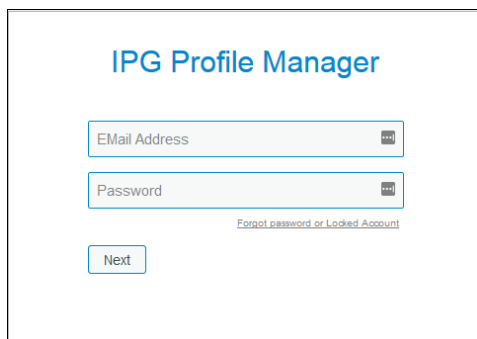# Setting Up Challenge Responses in Profile Manager

In an effort to provide password self-service functionality to IPG employees who forget their passwords or have a locked user account, a process has been put into place to securely allow users to reset a forgotten password or unlock their own locked accounts.

This requires a series of pre-answered security questions be set up by the user to allow them to initiate a password or account reset.

In addition to 3 security questions, users will be required to store a 4 digit PIN that will be stored and will be available to be viewed by the ESD. (The ESD will NOT be able to read or verify the 3 security questions or answers). The ESD will use this stored PIN to verify your identity if you need to call them directly for assistance.
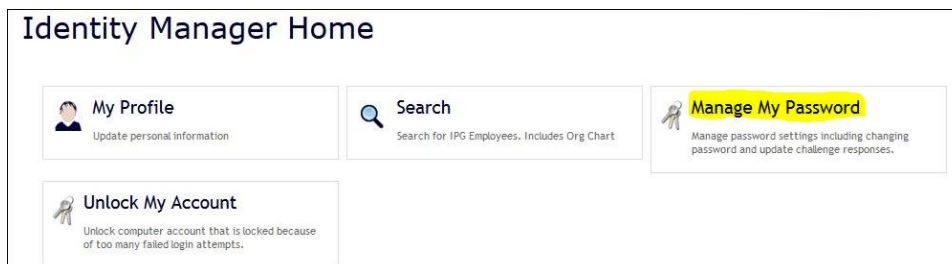
To pre-populate the security questions, complete the following steps:

1- Go to Profile Manager and log in with your email address and password.

2- Click on the badge entitled "Manage My Password".

3- If you get prompted with challenge responses, answer them. You will be required to answer 3 questions of your choosing and then enter a 4 digit PIN that will be used by the ESD to verify your identity if you call in with an issue that requires identity verification. Once you have answered the questions you are done and may logout.

Setup Security Questions
Logout

If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security answers

— Please select a question item from the list —

❯ ●●●●●●●●●

— Please select a question item from the list —

❯

— Please select a question item from the list —

❯

➤ Save Answers

4- If you do NOT get prompted to setup security questions, you have already set them up. You may review the questions you answered or re-answer the questions by selecting "Setup Security Questions" from the Main Menu.

Main Menu
Home
Logout

🔍 Change Password	Change your current password.
☰ Setup Security Questions	Setup your forgotten password security questions and answers. These secret answers will allow you to recover your password if you forget it.
📄 My Account	Information about your password and password policies.

5- If you are happy with the questions and remember your answers you may select "Cancel" and logout. Otherwise, select "Clear Answers" and answer the questions and setup your PIN as described in Step 3.

Confirm Security Questions

❄ Home
➡ Logout

You have already setup your challenge/response answers on February 12, 2016 at 1:07:25 PM Mountain Standard Time. If you continue, you can re-answer your questions.

Answered Questions

What is your partner's nickname?

What street did you grow up on?

What city / town were you born in?

✖ Clear Answers   ✖ Cancel

6- In the future if you forget your password or are locked out of your account, you may use the Forgot Password feature on the login page of Profile Manager to reset your password or to unlock your account if it is locked because of too many bad password re-tries.

IPG Profile Manager

EMail Address

Password

Forgot password or Locked Account

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