



# Reference Manual

## Password Self Help

### 3.003



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# Welcome To Password Self Help

Password Self Help enables users to reset their own passwords on the IBM i, negating the need to either call the Support Help Desk or have an Administrator perform the task for them. Password resets are performed via a series of secure questions pre-defined by Administrators that can only be answered by the user.

## The Administration Process

- The Self Help Administrator determines the validation questions - both number and actual questions to be asked.
- The Administrator customizes the rules associated with the Self Help questions, such as length of response, inappropriate characters etc.
- The Administrator selects whether the users will be expected to choose their own password during the reset procedure, or use a standard 'Preferred Password.'
- The Administrator also pre-determines the number of unsuccessful attempts that the User can make before being prevented from progressing with the password reset. Any aborted password reset is logged for auditing purposes by administration.

See [Administration Setup Procedure](#)

## The User Process

Users have the ability to provide their own personalized answers to the pre-defined questions. Password Self Help Administrators do not have the ability to either maintain or view individual responses. A key feature of Password Self Help is its ability to empower Users to provide their own answers to the pre-defined questions and determine their own password. This process can be accomplished using either the green screen or a web browser.

See [Web User Setup Procedure](#)

See [Green Screen User Setup Procedure](#)

## The Reset Process

The User signs onto the IBM i system using a pre-defined global log-in profile, or uses a web browser to open a reset URL given to them by their administrator. They are then prompted for their individual ID. Upon validation, they are presented with a series of authentication questions. Having successfully answered the questions the password is then either reset to a pre-defined default, or the user can set a new password, which is validated against the system password rules. The User can then log in and work as they would normally.

See [Web Password Reset Procedure](#)

See [Password Reset Procedure](#)



# What's New

This 'What's New' section is designed to give you an overview of the enhancements that are included in the latest release of the Self Help software. This guide shows ALL enhancements that have been made to Version 3 and Version 2 of the Self Help software.

## What's New in Version 3

- As of version 3.003, Password Self Help administrators can now be warned that the number of remaining licenses is approaching its limit. The percentage of licenses remaining at which the warning appears can be set by the administrator. For a complete list of Password Self Help 3.003 improvements, see the [Password Self Help Release Notes](#) on the HelpSystems website.
- As of version 3.002, Password Self Help Dashboard Widgets have been added to the Insite web browser interface, which allow you to monitor Password Self Help activity. See [Password Self Help Dashboard Widget Descriptions](#).
- As of version 3.002, the following commands have been added:
  - DSBPSHPRF (Disable Profile within PSH), which sets the profile to DISABLED within Password Self Help. See [DSBPSHPRF command](#) for more details.
  - ENBPSHPRF (Enable Profile within PSH), which sets the profile in ENABLED within Password Self Help. See [ENBPSHPRF command](#) for more details.
  - CLNUPPSHPR (Clean Up Of Password Self Help), which removes unwanted profiles (those not physically existing on the system) from Password Self Help. See [CLNUPPSHPR command](#) for more details.
  - DSPPSHPRF (Display Profile within PSH), which returns information about users. See [DSPPSHPRF command](#) for more details.
  - CPYPSHCNFG (Copy PSH Configuration) has been added, which allows you to copy the Password Self Help configuration, including questions if desired. See [Copy PSH Configuration \(CPYPSHCNFG\)](#).
- As of version 3.001, the User Setup and Password Reset functions can be accessed using a web browser. See [Web User Setup Procedure](#) and [Web Password Reset procedure](#).
- The Retrieve Profile command (RTVPRFSH) has been updated to allow retrieval of more than one profile, and an audit report now provides a summary of activity. See [Retrieve Profile to Self Help](#).
- During password reset, the user now has the choice to reset their password, set their profile status to \*ENABLED, or both. See [Self Help Password Reset](#).
- Administrators can now force users to answer a specific number of questions before they can use Password Self Help. See "Answer Minimum No of Questions" in the [Set Up General Configuration Details](#) topic.
- Administrators can now set the "Reset to Password" parameter to use the Preferred Password (configured by the user or administrator), or a new password entered by the user. See "Reset to Password" in the [Set Up General Configuration Details](#) topic.
- "Work with Registered Self Help Profiles" now shows Language description. See [Work with Registered Self Help Profiles](#).

- A number of "Work with" screens now include text based descriptions for "Automatic Action" and "Reset to Password." See, for example, [Work with Languages/System Configuration](#).
- Reporting and Purging is now available using two new commands:
  - RUNSHRPT - This command allows you to select a Date/Time range for reporting. The command may be run several times over the same data. See [Run Self Help Report Command \(RUNSHRPT\) screen](#).
  - RUNSHPRG - This command allows the user to purge data based on number of days. This allows the user to 'experiment' by running RUNSHRPT command a number of times before the data is purged. See [Run Self Help Audit Data Purge command \(RUNSHPRG\) screen](#).
- The previous "Run Report and Purge Menu" (Option 35) on the Main Menu (which ran a single command, RUNSHAUD) has been replaced with the "Report and Purge Menu" (option 35). This new menu includes options to run the two new commands (above) and also the current Report and Purge command, RUNSHAUD. See [Self Help Report and Purge Menu](#).
- "Technical Assistance Information" option (65) has been added to the Initial Menu, which allows easy access to the Self Help Version number and basic system details. See [Self Help Main Menu](#).
- Installation/Upgrade has been simplified for IBM i 6.1 and above. For IBM i 6.1 the installation can be done using RSTLIB LIB(SHPSAVF) followed by CALL PGM(APYPSHP71) PARM ('SHPSAVF '). For IBM i 7.1 you can make use of IBM's LODRUN command referencing a Save File.

## What's New in Version 2

- **Compatibility with V6R1:** This release of Self Help is the first version to be compatible with V6R1 of the IBM i operating system. Previous versions of Self Help will NOT work correctly with V6R1. If you are planning to install or upgrade to V6R1, please ensure that you plan to install, or upgrade to, Version 2 of Self Help at the same time.
- **Ability to set a Global Reset Password:** It is now possible to set a global password that can be defined for all users registered under a specific Language ID. This password, when set up, will override any user defined "preferred password". See [Maintain Preferred Password](#).
- **Ability to define answers as case specific or not:** An enhancement has been made so that when questions are defined, the administrator can determine if the answers required are to be case specific, or not. This means that, when a user needs to answer questions to reset their password, answers may be input in any case, if so defined. See [Set Up General Configuration Details](#).
- **Ability to Change Internal System Name:** An enhancement has been made so that the internal system name, used by the software, can be changed if you decide to change the name of your system or copy the Self Help configuration from one system to another. The command CHGSHPSYS can be used to perform this function.
- **Ability to Edit a Question:** We have added the ability to edit a question if it is not been assigned to a user. This means that if a user incorrectly spells a question during setup they can now edit it immediately. Previously the question would need to be deleted and re-created. See [Maintain Question Details](#).

- **Default Question Rules:** When creating a new question it is necessary to define a number of rules governing how a user can answer the question. These rules include:
  - Minimum length of response
  - Characters not allowed
  - Repeating characters allowed
  - Case sensitivity

Previously, these rules had to be set for each individual question. In this version of the software, a set of default rules can be defined at a language level and automatically applied to each new question. These rules can be overridden at the question level, if necessary. See [Set Up General Configuration Details](#).

- **Copy a Question:** We have added the ability to copy an existing question, allowing the user to provide a new question ID and alter all other values associated with the question. See [Copy Question Details](#).
- **New Deletion Command - DLTSHPUSTR:** We have introduced a new command (DLTSHPUSTR in Library @MSSH) that will delete user details completely from Self Help. This command will also log this action in the audit file. The command accepts a 10 Character User Profile Parameter. The command can be added into a customer's own automated user profile deletion process.
- **Minimum Questions Answered Check:** A new API (Program SHC001I1 in Library @MSSH) can be called during initial program processing to check whether the user has answered the minimum number of questions. If they have not, then they are prompted to answer further questions. If they have, they can continue as normal.
- **Display of User Help/Bulletin Board Screens:** New functionality has been added allowing administrators to stop the Help and Bulletin Board Text screens from being displayed. You can now select whether to display both Help and Bulletin Board text, just Help or Bulletin Board text or neither. See [Set Up General Configuration Details](#).
- **Inform Users of the Number of Questions to Select:** The number of questions that need to be answered by a user is now displayed when they are selecting their questions. Previously, this number was only available on the screen after they had selected the questions. See [Select Question](#).

# Installing Password Self Help

These instructions guide you through the process of installing or upgrading Password Self Help on your IBM i.

## Before You Install

- Ensure that the system value QALWOBJRST has a value of \*ALL i.e. CHGSYSVAL SYSVAL (QALWOBJRST) VALUE(\*ALL).
- We recommend that you ensure that the system value QFRCCVNRST is set to two i.e. CHGSYSVAL SYSVAL(QFRCCVNRST) VALUE('2'). This ensures that any program conversion is performed when the objects are restored.
- Password Self Help Version 3.002 and higher is compatible with IBM i Version 7 Release 1 (V7R1) and above. Please ensure that your IBM i system is at the right release level before continuing.
- The QSECOFR security profile will be used during the installation process so make sure that you have access to the QSECOFR security officer profile. Do not use any other profile to load the software.

