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Checklist for existing users

1. **Ensure your email address is up-to-date.**
   Your new password is automatically generated by the system and will be sent to the email IMS has stored. If you suspect it is out of date, or do not receive an email when you reset your password, contact your Security Administrator. Please note: Security Administrators should contact the HCA Service Desk.

2. **Ensure you have your current password to hand.**
   If you are unsure what it is
   - If you are an external user ask your Security Administrator to reset it.
   - If you are an external Security Administrator contact the HCA Service Desk.
   - If you are an internal HCA user contact the HCA Service Desk.
How to set up your security references

1) When you logon for the first time you will be prompted to set up your security details.

2) Click ‘Yes’. The ‘Security Preferences’ screen will open.

3) Select the down arrow against Question 1 and select the question you wish to have as your security prompt. You must choose 3 out of the fifteen available.
4) Enter the response.

Points to note:

- The response is case and character sensitive and must be remembered exactly the way it is entered. For example if you enter “June 1976” you must remember the capitalisation and space between the month and year.
- Responses must be at least 4 characters long.
5) Repeat the same steps for questions 2 & 3. When complete select ‘Ok’.
6) You should then access the system as normal.
Failed Password Attempts

1) If a user fails to enter in their User ID too many times the following error message will be shown.

Once the Ok button is pressed the 'Password Reset' screen is shown. Steps shown in the next section from point 3 should be followed.
If you have forgotten your password

1) Enter your User ID then select ‘Password options’.

2) The screen expands to display further options. Select ‘I have forgotten my password…’.

3) You are presented with the ‘Password Reset’ screen.

4) You now need to verify your credentials
a. If you are an external user enter your organisation code and citrix ID and click on ‘Verify’.
b. If you are an internal user just click on ‘Verify’.

5) You will be prompted to answer 2 of the three questions set up on your account.

6) Enter the responses as originally entered.
Points to note:
- Remember responses are case and character sensitive.
- You have 3 attempts to get the response correct. If it is entered incorrectly you will see an error message.
- After three attempts the account will be locked and you will need to contact your Security Administrator to reset your password.
NOTE: If the user has not yet used up their password attempts the account will not be locked. The user will still be able to attempt to re-enter their password a number of times. Once both the password reset attempts and password attempts have been exhausted the account will be locked and the following message will be shown. If the user is an internal HCA user the message will state “Please contact the HCA Service Desk.

7) Submit response by clicking ‘Ok’. If it has been successful you will be informed that an email has been generated by the system and sent to your email address.

8) Within the hour you will receive an email containing the system generated password. If you do not
   • If you are an external user contact your Security Administrator to check your email address is correct.
   • If you are an external Security Administrator contact the HCA Service Desk to check your email address is correct.
   • If you are an internal HCA user contact the HCA Service Desk.
9) For external users your Security Administrator will also receive an email notifying them of the request to reset a password.
How to change or reset your password

1) You may be prompted by the system to reset your password for example if your password has expired, or need to reset your password in response to a request by you.

![Logon Validation]

2) When the Ok button is pressed the screen will automatically show the password options available.

![IMS Logon]

3) Enter your new password, and then re-enter it below.

Points to note:
- The password is case sensitive.
- If you are unsure what format the password should take click on the ‘?’ for guidance.

![Password Help]
4) Select ‘Change Password’.
5) If the existing details are not correct you will see an error message, and you will need to re-enter your details.

   ![Error]
   **Error**
   Incorrect details have been entered.
   Please use the password reset facility.
   ![OK]

6) If the details are correct you will see a successful message.

   ![Information]
   **Information**
   Password changed!
   ![OK]

7) Select ‘Ok’ and you will enter the system as normal.
Updating your security preferences

1) Logon to IMS.
2) On the menu bar select ‘Tools’ then ‘Security Preferences…’

3) You will be presented with the ‘Security Preferences’ screen. Here you have the option to select an alternative question(s) and enter a different response(s).

Points to note:
- The response is case and character sensitive and must be remembered exactly the way it is entered. For example if you enter ‘June 1976’ you must remember the capitalisation and space between the month and year.
- Responses must be at least 4 characters long.

4) Once submitted the new questions and responses will be activated.