This document answers key questions about the IMS planned security upgrade for the new password and security question facilities.

1. **Why are we doing this?**

The main reasons why we are making changes are to improve the services we provide:
- So that new enhancements can be developed for users to reset their own passwords.
- To meet security guidelines
- To reflect changes in law
- Adhere to industry security regulation, guidance and work towards IS27001
- Comply with HCA internal security procedures
- Supporting the agency’s enabling role, introducing efficiencies by freeing up helpdesk resource and reducing the amount of helpdesk calls received for password resets.

2. **How do I update my account details?**

Section 4 of the IMS Security Administrator’s Guide shows the security administrator how to update their user’s account.

3. **How long does it take?**

The process should take approximately 5 minutes to set up your new security details.

4. **When do I have to update my details by?**

All IMS user accounts must have their security details updated by close of business 29\textsuperscript{th} July 2011.

5. **Will this have an impact on the user?**

No, but failure to update their security details will result in their password expiring. The user will then need to follow IMS Security guidance to reset their password via their PSA.

6. **What changes will I see?**

A simplified user interface and the option for password self reset

7. **What if I am unsure or need help?**

In the first instance please contact your Primary Security Administrator (PSA) or the HCA Service Desk on 01908 353 604 or email servicedesk@hca.gsx.gov.uk.