## System Requirements

Password Self Help requires the following:

- IBM i (i5/OS, OS/400) version V7R1M0 or higher
- 30 MB of disk space
- Current IBM-supported PTF level

## Compatibility with HelpSystems Insite

To use HelpSystems Insite to access your products through a web browser, you must meet the following browser and/or operating system requirements.

Hardware Type	Minimum Browser and/or OS Requirements
Desktop/Laptop	Firefox 11 or higher Chrome 21 or higher Internet Explorer 11 Safari 6.1 or higher Microsoft Edge

Hardware Type	Minimum Browser and/or OS Requirements
Mobile Device	iOS: Browsers on iOS 8 or higher Android: OS 4.4 or higher using Chrome Windows: OS 10 using Edge
IBM i	V7R1 or higher operating system

For more details, see [Insite System Requirements](#).

## Compatibility with DetectIT:

If you are using DetectIT's User Profile Manager module, before you install Password Self Help, you will need to be on a compatible version of DetectIT.

- The minimum is DetectIT version 14.4.2, with the addition of the following PTFs:
  - R881090823 Reduce number of file opens and close for Pre-Filter
  - R881090826 Convert Remote Command Requests
- If you are on DetectIT 14.4.3, you need the addition of the following PTF:
  - R881090826 Convert Remote Command Requests

DetectIT version 14.4.4 and higher is compatible without special PTFs.

## Installation Procedure

### On the IBM i:

1. Sign on with QSECOFR.
2. CRTSAVF QGPL/SELFHELP

### On the PC:

3. Go to the HelpSystems [Password Self Help download page](#) and download the "Password Self Help for IBM i" zip file (SHPSAVF)
4. Unzip SHPSAVF and save to pc
5. Open command window
6. FTP <IBM i >
7. Sign on with QSECOFR
8. Change to binary mode using the BIN command
9. PUT <pathname>\SHPSAVF QGPL/SELFHELP
10. Wait until the transfer has finished

**On the IBM i:**

1. Sign on with QSECOFR
2. LODRUN DEV(\*savf) SAVF(< Save\_File\_Library >/< Save\_File > )

Where:

< Save\_File > is name of save file that contains Self Help shipping library SHPSAVF

< Save\_File\_Library > is name of library containing < Save\_File >

Example:

**LODRUN DEV(\*savf) SAVF(QGPL/SELFHELP)**

3. This will prompt the APYDTISHP command:

Install/Upgrade Self Help (APYDTISHP)

Type choices, press Enter.

Transfer data . . . . .	> <u>N</u>	Y, N
Submit to batch . . . . .	> <u>N</u>	Y, N
Device . . . . .	> <u>*SAVF</u>	Name, *SAVF
Save file library . . . . .	> <u>SHPSAVF</u>	Name
Library . . . . .	<u>APYSHP</u>	Name

Bottom

F3=Exit   F4=Prompt   F5=Refresh   F10=Additional parameters   F12=Cancel  
 F13=How to use this display   F24=More keys

**Transfer data:** Type 'N' (unless you are updating from a previous version)

**Submit to batch:** Type 'N' to run interactively. Type 'Y' to run the command in batch. The system will automatically prompt the SBMJOB command.

**Device:** \*SAVF

**Save file library:** SHPSAVF

**Library:** Type the library to contain the installation objects. It will be created if it does not exist. The default is APYSHP. For a batch job the value cannot be QTEMP.

4. Once all necessary parameters have been input press Enter.

**NOTE:** If you entered 'Y' at the "Submit to batch" prompt the SBMJOB prompt screen will appear. Input the appropriate values and press Enter. For further details of the SBMJOB parameters please refer to the appropriate IBM manual.

5. The APYDTISHP command will install the library @MSSH onto your system.
6. After the installation has completed successfully, you are now ready to sign on to the Self Help system. You can sign off as the security officer and sign on as the Self Help Administrator, (ALERTSH).

Profile: ALERTSH

Password: ALERTSH1 (This password is set to Expired. You will be prompted to create a new password after you first sign on.)

7. After you have signed on as the Self Help profile you will be presented with the Self Help master menu. This menu is SHC000I, as you will see from the field in the top left hand corner of the screen.

## Password Self Help Profiles

Two profiles are installed during the Password Self Help installation procedure:

- ALERTSH - Password Self Help Administrator
- SELFHELP - Password Self Help User

**WARNING:** New users: The ALERTSH password is set to Expired. You will be prompted to change it when you first sign on. Upgrading users: Change the ALERTSH password using the CHGPWD (Change Password) command. If you do not change this password your systems will be vulnerable to unauthorized access.

For proper functioning of the system, please do not delete these profiles.

## Error Logs

If errors occur which cannot be transmitted to the operator, the system will dump the error to the output queue (QEZDEBUG) on the system on which it has occurred.

**NOTE:** Password Self Help installation creates a new library, @MSSH. This library should be backed up on a regular basis.

## Reports

Reports will be sent to the output queue 'SHOUTQ' that can be found in library @MSSH. This is a protected queue. Only authorized personnel can access this queue.

# Upgrading or Updating Password Self Help

These instructions guide you through the process of upgrading to Password Self Help version 3.003 on your IBM i, or updating from a prior modification level of version 3.

## Before You Upgrade or Update

- Please ensure that the system value QALWOBJRST has a value of \*ALL, i.e. CHGSYSVAL SYSVAL(QALWOBJRST) VALUE(\*ALL')
- We recommend that you ensure that the system value QFRCCVNRST is set to 2 i.e. CHGSYSVAL SYSVAL(QFRCCVNRST) VALUE('2'). This ensures that any program conversion is performed when the objects are restored. If you do not change this system value, the system will convert these programs as and when they are used. This may lead to users experiencing longer response times.
- The QSECOFR security profile will be used during the upgrade process so make sure that you have access to the QSECOFR security officer profile. No other profile will allow you to load the software.
- Please ensure that your current Self Help system is properly backed up. The library to back up is @MSSH. Complete this backup first before proceeding further.
- The upgrade must be in dedicated mode. To ensure that you are in a dedicated mode, use the command WRKOBJLCK QSYS/@MSSH \*LIB. No one should be signed on to this library.
- The upgrade time may vary between 0.25 hours to 1 hour depending on the size and usage of Self Help.
- Please clear all reports (if any) in the @MSSH/SHOUTQ output queue. The output queue should be empty. If the queue is not empty, the upgrade installation may terminate abnormally.

## System Requirements

Password Self Help requires the following:

- IBM i (i5/OS, OS/400) version V7R1M0 or higher
- 30 MB of disk space
- Current IBM-supported PTF level

## Compatibility with HelpSystems Insite

To use HelpSystems Insite to access your products through a web browser, you must meet the following browser and/or operating system requirements.



Hardware Type	Minimum Browser and/or OS Requirements
Desktop/Laptop	Firefox 11 or higher Chrome 21 or higher Internet Explorer 11 Safari 6.1 or higher Microsoft Edge
Mobile Device	iOS: Browsers on iOS 8 or higher Android: OS 4.4 or higher using Chrome Windows: OS 10 using Edge
IBM i	V7R1 or higher operating system

For more details, see [Insite System Requirements](#).

## Compatibility Requirement with DetectIT:

If you are using DetectIT's User Profile Manager module, before you upgrade to version 3.003 of Password Self Help, you will need to be on a compatible version of DetectIT.

- The minimum is DetectIT version 14.4.2, with the addition of the following PTFs:
  - R881090823 Reduce number of file opens and close for Pre-Filter
  - R881090826 Convert Remote Command Requests
- If you are on DetectIT 14.4.3, you need the addition of the following PTF:
  - R881090826 Convert Remote Command Requests

DetectIT version 14.4.4 and higher is compatible without special PTFs.

## Upgrade/Update Procedure

### On the IBM i

1. Sign on with QSECOFR
2. CRTSAVF QGPL/SELFHELP

### On the PC

3. Go to the [HelpSystems Password Self Help download page](#) and download "Password Self Help for IBM i" zip file (SHPSAVF).
4. Unzip SHPSAVF and save to PC
5. Open command window

6. FTP <IBM i>
7. Sign on with QSECOFR
8. Change to binary mode using the BIN command
9. PUT <pathname>\SHPSAVF QGPL/SELFHELP
10. Wait until the transfer has finished

**On the IBM i:**

1. Sign on with QSECOFR
2. LODRUN DEV(\*savf) SAVF(< Save\_File\_Library >/< Save\_File > )

Where:

< Save\_File > is name of save file that contains Self Help shipping library SHPSAVF

< Save\_File\_Library > is name of library containing < Save\_File >

3. This will prompt the APYDTISHP command:

**Transfer data:** Enter a 'Y', if you wish to transfer data. The system will automatically transfer the data from the old version after the installation of the new release. Typically, this process will only take a few minutes to complete. If you enter a 'N', the system will overlay the data from Self Help and thereby delete all the users and the control records that you have previously set up. Please note that the base IBM i user profiles (ALERTSH and SELFHELP) will not be deleted by this process.

**Submit to batch:** Type 'N' to run interactively. Type 'Y' to run the command in batch. The system will automatically prompt the SBMJOB command.

**Device:** \*SAVF

**Save file library:** SHPSAVF

**Library:** Type the library to contain the installation objects. It will be created if it does not exist. The default is APYSHP. For a batch job the value cannot be QTEMP.

4. Once all necessary parameters have been input press Enter.

**NOTE:** If you entered 'Y' at the "Submit to batch" prompt the SBMJOB prompt screen will appear. Input the appropriate values and press Enter. For further details of the SBMJOB parameters please refer to the appropriate IBM manual.

