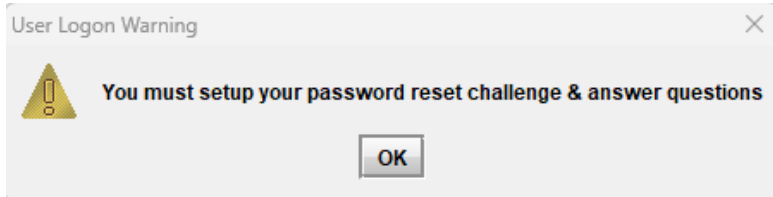


CHALLENGE QUESTIONS SETUP – LEADS MESSENGER

ALL LEADS Messenger users have the ability to setup password reset challenge questions. This enables a user to reset their own password when they can't recall the correct password. LAC's are encouraged to have all their users setup the challenge questions;

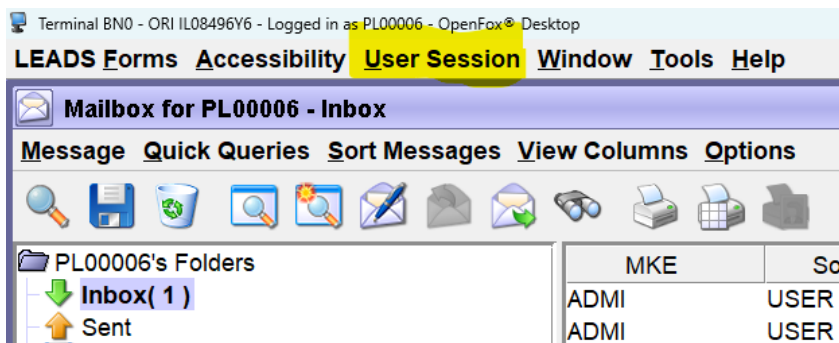
When users log into LEADS Messenger for the first time they will receive User Logon Warning:



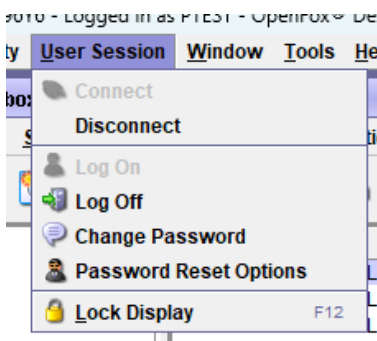
Select OK, the box will close, and the user will be taken to the Messenger inbox. At this time the new user should be encouraged to set up their Challenge questions.

[The following steps are for all users, new and existing:](#)

Select User Session at the top of the Messenger Inbox. (If a user did not set up Challenge questions previously, the process is the same).



Select Password Reset Options



CHALLENGE QUESTIONS SETUP – LEADS MESSENGER

Prompted to provide login credentials



OpenFox® Desktop - Reset Password Options

Reset Password Options

You must provide your login credentials

User ID: PTEST

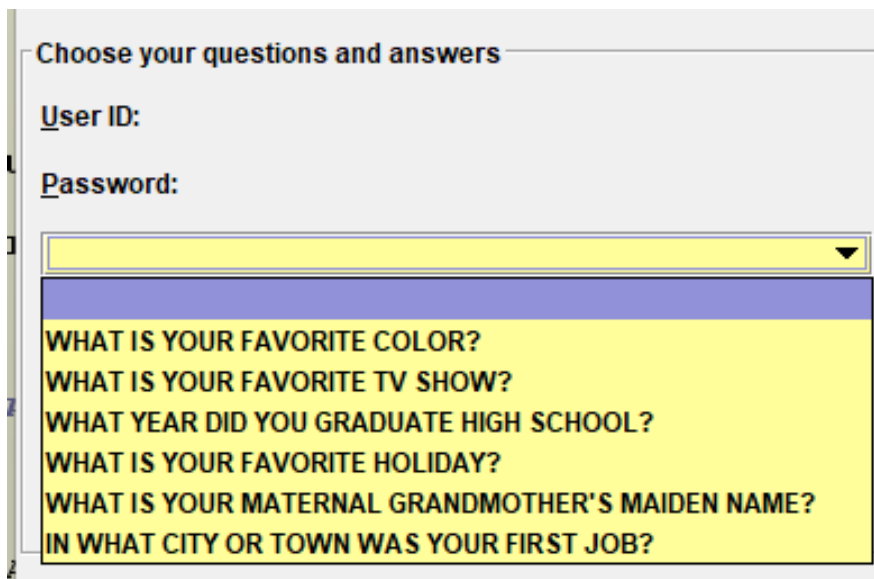
Password: ••••••

OK Cancel

Prompted to Enter current Password again

Choose 5 Questions and enter your answers

Question Choices



Choose your questions and answers

User ID:

Password:

WHAT IS YOUR FAVORITE COLOR?