5. The upgrade routine will submit a job in QBATCH to delete the old version of Self Help that will be renamed to @MSSHOLD. This job will be held. Once you are ready to delete the older version, then please back up the library before releasing the deletion job.

# Implementing Password Self Help

This guide describes how to configure Password Self Help. It describes how administrators can tailor Password Self Help to fit the security needs of their organization, how users can add personalized answers to their choice of security questions, and how users can reset their IBM i passwords autonomously by correctly answering those questions.

**NOTE:** The Password Self Help library (@MSSH) should be backed up on a regular basis as part of your normal operational procedures.

**NOTE:** The separate *Password Self Help Implementation Guide* is an abbreviated resource that includes only the following implementation instructions, and in a slightly abbreviated format.

# Administrator Setup Procedure

After installation, complete the following procedure to configure Password Self Help.

## To Configure Password Self Help and Add Questions

1. If this is your first time administering Password Self Help, log in using the following credentials:

Profile: **ALERTSH**

Password: **ALERTSH1**

**WARNING:** New users: This password is set to Expired. You will be prompted to change it when you first sign on. Upgrading users: Change this password using the CHGPWD (Change Password) command. If you do not change this password your systems will be vulnerable to unauthorized access.

The [Password Self Help Menu](#) (SHC000I) is used for all required administration tasks. Note that this menu will add the Self Help Library (@MSSH) to your library list automatically.

2. Use option **5** to enter your company name for screen and report usage, then press Enter to return to the Main Menu.

**TIP:** Center the text if you want it to appear centered on screens and reports.

3. Use option **10** to open the [Work with Languages/System Configuration screen](#) on page 1 where you can configure languages and questions.

SHP009

Self Help Demo System

2/28/17

Work with Languages/System Configuration

12:38:31

Position to Language ID. . . :

Select Maintenance Option, press Enter (2=Configuration 4=Delete 3=Copy

5=Questions 10=Help Text 11=Bulletin Text 13=Standard Text)

Opt ID	Language	Ans / Ask	Attempts Allowed	Audit (Days)	Action to take	Reset to Password
— AH	TEST_COPY	05 / 04	03	365	User Choice	USER OWN
— DM	DEMO	04 / 03	03	005	User Choice	UNDEFINED
— EN Y	ENGLISH	05 / 04	03	365	User Choice	USER OWN
— HB	HEBREW	07 / 03	03	365	User Choice	USER OWN
— KS	KS TEST LANG	05 / 04	03	365	User Choice	USER OWN

Enter=Continue F3=Exit F5=Refresh F6=Create Language F10=Maintain Global Help

F15=Print Questions

4. Press **F6** first to add a Language and configure the system. (Or, select Option 2 for an existing Language to maintain its configuration.)

SHP1002 Self Help Felix System		2/20/18
Set Up General Configuration Details		14:04:07
System Name . . . . .	FELIX	<b>Amend</b>
Language ID and Description. . .	EN ENGLISH	Default Lang? . Y
Invalid Attempts Allowed . . .	3	
Answer Min. No. of Question. . .	5	No. of Questions to Ask. . . 3
Retain Self Help Audit(Days) .	365	0-999
Display User Input Text? . . .	N	Y/N
Question Allocation By? . . .	B	A=Administrator U=User B=Both X=Automatic
Display User Text Screens? . . .	Y	B=Bulletin Text H=Help Text Y=Both N=None
Display to Unregistered Users. Y		Y/N
Automatic Action . . . . .	C	S=Re-enable Prf P=Reset Pwd Y=Both N=None C=User Choice
Reset to Password. . . . .	0	' '=Preferred Pwd 0=User Own Pwd
Default Question rules		
Minimum length of response . .	00	0 to 50 (0 = No default rules applied)
Characters not allowed . . . .		*NONE,*SYSTEM,Blank,Specific characters. *NONE/Blank = No Restriction
Same answer allowed. . . . .		' '=Allowed N=Not Allowed
Repeating characters allowed .	00	00 to 50 ('00' = No Restriction)
Case sensitive . . . . .		' ' or 'N'
Enter=Continue F3=Exit F8=Set PWD F10=Help Text F11=Bulletin Text F12=Cancel		

Use this screen to maintain questions and Help/Bulletin Board Text as you require. Decisions you need to make here include the following:

- **Answer Minimum No of Questions:** How many questions the user will be required to answer during the user setup process.
  - **No of Questions to Ask:** How many of these questions (randomly selected) users will need to answer during the password reset process.
  - **Automatic Action:** Whether the reset process...
    - Sets the user profile to \*ENABLED (S)
    - Resets the password (P)
    - Both (Y)
    - Neither (N)
    - Prompts the user to choose whether to set their profile to \*ENABLED, reset their password, or both (C)
  - **Reset to Password:** Whether, upon reset, users will be required to use a global password or select their own. To start (and for any testing), set to "O" to prompt users to change their password during reset. For a full discussion of this setting, see [Set Up General Configuration Details screen](#).
5. Enter **5** for a Language to open the [Work with Questions screen](#) where you can add security questions.
6. Press **F6**, then enter the number of the first question you would like to add (e.g. "EN001") and press **Enter**. The [Maintain Question Details screen](#) appears where you can define the question. After you have defined the question, press **Enter**. You are prompted to add another question. Add the next question (e.g. EN002), and repeat this process until you have added the required number of questions, after which type **F3** to return to the Work with Questions screen.

```

SHP002          Password Self Help City West Inn          7/31/15
EN ENGLISH      Work with Questions                      12:09:01

                Position to Question ID . . . . .
Type options, press Enter.
2=Maintain  3=Copy  4=Delete  5=Display  8=Display Profiles using selected
question

Opt Question ID Description
-- 1          In what city did you meet your spouse/significant other?
-- 2          What school did you attend for sixth grade?
-- 3          In what city or town was your first job?
-- 4          What was your first pet's name?
-- 5          What was the name of your first school?
-- 6          In what city does your nearest sibling live?
-- 7          What was the name of your first teacher?
-- 8          What is your dog's name?
-- 9          What is your oldest cousin's name?

Enter=Continue  F3=Exit  F5=Refresh  F6=Maintain  F15=Print

```

If you have not added the minimum number of questions, a warning appears at the bottom of the screen that indicates how many questions you are required to add (based on the "Answer Min No of Question" settings in your Configuration Details).

7. When you have finished adding questions, press **F3** to return to the System Configuration screen. Choose option **10** for the Language you are configuring if you would like to add Help Text - the text users will see when they begin to configure Self Help. The appropriate text to be added here will depend on the configuration choices you have made. For example, if you have configured Password Self Help to allow users to change their password during reset (using the "O" setting), the text here might read:

```

Welcome to Password Self Help
This system will allow you to reset your password in the future
if it is lost or forgotten using answers to questions you are
about to answer.
At the time of the password reset, you will be able to set a new
password.
For questions please contact your system administrator.

```

# To Deploy Password Self Help to System Users

After you have configured Password Self Help, the users must enroll themselves by answering security questions. This will complete the setup, and allow users to reset their profiles/passwords. Use one of the following methods to allow your user access to the Password Self Help question/answer process.

## Option 1 - Set up an Insite Server

Setup an Insite server (see [Getting Started](#) in the Insite help) and give users a URL for web browser access. Users can access both the setup and reset tools through the web browser connection located at your server using the URL "http://[system alias]:3030/HelpSystems/PSH . They will use their IBM i login to perform the setup for their own user profile. The same URL provides access for password resets as well. This method requires no green screen access for end users.

## Option 2 - Use the @MSSH/WRKSHQA command

- If the user has command line access and does not have 'Limited Capabilities', use the following command:

**@MSSH/WRKSHQA**

- For users with command line access but are set to 'Limited Capabilities', consider changing the 'Allow limited users' parameter to \*YES on the WRKSHQA command:

**CHGCMD @MSSH/WRKSHQA ALWLMTUSR(\*YES)**

This allows users with 'Limited Capabilities' to execute the 'Work with SelfHelp Answers' command to answer their security questions and register their user profile.

**NOTE:** Use the above command as a menu option if you are able to customize your menus.

Share the following instructions with your users to inform them how to enroll and reset using the green screen:

- [Green Screen User Setup Procedure](#)
- [Green Screen Password Reset Procedure](#)

## Option 3 - Use our User Setup API

Alternatively, you can use our API program, either as the user's initial program, or incorporate into your existing program or menus. The API is used as following:

**CALL @MSSH/SHC001I1**

The advantage to using this API is that it will only display questions to the user if they have not yet answered the required number. They can exit out of the screen without answering, but each time the API is invoked, they will be reminded to finish the User Setup.

## Option 4 - Self-enrollment using the SELFHELP profile

Utilize the self-enrollment method by enabling the 'Display to Unregistered Users' feature on your default language by setting the value to Y. When a user signs on to the system using the SELFHELP profile and enters a profile that is not registered with Password Self Help, they will automatically be taken into the 'Work with Questions/Answers' program (WRKSHQA).

**NOTE:** Self-enrollment using the SELFHELP profile registers the profile in a disabled state for security reasons. To enable the newly added user, Password Self Help administrator approval is required.

Share the following instructions with your users to inform them how to enroll and reset using their web browser:

- [Web User Setup Procedure](#)
- [Web Password Reset Procedure](#)

## Maintaining Password Self Help

Use the following Main Menu options to manage the Password Self Help system after it has been configured.

- Option 15, [Work with Registered Profiles](#). Users are automatically registered when an administrator allocates some questions to a user, or when a user answers their first question. The main objective of this option is for an administrator to enable users that have been disabled previously because they could not complete the reset process.



```

SHP007          Password Self Help City West Inn          7/31/15
                  Work with Registered Self Help Profiles    13:43:54

                                     Position to Profile. . .
Type options, press Enter.
  4=Delete      6=Enable      7=Disable

Opt Profile      Status Language      No of Ques. Ans Reset to Pwd
---
---  BILLS        ENABLED EN(ENGLISH)      03      User Own
---  BRENDAP       ENABLED FR(FRENCH)       00      User Name
---  DALER         ENABLED FR(FRENCH)       00      User Name
---  DANAH         ENABLED FR(FRENCH)       00      User Name
---  DANS          ENABLED EN(ENGLISH)      03      User Own
---  DAVIDS        ENABLED EN(ENGLISH)      00      User Own
---  GREGGB        ENABLED EN(ENGLISH)      00      User Own
---  MARKJ         ENABLED EN(ENGLISH)      03      User Own
---  TOMK          ENABLED FR(FRENCH)       00      User Name

Enter=Continue  F3=Exit  F5=Refresh  F15=Print List  Roll

```

**NOTE:** This status (ENABLED/DISABLED) does not represent the OS/400 profile status. It only represents the status of the user within the Self Help system. This status can be controlled by an administrator, or can be set automatically to DISABLED if a user fails to properly answer the questions set by the administrators.

- Option 20, [Work with User Question Admin](#). This option is used to allocate questions to a user. *This option is only necessary if the administrator is to decide the questions that users will answer.* This is a configuration choice (via option 10). (When you choose this option, you are first asked to choose the language containing the questions you want to allocate).

```

SHP7860          Password Self Help City West Inn          7/31/15
EN ENGLISH       Work with User/Question Administration    13:24:06

                                     Position to User . . .
Type options, press Enter.
  3=Copy      4=Delete

Opt User      Ques.ID Question Text
---
--- ALERTSH    1      In what city did you meet your spouse/significant ot
--- ALERTSH    2      What school did you attend for sixth grade?
--- ALERTSH    3      In what city or town was your first job?
--- BILLS      1      In what city did you meet your spouse/significant ot
--- BILLS      2      What school did you attend for sixth grade?
--- BILLS      4      What was your first pet's name?
--- DANS       1      In what city did you meet your spouse/significant ot
--- DANS       2      What school did you attend for sixth grade?
--- DANS       4      What was your first pet's name?
--- DAVIDS     1      In what city did you meet your spouse/significant ot
--- DAVIDS     2      What school did you attend for sixth grade?
--- DAVIDS     3      In what city or town was your first job?      +

Enter=Continue  F3=Exit  F5=Refresh  F6=Create  F15=Print USER  F21=Print QID

```

**NOTE:** You can also import user details into Self Help from IBM i using the RTVPRFSH command. This command can be used from a command line or within one of your own programs. The command will allow you to import profiles and allocate profiles to a specified language ID. You can also automatically allocate questions to that profile. This can be a single question, \*ALL questions, or the same set of questions used by a specified "based-on" profile. See [Retrieve Profile to Self Help \(RTVPRFSH\)](#).

- Option 35, [Report and Purge Menu](#). This option allows you to generate audit reports and purge old data.
- Option 50, [Message Monitor](#). This option provides a basic "Action Item" process for the Successful or Unsuccessful Self Help reset messages.
- Option 60, [Command Display Screen](#). The Command Entry display allows you to enter commands to be processed by the system.
- Option 65, **Technical Assistance Information**. The objective of this function is to display the information required for technical calls.
- Option 70, **License Setup**. Use this panel to enter the information that allows you to use Password Self Help on your system.
- Option 71, **License Threshold Warning Setup**. To be warned when the number of available Password Self Help licenses is approaching its limit, configure a License Threshold Warning. See [License Threshold Warning Setup](#).

## Monitoring Activity with the Insite Dashboard

**NOTE:** If you are not using the Insite web UI, you do not have access to the Dashboard.

To identify Password Self Help activity, you can create a Password Self Help *Dashboard*. The activity reported on the Dashboard reveals details on user enrollment, including user setup and resets. See [Adding and Editing Dashboard Widgets](#).

# Web User Setup Procedure

In order to configure Password Self Help so that you can reset your password in the future if it is lost or forgotten, you must complete one of the following procedures. (The steps you will follow depend on whether your administrator has configured Password Self Help to allow you to select your own questions, or whether your administrator has selected questions for you.) Once you have completed the following steps you will be able to reset your password autonomously using the [Password Reset Procedure](#).

Use one of the following procedures to register for Password Self Help. After you have completed either of the following procedures, you can return to User Setup at any time to change your answers.

## If your administrator has selected questions for you

1. Open your web browser and navigate to the Password Self Help URL that has been provided by your administrator (e.g. "http://[system alias]:3030/HelpSystems/PSH"). This procedure will allow you to provide answers to the questions that have been allocated to you by the administrators for future identity verification.
2. If "Password Self Help - Password Reset" appears in the title bar, click the **Switch to User Setup** link to show the "Password Self Help - User Setup" options.
3. If the correct server is not already selected, choose the server of the profile you would like to register.
4. Enter your user name and password.

The screenshot shows the 'Password Self Help' web interface. At the top is a dark blue header with a white speech icon and the text 'Password Self Help'. Below this is a white content area with a blue border. Inside, there's a 'User Setup' section with a 'help (?)' link in the top right. The 'System' dropdown menu is set to 'OSCAR'. The 'Username' field contains the text 'MARKJ'. The 'Password' field is empty. Below these fields are a green 'Login' button and a blue link that says 'Switch to Password Reset'. At the bottom of the white box is a 'NOTE' section.

5. Click **Login**.
6. If a message from your administrator appears, read the message and click **Continue**. The Answers page appears.
7. Answer each question and press Enter (or click **Save**).

What was the name of your first school?
 Save
Remove

*Answer must be 3 or more characters long.*

Your answers must meet the length and character requirements specified by your administrator. After you have answered all the questions, click **Continue** (if available) and see the next step. Otherwise, click **Exit User Setup**. You have completed the registration process.

8. If your administrator has indicated you should define a Preferred Password you will have the option to do so here. This will be a password that is unknown to the administrator. (If the preferred password is not set, then the Reset Process will reset the password to be the same as the User Profile name.) If no 'Preferred Password' option is given, you will be able to choose a new password during the reset process.
9. Click **Exit User Setup**. You have completed the registration process.

#### If your administrator has requested you to choose your own questions

1. Open your web browser and navigate to the Password Self Help URL that has been provided by your administrator (e.g. "http://[system alias]:3030/HelpSystems/PSH/#Home"). This procedure will allow you to provide answers to questions you have selected.
2. If "Password Self Help - Password Reset" appears in the title bar, click the **Switch to User Setup** link to show the "Password Self Help - User Setup" options.
3. If the correct server is not already selected, choose the server of the profile you would like to register.
4. Enter your user name and password.

5. Click **Login**.
6. Select your Language from the drop-down menu at the top of the screen and click **Continue**.

7. If "Language Text" and/or "Bulletin Text" appears, read the message(s) from your administrator. Use the **Language Help** and **Language Bulletin** buttons to switch between the messages. Then, click **Continue**. The Questions page appears.
8. Check the questions you would like to answer from the list provided. These will be the questions you will be called upon to answer correctly if you are required to reset your password using Password Self Help in the future. Select the questions with the most memorable answer for you. Or, you can also select **Randomly select # questions for me** to randomly select the questions. The number of questions you must select, as defined by your administrator, will be listed.

4 questions required to be answered

☐ Select All/None

☒ What was the name of your first school?

☒ What was your childhood phone number including area code?

☐ What street did you live on in third grade?

☒ Where were you when you first heard about 9/11?

☐ What is your favorite color?

☒ What is the name of your first childhood friend?

Randomly select 4 questions for me

Continue [Exit User Setup](#)

9. Select this number of questions and click **Continue**. The Answers page appears.
10. Answer each question and press Enter (or click **Save**).

What was the name of your first school?

Save Remove

Answer must be 3 or more characters long.

Your answers must meet the length and character requirements specified by your administrator. (At the bottom of this list, you may also be invited to add additional questions for enhanced security by selecting a question and clicking **Add Question**.)