WHAT IS YOUR FAVORITE TV SHOW?

WHAT YEAR DID YOU GRADUATE HIGH SCHOOL?

WHAT IS YOUR FAVORITE HOLIDAY?

WHAT IS YOUR MATERNAL GRANDMOTHER'S MAIDEN NAME?

IN WHAT CITY OR TOWN WAS YOUR FIRST JOB?

CHALLENGE QUESTIONS SETUP – LEADS MESSENGER

OpenFox® Desktop - Reset Password Options



Reset Password Options

Choose your questions and answers

User ID:

Password:

WHAT IS YOUR FAVORITE TV SHOW?	Seinfeld
WHAT IS YOUR FAVORITE CITY TO VISIT?	Los Angeles
WHAT IS YOUR FAVORITE DESSERT?	Angel Food Cake
WHAT IS YOUR FAVORITE SPORTS TEAM?	St Louis Cardinals
WHAT WAS YOUR HIGH SCHOOL MASCOT?	Lancer

Review your selected questions and answers (**must remember chosen answers**)

Select Submit

OpenFox® Desktop - Reset Password Options



Reset Password Options

Choose your questions and answers

User ID:

Password:

WHAT IS YOUR FAVORITE TV SHOW?	Seinfeld
WHAT IS YOUR FAVORITE CITY TO VISIT?	Los Angeles
WHAT IS YOUR FAVORITE DESSERT?	Angel Food Cake
WHAT IS YOUR FAVORITE SPORTS TEAM?	St Louis Cardinals
WHAT WAS YOUR HIGH SCHOOL MASCOT?	Lancer

Your Password Reset Options have been saved

 **YOUR CHALLENGE QUESTIONS AND ANSWERS HAVE BEEN UPDATED**

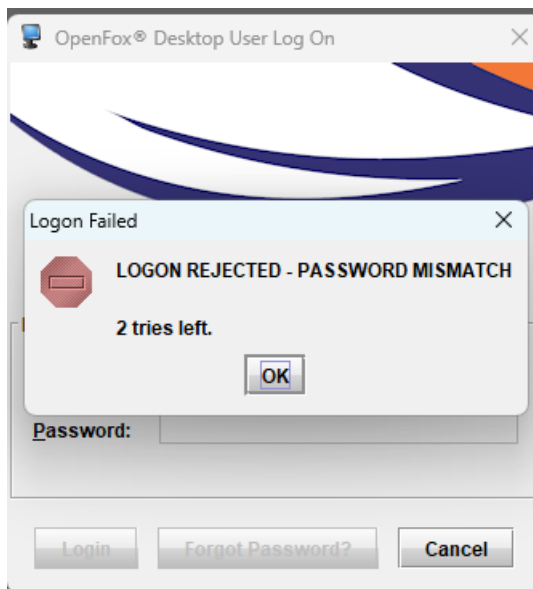
CHALLENGE QUESTIONS SETUP – LEADS MESSENGER

Challenge question setup is now complete.

[I forgot my password. What do I do?](#)

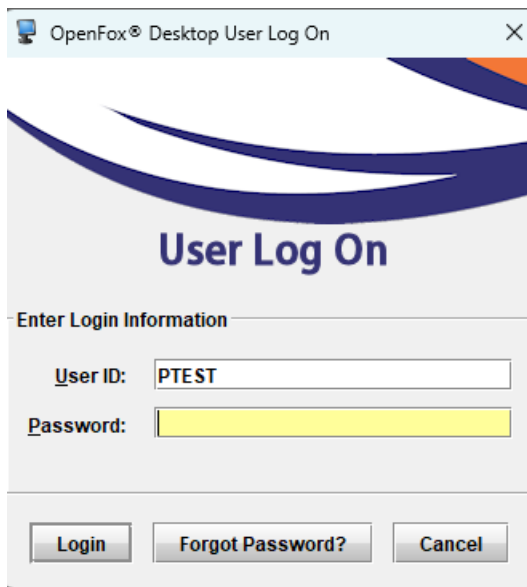
Now that you have set up your challenge questions you can reset the password on your own:

Example of resetting your own user's password.