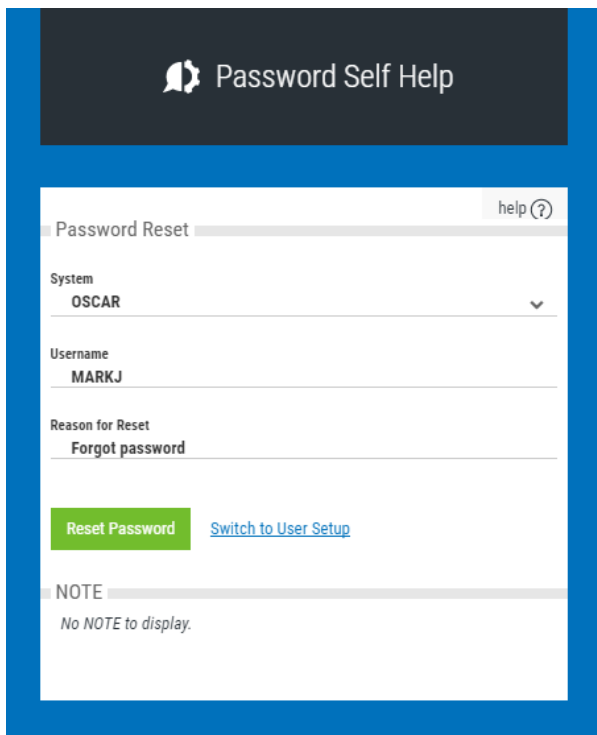
11. After you have answered all the questions, click **Continue** (if available) and see the next step. Otherwise, click **Exit User Setup**. You have completed the registration process.
12. If your administrator has indicated you should define a Preferred Password you will have the option to do so here. This will be a password that is unknown to the administrator. (If the preferred password is not set, then the Reset Process will reset the password to be the same as the User Profile name.) If no 'Preferred Password' option is given, you will be able to choose a new password during the reset process.
13. Click **Exit User Setup**. You have completed the registration process.

# Web Password Reset Procedure

Use the following procedure to reset your user profile password using Password Self Help. These steps assume you have completed the [Web User Setup Procedure](#) or the [Green Screen User Setup Procedure](#).

**NOTE:** If you have not completed the User Setup Procedure, your profile is not registered with Password Self Help. If your administrator has chosen to allow unregistered users, the reset procedure described below will prompt you to register your profile by answering security questions, but after registration, your profile will be set to Disabled within Password Self Help. Your administrator will need to set the profile to Enabled in Password Self Help in order to use Password Self Help's password reset function.

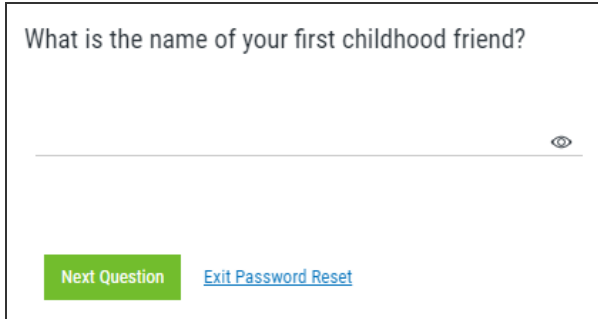
1. Open your web browser and navigate to the Password Self Help URL that has been provided by your administrator (it will be something like "http://[system alias]:3030/HelpSystems/PSH"). This procedure will ask you to answer questions in order to verify your identity.
2. On the initial screen enter the user name to be reset, together with a reason for why the password is being reset.



The screenshot shows the 'Password Self Help' web interface. At the top is a dark blue header with a white icon of two people and the text 'Password Self Help'. Below this is a white content area with a blue border. The main section is titled 'Password Reset' with a 'help (?)' link. It contains three input fields: 'System' with 'OSCAR' selected, 'Username' with 'MARKJ' entered, and 'Reason for Reset' with 'Forgot password' selected. Below these fields are two buttons: a green 'Reset Password' button and a blue 'Switch to User Setup' link. At the bottom, there is a 'NOTE' section with the text 'No NOTE to display.'

3. Click **Reset Password**.

4. Answer the required number of questions.



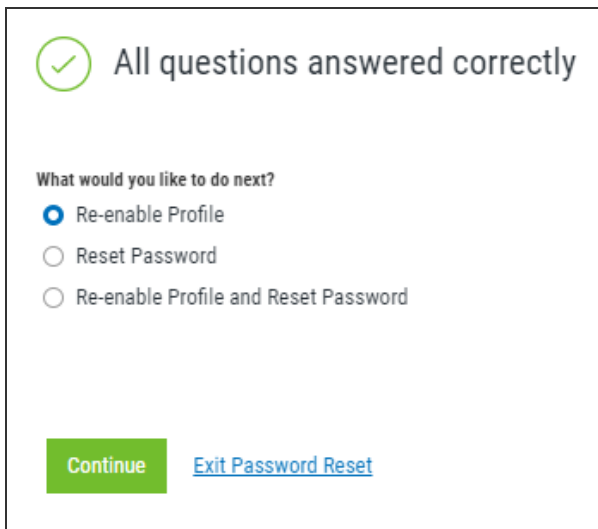
What is the name of your first childhood friend?


\_\_\_\_\_

[Next Question](#) [Exit Password Reset](#)

5. If you answer the questions correctly, your password may be reset, and/or your user profile enabled as configured by your administrator. Your password will either be reset to the Preferred Password (global or user-defined), or you will be prompted to enter a new password. During the process, you may also be prompted to choose whether you want to reset your password, re-enable your profile, or both.

The following screen appears if your administrator has chosen to allow users the choice to re-enable the profile and/or reset the password.



 All questions answered correctly

What would you like to do next?

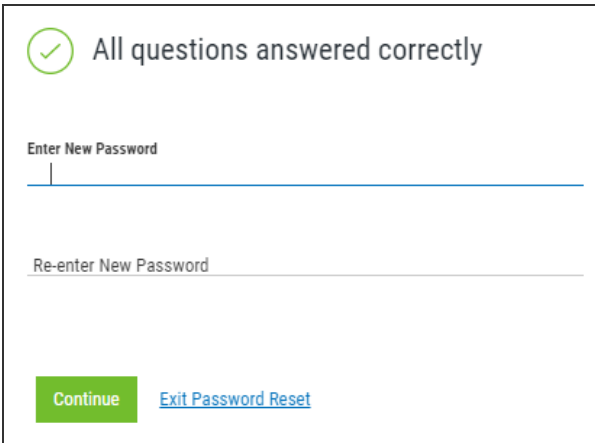
☒ Re-enable Profile

☐ Reset Password

☐ Re-enable Profile and Reset Password

[Continue](#) [Exit Password Reset](#)

The following screen appears if your administrator has chosen to allow users to enter a new password immediately upon reset (instead of using a Preferred Password).



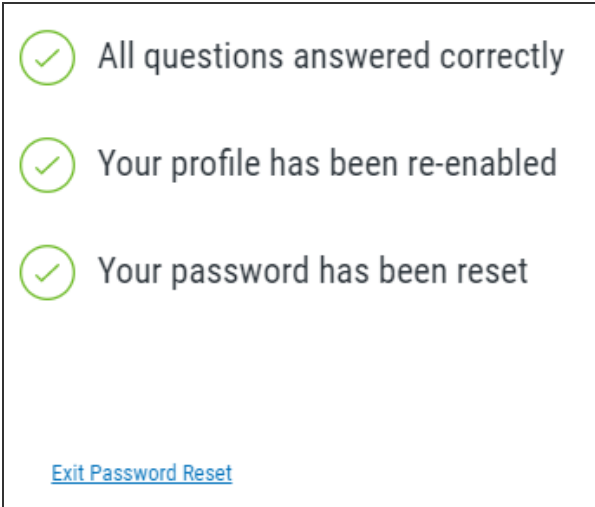
✓ All questions answered correctly

Enter New Password

Re-enter New Password

[Continue](#) [Exit Password Reset](#)

The following screen appears if your administrator has chosen to use a Preferred Password.



✓ All questions answered correctly

✓ Your profile has been re-enabled

✓ Your password has been reset

[Exit Password Reset](#)

The Preferred Password expires immediately after use, after which you must reset your password.

6. **If your administrator has configured Password Self Help to use a Preferred Password** the next time you log in to the system, you will enter the Preferred Password, which will immediately expire, allowing you to subsequently reset your IBM i password. (If Preferred Password has been configured as the reset method, but no Preferred Password has been set by either the user or administrator, the password will be reset to your user profile name).



# Green Screen User Setup Procedure

In order to configure Password Self Help so that you can reset your password in the future if it is lost or forgotten, you must complete one of the following procedures. (The steps you will follow depend on whether your administrator has configured Password Self Help to allow you to select your own questions, or whether your administrator has selected questions for you.) Once you have completed the following steps you will be able to reset your password autonomously using the [Password Reset Procedure](#).

**NOTE:** Self-enrollment using the SELFHELP profile registers the profile in a disabled state for security reasons. To enable the newly added user, Password Self Help administrator approval is required.

## If your administrator has selected questions for you

1. Login to your account and run the command @MSSH/WRKSHQA from a command line, or follow other instructions as provided by your administrator. This will allow you to provide answers to the questions that have been allocated to you by the administrators.
2. Use **2** to select the questions. The number of questions required by your administrator appears above the question list.

```

SHP001                Self Help Demo System                10/11/16
EN ENGLISH            Work With Self Help Answers          11:06:58

                        Position to Question. . . . .:
Type one of the following options against the question you want to work with:
2=Maintain Answer 4=Remove Question
  4 Questions MUST be answered in order to use the password reset system.

Opt ID      Question                                     Status
2_  1      What was the name of your first school?       NOT ANSW
2_  4      Where were you when you first heard about 9/11? NOT ANSW
2_  5      What is your favorite color?                  NOT ANSW
2_  6      What is the name of your first childhood friend? NOT ANSW

Enter=Continue F1=Screen Explanation F3=Exit F5=Refresh F6=Add Question
F13=Change Language F14=User Information Roll

```

- Answer each question, advancing from one to the next by pressing **Enter**. When you have finished, the Status of each question will be ANSWERED.

```

SHP001                Self Help Demo System                10/11/16
EN ENGLISH            Work With Self Help Answers          11:06:58

                        Position to Question. . . . . : _____
Type one of the following options against the question you want to work with:
2=Maintain Answer 4=Remove Question
4 Questions MUST be answered in order to use the password reset system.

Opt ID      Question                                     Status
---
1      What was the name of your first school?          ANSWERED
4      Where were you when you first heard about 9/11?  ANSWERED
5      What is your favorite color?                    ANSWERED
6      What is the name of your first childhood friend? ANSWERED

Enter=Continue F1=Screen Explanation F3=Exit F5=Refresh F6=Add Question
F13=Change Language F14=User Information Roll

```

- If your administrator has indicated you should define a Preferred Password, you will see the option "F10=Preferred Password." If not, continue with the next step.
- Press **Enter**. You are now ready to use the Password Self Help system if needed.

#### If your administrator has requested you to choose your own questions

- Login to your account and run the command @MSSH/WRKSHQA from a command line (or use other instructions as provided by your administrator). This option allows you to select the questions you wish to answer and provide answers to those questions. You will be requested to select which language you wish to use and will then be taken to the [Work With Self Help Answers screen](#).
- Place a **1** next to the questions you would like to answer and press Enter. (The number of questions you need to answer is indicated in white above the list of questions.)

```

SHP0171                Password Self Help City West Inn    7/31/15
EN ENGLISH            Select Question                      13:30:12
ALERTSH

                        Position to Question ID . . . . . : _____
Type options, press Enter.
1=Select question
3 Questions MUST be answered in order to use the password reset system.

Opt User Name Ques. ID  Question Text
1      1      In what city did you meet your spouse/significant oth
      2      What school did you attend for sixth grade?
      3      In what city or town was your first job?
1      4      What was your first pet's name?
      5      What was the name of your first school?
      6      In what city does your nearest sibling live?
1      7      What was the name of your first teacher?
      8      What is your dog's name?
      9      What is your oldest cousin's name?

Enter=Continue F3=Exit F5=Refresh Roll

```

Choose questions that you will be able to remember easily.

3. Press **Enter** again to open the Work with Self Help Answers screen.

```

SHP001                Self Help Demo System                10/11/16
EN ENGLISH            Work With Self Help Answers          11:06:58

                        Position to Question. . . . . :
Type one of the following options against the question you want to work with:
2=Maintain Answer 4=Remove Question
 4 Questions MUST be answered in order to use the password reset system.

Opt ID      Question                                     Status
2_ 1        What was the name of your first school?      NOT ANSW
2_ 4        Where were you when you first heard about 9/11? NOT ANSW
2_ 5        What is your favorite color?                 NOT ANSW
2_ 6        What is the name of your first childhood friend? NOT ANSW

Enter=Continue F1=Screen Explanation F3=Exit F5=Refresh F6=Add Question
F13=Change Language F14=User Information Roll

```

4. Here, enter a **2** next to each question and press **Enter**. The [Maintain Answer screen](#) appears .

```

SHP004                Password Self Help City West Inn      7/31/15
EN ENGLISH            Maintain Answer

                        Add

Enter details below, take the appropriate action.

Question:
In what city did you meet your spouse/significant other?

Answer:
_____
NB: Answer is not case sensitive (e.g. 'HELLO' is same as 'Hello')

Rules:
The answer must be at least 1 characters long
Characters not allowed. . . . :

Repeating characters allowed. : 00
Case sensitive. . . . . : N

Enter=Continue      F3=Exit

```

5. Answer each question, advancing from one to the next by pressing **Enter**. When you have finished, the Status of each question will be ANSWERED.
6. If your administrator has indicated you should define your own password, you will see the option "F10=Preferred Password." Press **F10**. This will be a password that is unknown to the administrator. (If the preferred password is not set, then the Reset Process will reset the password to be the same as the User Profile name.) If no 'Preferred Password' is shown, you will choose a new password during the reset process.

**NOTE:** In order for F10 to appear on this screen, the "Reset Password" parameter must be set to '' (Preferred Password) in the [Work with Languages/System Configuration screen](#).

7. Press **Enter**. You are now ready to use the Password Self Help system if needed.

# Green Screen Password Reset Procedure

Use the following procedure to reset your user profile password using Password Self Help. These steps assume you have completed the [User Setup Procedure](#).

**NOTE:** If you have not completed the User Setup Procedure, your profile is not registered with Password Self Help. If your administrator has chosen to allow unregistered users, the reset procedure described below will prompt you to register your profile by answering security questions, but after registration, your profile will be set to Disabled within Password Self Help. Your administrator will need to set the profile to Enabled in Password Self Help in order to use Password Self Help's password reset function.

1. Sign on using the following credentials:  
USER: **SELFHELP**  
PASSWORD: **SELFHELP**
2. On the initial screen enter the user name to be reset, together with a reason for why the password is being reset.
3. Answer the required number of questions.

SHP003
Password Self Help City West Inn
8/07/15

Self Help Password Reset Request Screen

You need to answer 02 questions. This is question 01

Question:  
In what city or town was your first job?

Answer

NB: Answer is not case sensitive (e.g. 'HELLO' is same as 'Hello')


  

Enter=Continue
F3=Exit

4. If you answer the questions correctly, your password may be reset, and/or your user profile enabled (depending on settings configured by your administrator). Your password will either be reset to the Preferred Password (global or user-defined), or you will be prompted to enter a new password. During the process, you may also be prompted to choose whether you want to reset your password, re-enable your profile, or both.

SHP003 Password Self Help City West Inn 8/07/15  
Self Help Password Reset Request Screen

You have successfully answered all the security questions correctly.

Please select an action you wish to perform. . . : 

S = Re-enable profile  
P = Reset Password  
A = All

Enter=Continue F3=Exit

This screen appears if your administrator has chosen to allow users the choice to re-enable the profile and/or reset the password.

5. If your administrator has chosen to allow users to enter a new password immediately upon reset (instead of using a Preferred Password), you are prompted to enter your new password.
6. If your administrator has chosen to use a Preferred Password, press **Enter**. You return to your IBM i log in screen. Here you will use the Preferred Password, which will immediately expire, allowing you to subsequently reset your IBM i password. (If Preferred Password has been configured as the reset method, but no Preferred Password has been set by either the user or administrator, the password will be reset to your user profile name).

The Preferred Password expires immediately after use, after which you must reset your password.

**NOTE:** If the DetectIT User Profile Manager module is installed on the IBM i, the reset request will be processed via a DetectIT API and the messages generated will be passed through to the DetectIT logs.

If you answer the questions incorrectly you will be signed off. Your user profile (within Self Help only) will be disabled and you will not be able to use it again within Self Help until it is re-enabled by a Self Help administrator. A message indicates the attempt was unsuccessful.

# Insite Dashboards



The Dashboard is a feature of the HelpSystemsInsite web browser interface. Insite can be downloaded from the [HelpSystems Insite download page](#).

The HelpSystems Insite Dashboard can be used to display a visual representation of Password Self Help product activity. See *HelpSystems Insite Dashboard Overview* in the Insite for details.

A Dashboard can include any combination of *Widgets*, which are the individual visual displays of product data (e.g. charts, graphs, and so forth). See *Dashboard Widgets* in the Insite help for details on creating and editing Widgets. The type of Password Self Help data to include in a widget, such as the number of failed access attempts over a given time frame, is specified using Assets. See [Dashboard Assets](#) for a description of the types of Password Self Help data that can be added to an Insite Dashboard.

You can mix widgets from different products and Data Sources (servers) on the same Dashboard. You can create as many Dashboards as you like.

Dashboards are specific to the profile you used to log on. However, you can share them with everyone or keep them private, as needed. Users logging on with the guest profile can view only those dashboards marked as Guest. For more on the guest profile, see *Authentication* in the Insite help.

# Green Screen Reference

These topics include reference material for Password Self Help's interface.

# Allocate Questions To Users - SHP7870

SHP7870 EN ENGLISH	Password Self Help City West Inn Allocate Questions To Users	7/31/15
Enter detail below, and select the appropriate action.		
User . . . . . <u>MJOHNSON</u>		
Enter=Continue      F3=Exit		

## How to Get There

From the [Main Menu](#), choose option 20, select a Language, and press F6.

## What it Does

The objective of this program is to allow you to allocate questions to a specified profile.

## Field descriptions

### User

This specifies the name of the user that you are allocating the questions to. This does not have to be a valid user profile. The system is designed so that you can create question details against a "Dummy" profile. These question details can then be copied to valid users using the CPYSHFUSR command.



# Change Security Reporting MSGF ID - SHP075

SHP075	Password Self Help City West Inn Change security reporting MSGF ID	8/07/15
Message file ID . . . . . : SHW0102  Current ID description . . . . : &1 profile re-enabled using SelfHelp system  Enter new ID description . . . . &1 profile re-enabled using SelfHelp system <hr/> Action item only . . _   Enter=Continue      F12=Previous		

## How to Get There

On the [Work with Self Help Message Monitor screen](#), choose 2 for a message.

## What it Does

The objective of this program is to allow the user to change the description for a message ID within the message monitor.

## Field descriptions

### Message File ID

The selected message ID is displayed. This cannot be changed.

### Current ID description

The message ID's current description is displayed. This cannot be changed.

### Enter new ID description

Enter the required message ID description. The field is defaulted to the current message ID description.

### Action item only

Leave this field blank to process the "message action item" and print associated transactions on the message monitor reports.