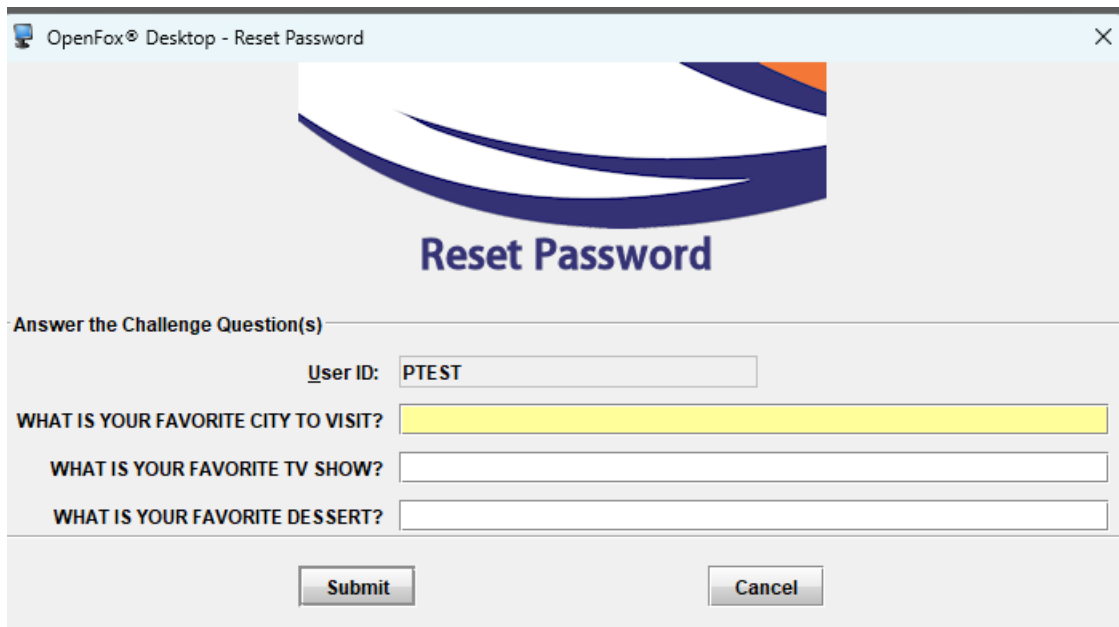
Select OK then

Select Forgot Password



CHALLENGE QUESTIONS SETUP – LEADS MESSENGER

The “Reset Password” prompts the user to reset their password by entering the answers to the previously selected questions.



OpenFox® Desktop - Reset Password

Reset Password

Answer the Challenge Question(s)