Enter "Y" to process the "Messages action item" only. Associated transactions will not be printed on the message monitor reports.

# Change System Name (CHGSHPSYS) - SHP545

## How to Get There

Execute the CHGSHPSYS command on a system command line.

## What it Does

The objective of this function is to change the system name (registered within this software) so that it corresponds with the IBM i system name. This function must be run AFTER changing the IBM i system name.

## Field descriptions

### **Old system name**

Enter the existing system name as registered in this software.

### **New system name**

This is the new system name.

# Password Self Help Commands

The following commands are included with Password Self Help.

Command	Description
CLNUPPSHPR	(Cleanup of Password Self Help) Removes unwanted profiles (those not physically existing on the system) from Password Self Help. See <a href="#">Clean Up of Password Self Help (CLNUPPSHPR)</a> .
CPYPSHCNFG	(Copy Password Self Help Configuration) Copies an existing Password Self Help configuration to a new configuration, including questions if desired (same as Option 3 in the <a href="#">Work with Languages/System Configuration screen</a> ). See <a href="#">Copy PSH Configuration (CPYPSHCNFG)</a> .
DLTSHPUISR	(Delete User from Password Self Help) Removes one specific user profile from the list of registered users in Password Self Help. See <a href="#">Delete User from Password Self Help (DLTSHPUISR)</a> .
DSBPSHPRF	(Disable Profile within Password Self Help) Sets the specified profile to status DISABLED within Password Self Help, preventing the tool from being used to reset this profile. See <a href="#">Disable Profile within PSH (DSBPSHPRF)</a> .
DSPPSHPRF	(Display Profile within Password Self Help) Returns information about registered users to the screen or an outfile. See <a href="#">Display Profile within PSH (DSPPSHPRF)</a> .
ENBPSHPRF	(Enable Profile within Password Self Help) Sets the specified profile to status ENABLED within Password Self Help, allowing the tool to be used to reset this profile. See <a href="#">Enable Profile within PSH (ENBPSHPRF)</a> .
RTVPRFSH	(Retrieve Profiles to Password Self Help) Imports one or more user profiles into specified configuration in Password Self Help. See <a href="#">Retrieve Profile to Self Help (RTVPRFSH)</a> .
UPDSHPRFS	(Update Password Self Help Profile Status) Opens the <a href="#">Work with Registered Self Help Profiles screen</a> (Option 15 from the Main Menu).

Command	Description
RUNSHRPG	(Run Password Self Help Audit Data Purge command) Allows administrators to change the profile status to DISABLED within the Password Self Help system. Once the status has changed, the profile cannot use the Password Self Help system to reset the password and/or re-enable the profile. See <a href="#">Run Self Help Audit Data Purge command (RUNSHRPT)</a> .
RUNSHRPT	(Run Self Help Report command) Allows you to select a Date/Time range for reporting. The command may be run several times over the same data.
WRKSHCFG	(Work with Password Self Help Configuration). Opens the <a href="#">Work with Languages/System Configuration Screen</a> (Option 10 from Main Menu). See <a href="#">Run Self Help Report command (RUNSHRPT)</a> .
WRKSHQA	(Work with Password Self Help Answers) Allows you to provide answers to questions allocated to them, to be ready to use Password Self Help when needed. See <a href="#">Work with Self Help Answers screen</a> .

# Clean Up of Password Self Help (CLNUPPSHPR)

The objective of this command is to allow the administrator to clean up of all profiles that are not on the system but registered within Password Self Help. This will delete any redundant profile entries from Password Self Help that no longer exist on the system.

## How to Get There

From the [Password Self Help Main Menu](#), choose option **60**, then enter command CLNUPPSHPR.

# Copy PSH Configuration (CPYPSHCNFG)

```

Copy PSH Configuration (CPYPSHCNFG)

Type choices, press Enter.

From language ID . . . . . > EN          Character value
To language ID . . . . . —             Character value
To language description . . . . . —
Include Questions . . . . . Y           Y, N

F3=Exit  F4=Prompt  F5=Refresh  F12=Cancel  F13=How to use this display
F24=More keys
Bottom

```

## NOTE:

This command is limited by the following restrictions:

1. You must have \*ALLOBJ special authority to use this command.
2. Or, you must be a member of QSECOFR group profile.
3. Or, your profile must be \*SECOFR user class.

## How to Get There

From the [Password Self Help Main Menu](#), choose option **10**, then choose **3** for a Language/Configuration. Or, enter the CPYPSHCNFG command.

## What it Does

The Copy PSH Configuration (CPYPSHCNFG) command allows you to copy Languages/System Configuration within Password Self Help to another Language.

## Options

### From language ID (LANGID)

Specifies the existing language id to be copied. Prompt (F4) can be used to view all the existing languages within Password Self Help.

### To language ID (TOLANGID)

Specifies the new language id to which configuration will be copied from the existing language.

### To language Description (TOLANGDS)

Specifies the new language id description into which the language id is copied.

## Include Questions (CPYQUES)

Specifies whether questions related to the copied language will be included in the new language id / configuration.

**Y** All the attached questions will be replicated to the new language.

**N** Questions will not be copied across to the new language id. Only language configuration will be copied.



# Delete User from Password Self Help (DLTSHPUUSR)

This command deletes user details completely from Self Help. This command will also log this action in the audit file. The command accepts a 10 Character User Profile Parameter. The command can be added into an automated user profile deletion process.

## How to Get There

From the [Password Self Help Main Menu](#), choose option **60**, then enter command DLTSHPUUSR.

# Disable Profile within PSH (DSBPSHPRF)

The objective of this command is to allow administrators to change the profile status to DISABLED within the Password Self Help system. Once the status has changed, the profile cannot use the Password Self Help system to reset the password and/or re-enable the profile.

PLEASE NOTE that this status does not represent the OS/400 profile status. It only represents the status of the user within the Password Self Help system. This status can be controlled by an administrator.

## How to Get There

From the [Password Self Help Main Menu](#), choose option **60**, then enter command DSBPSHPRF.

## Options

### Profile name (USRPRF)

Specifies the user profile name that needs to be disabled within Password Self Help. This is a required parameter.

### **\*ALLUSR**

All user profiles will be disabled within Password Self Help.

# Display Profile within PSH (DSPPSHPRF)

This command returns information about users. It lists the users that are registered in Password Self Help, what language they are registered to, how many questions are required, and how many they have answered. It also lists each profile's status and the number of questions assigned to each profile. It can be used to determine which users have not completed registration. The command can create an outfile or display to the screen.

## How to Get There

From the [Password Self Help Main Menu](#), choose option **60**, then enter command DSPPSHPRF.

## Options

### Output (OUTPUT)

Specifies where the output from the command is sent.

- \* The output is displayed (if requested by an interactive job).
- \***OUTFILE** The output is directed to the database file specified for the File to receive output (OUTFILE) parameter.

### File to receive output (OUTFILE)

Specifies the database file to which the output of the command is directed. If the file does not exist, this command creates a database file in the specified library. If the file is created, the public authority for the file will be \*EXCLUDE.

#### Qualifier 1: File to receive output

**name** Specify the name of the database file to which the command output is directed.

#### Qualifier 2: Library

- \***LIBL** The library list is used to locate the file. If the file is not found, one is created in the current library. If no current library exists, the file will be created in the QGPL library.
- \***CURLIB** The current library for the thread is used to locate the file. If no library is specified as the current library for the thread, the QGPL library is used.
- name** Specify the name of the library to be searched.

# Enable Profile within PSH (ENBPSHPRF)

The objective of this command is to allow administrators to change the profile status to ENABLED within the Password Self Help system. Once the status has changed, the profile can use the Password Self Help system to reset the password and/or re-enable profile.

PLEASE NOTE that this status does not represent the OS/400 profile status. It only represents the status of the user within the Password Self Help system. This status can be controlled by an administrator.

## How to Get There

From the [Password Self Help Main Menu](#), choose option **60**, then enter command ENBPSHPRF.

## Options

### Profile name (USRPRF)

Specifies the user profile name that needs to be enabled within Password Self Help.

### **\*ALLUSR**

All user profiles will be enabled within Password Self Help.

# Retrieve Profile to Self Help (RTVPRFSH)

Retrieve Profile to Self Help (RTVPRFSH)

Type choices, press Enter.

Profile name . . . . .	<u>*ALLUSR</u>	Name, generic*, *ALLUSR
	+ for more values	
Language ID . . . . .	<u>EN</u>	Character value
Question ID . . . . .	<u>*ALL</u>	Question,*ALL,*PROFILE
Profiles to omit . . . . .	<u>Q*</u>	Name, generic*, Q*
	+ for more values	

Bottom

F3=Exit   F4=Prompt   F5=Refresh   F12=Cancel   F13=How to use this display  
F24=More keys  
Plus, less than, or greater than signs not allowed.

## How to Get There

This command can be used from a command line or within one of your own programs.

## What it Does

The Retrieve Profile to Self Help [RTVPRFSH) command allows an administrator to import your user profiles to Self Help. With the available parameters some configuration is also performed for those profiles that are retrieved. An audit report is generated to provide a summary of actions taken. For Self Help, the term 'user profile' refers to those profiles that are not identified as a 'group profile'.

## Field descriptions

### Profile name (USRPRF)

Specifies the user profiles to be retrieved into Self Help. A maximum of 50 generic and/or absolute names may be entered.

This is a required parameter.