User ID: PTEST

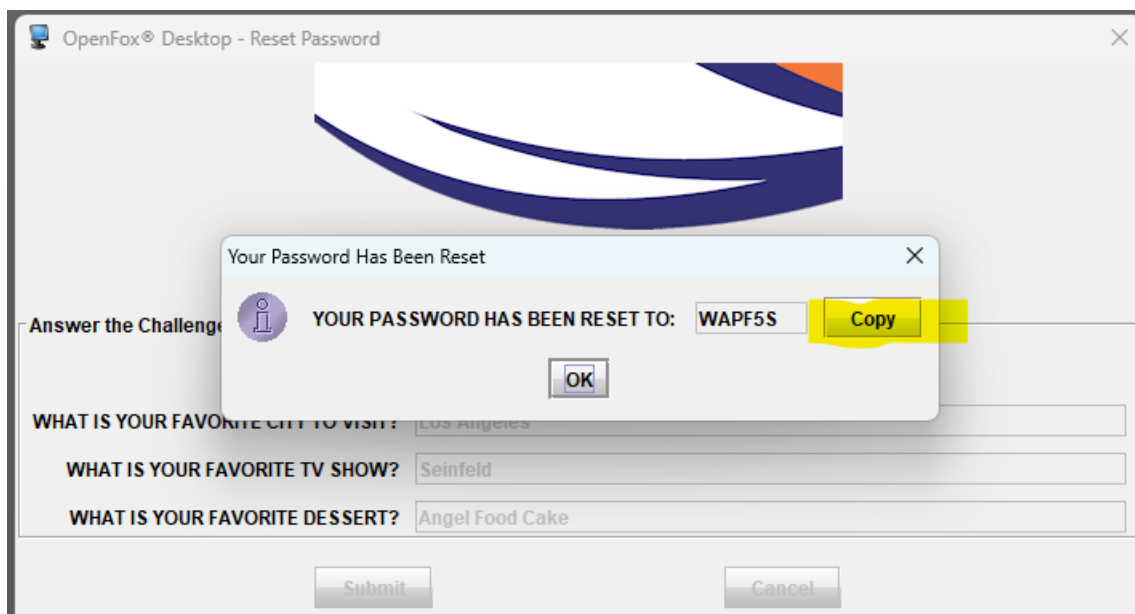
WHAT IS YOUR FAVORITE CITY TO VISIT?

WHAT IS YOUR FAVORITE TV SHOW?

WHAT IS YOUR FAVORITE DESSERT?

Submit Cancel

Complete the fields with your correct answers, select Submit



OpenFox® Desktop - Reset Password

Your Password Has Been Reset

YOUR PASSWORD HAS BEEN RESET TO: WAPF5S

Copy

OK

Answer the Challenge

WHAT IS YOUR FAVORITE CITY TO VISIT? Los Angeles

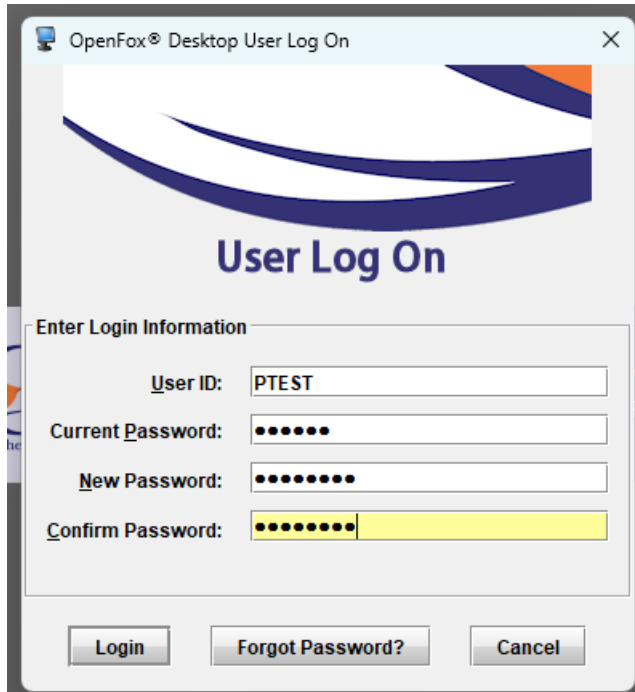
WHAT IS YOUR FAVORITE TV SHOW? Seinfeld

WHAT IS YOUR FAVORITE DESSERT? Angel Food Cake

Submit Cancel

A code will be generated and provided to you. Copy the code generated, select OK

CHALLENGE QUESTIONS SETUP – LEADS MESSENGER



The image shows a window titled "OpenFox® Desktop User Log On". It features a blue and white logo at the top. Below the logo, the text "User Log On" is displayed. Underneath, there is a section titled "Enter Login Information" with four input fields: "User ID:" containing "PTEST", "Current Password:" with seven dots, "New Password:" with seven dots, and "Confirm Password:" with seven dots. At the bottom, there are three buttons: "Login", "Forgot Password?", and "Cancel".

Paste the code into current password, type in a new password.

Passwords should consist of a minimum of 8 characters including at least 1 capital letter, 1 lower case letter, 1 number or special character, (except for a period). Cannot be the same password used for the last 2 years. Retype new password and select Login.

This is now this users new password for the next 90 days. Users are prompted when passwords are approaching 90 day expiration. Users can change their password at any time prior to 90 day expiration.