**\*ALLUSR** ALL user profiles are to be retrieved. This is subject to the list of profile names that are to be omitted. Please refer to 'Profiles to omit', within this help text.

**generic-name** Specify the generic name of the user profiles to be retrieved. A generic name is a character string that contains one or more characters followed by an asterisk (\*). If a generic name is specified, all user profiles that have names with the same prefix as the generic name are to be

processed. This is subject to the list of profile names that are to be omitted. Please refer to 'Profiles to omit', within this help text.

## Language ID/System Configuration (LANGID)

Specifies the Language ID/System Configuration to be associated with each user profile that is retrieved.

This is a required parameter.

If the Language ID/System Configuration is known, enter the value.

Alternatively, select F4 (Function Key 4) with the cursor on this parameter to review a list of Language ID's that have been configured.

## Question ID (QUESID)

Specifies the questions that are to be associated with each user profile that is retrieved. The questions will be those that are currently associated with the specified Language ID.

**\*ALL** All questions, configured within the specified Language ID are to be associated with each user profile that is retrieved.

**\*PROFILE** Enter this value to have the questions that are currently associated with another profile, associated with each user profile being retrieved. For further details, please refer to 'Base profile' within this help text.

**Question** Specify a Question ID that is to be associated with each user profile being retrieved.

## Profiles to omit (OMTPRF)

Specifies the user profiles that are to be omitted from the retrieval process. Generally, this parameter is ignored for an absolute name that has been specified within the 'Profile name' parameter list. However, if the same absolute profile name is entered for both the 'Profile name' and 'Profiles to omit' parameters, Message Id, SHM0094 will be issued and the processing terminated. A maximum of 50 generic and/or absolute names may be entered.

**Q\*** All user profiles that begin with the letter 'Q' are to be omitted. In other words, when using the special value of \*ALLUSR for 'Profile name', the default IBM user profiles are not to be retrieved.

**generic-name** Specify the generic name for user profiles that are to be omitted.

**Name** Specify the name of a user profile that is to be omitted.

## Base profile [PROFILE]

Specifies the profile name to be used as the 'base' for associating questions with those user profiles that are retrieved. The name entered here must already exist within Self Help and also have associated questions.

# Run Self Help Audit Data Purge command (RUNSHRPG)

This command allows you to purge data based on number of days. You can experiment by running the RUNSHRPT command a number of times before the data is purged.

## How to Get There

From the [Self Help Report and Purge Menu](#), choose option 2, Purge data older than specified age.

# Run Self Help Report command (RUNSHRPT)

Run Self Help Audit Reports (RUNSHRPT)

Type choices, press Enter.

Report From Date . . . . .	<u>*AVAIL</u>	000000-999999, *AVAIL
Time . . . . .	<u>*AVAIL</u>	000001-240000, *AVAIL
Report To Date . . . . .	<u>*AVAIL</u>	000000-999999, *AVAIL
Time . . . . .	<u>*AVAIL</u>	000001-240000, *AVAIL

Bottom

F3=Exit   F4=Prompt   F5=Refresh   F12=Cancel   F13=How to use this display  
 F24=More keys

## How to Get There

From the [Self Help Report and Purge Menu](#), choose option 1, Report using specified values.

## What it Does

Use this command to select a Date/Time range for reporting. The command may be run several times over the same data.



# Copy PSH Configuration (CPYPSHCNFG)

```

Copy PSH Configuration (CPYPSHCNFG)

Type choices, press Enter.

From language ID . . . . . > EN          Character value
To language ID . . . . . —             Character value
To language description . . . . . —
Include Questions . . . . . Y           Y, N

F3=Exit  F4=Prompt  F5=Refresh  F12=Cancel  F13=How to use this display
F24=More keys
Bottom

```

## NOTE:

This command is limited by the following restrictions:

1. You must have \*ALLOBJ special authority to use this command.
2. Or, you must be a member of QSECOFR group profile.
3. Or, your profile must be \*SECOFR user class.

## How to Get There

From the [Password Self Help Main Menu](#), choose option **10**, then choose **3** for a Language/Configuration. Or, enter the CPYPSHCNFG command.

## What it Does

The Copy PSH Configuration (CPYPSHCNFG) command allows you to copy Languages/System Configuration within Password Self Help to another Language.

## Options

### From language ID (LANGID)

Specifies the existing language id to be copied. Prompt (F4) can be used to view all the existing languages within Password Self Help.

### To language ID (TOLANGID)

Specifies the new language id to which configuration will be copied from the existing language.

### To language Description (TOLANGDS)

Specifies the new language id description into which the language id is copied.

## Include Questions (CPYQUES)

Specifies whether questions related to the copied language will be included in the new language id / configuration.

**Y** All the attached questions will be replicated to the new language.

**N** Questions will not be copied across to the new language id. Only language configuration will be copied.

# Copy Question Details - SHP3002

SHP3002 EN ENGLISH		Self Help Felix System Copy Question Details		3/22/18
From Question ID . . . . .	QEN_000001			
To Question ID . . . . .	_____			
Question Text. . . . .	Where were you New Year's 2000? F4 for prompt			
Minimum length of response . .	02	1 to 50		
Characters not allowed . . . .	*NONE,*SYSTEM,Blank,Specific characters. *NONE/Blank = No Restriction			
Same answer allowed. . . . .	—	' '=Allowed , 'N'=Not Allowed		
Repeating characters allowed .	00	00 to 50 ('00' = No Restriction )		
Case sensitive . . . . .	—	' ' or 'N'		
Enter=Continue		F12=Cancel		

## How to Get There

On the [Work with Questions screen](#), enter **3** for a question.

## What it Does

The objective of this program is to allow you to copy the questions and their associated rules. Please note that you can edit the rules before you copy. The question will only be added in the current selected language displayed in the top left hand corner of the screen.

## Command Keys

**ENTER** - To copy the question details to the new ID.

## Field descriptions

### From Question ID

This is the question identifier that you are copying from.

### To Question ID

Enter the identifier you wish to copy to. This field cannot be blank.

### Question Text

The actual question text. This field cannot be blank.

### Minimum length of response

This field defines the minimum number of characters required to answer the question. Enter 1 - 50 for this value.

## Characters not allowed

This field defines the list of characters that are not allowed to be used in the users answer to a question. Enter one of the following values:

- **\*NONE** = All characters allowed / No restriction.
- **\*SYSTEM** = System value QPWDLMTCHR will be used to retrieve the characters that cannot be used.
- **Blank** = All characters allowed / No restriction.
- **Specific characters** = Enter any characters. These characters will not be allowed to form part of the response/answer.

## Same Answer Allowed

This field defines if user will be able to add the same answer for different questions.

- **Blank** = All users registered under this language will be allowed to add the same response to multiple questions.
- **N** = User registered under this language must add different response to each question. Same response can not be used for another question.

## Repeating characters allowed

This value limits the number of repeating characters in a user response. This prevents a user from using the same character more than once in the same response e.g. AAAA.

A change to this value takes affect the next time a user enters their response while resetting their password or while maintaining the response to a question. Enter 00 - 50 for this value. Please note that 00 = No Restriction.

## Case sensitive

This field defines whether the answer to questions will have to be case sensitive or not. Enter one of the following values:

- **Blank** = Answer is case sensitive
- **N** = Answer is NOT case sensitive

# Delete Answer - SHP005

The objective of this program is to allow the user to delete the answer for a selected question.

## Field descriptions

### Question

This is the question text.

### Answer

This is the actual answer to be deleted. Please note that if the answer to the question is removed, then the question will still remain allocated to that user with a status of 'NOT ANSW'.

## Command Keys

**Enter (Continue):** Press Enter to remove the answer to the question.

**F3 (Exit):** Press F3 to cancel the delete request and return to the previous screen.

# Delete Language Configuration Details - SHP0010

The objective of this program is to allow the administrator to delete all system configuration details for a selected language.

```
SHP0010          Password Self Help City West Inn          7/31/15
                  Delete Language Configuration Details      12:12:21
System Name. . . . . : HS42
Language ID and Description. : EN ENGLISH          Default Lang? : Y
Invalid Attempts Allowed . . : 6
Answer Minimum No of Qusetion: 3  No of Questions to Ask . . . : 2
Retain Self Help Audit(Days) : 30
Display User Input Text? . . : Y
Question Allocation By?. . . : B
Display User Text Screens? . : H
Display to Unregistered Users: Y
Automatic Action . . . . . : C
Reset to Password. . . . . : 0
Minimum length of response . : 0
Characters not allowed . . . :

Repeating characters allowed : 0
Case sensitive . . . . . :

More...

Enter=Continue F3=Exit F12=Cancel F23=Delete Roll
```

## Command Keys

**F23 (Delete Roll):** Press F23 to delete the language configuration details. Please note that configuration details cannot be deleted if any user has selected this as their preferred language.

# Delete Question Details - SHP402

SHP402	Password Self Help City West Inn	7/31/15
EN ENGLISH	Delete Question Details	
Question ID. . . . .	: 1	
Question Text . . . . .	: In what city did you meet your spouse/signif	
	icant other?	
Minimum length of response . .	: 001	
Characters not allowed . . . .	:	
Repeating characters allowed :	00	
Case sensitive . . . . .	: N	
Enter=Continue F3=Exit F12=Cancel F23=Delete		

## How to Get There

On the [Work with Questions screen](#), enter 4 for a question.

## What it Does

The objective of this program is to confirm details of the question that you have selected for deletion.

## Command Keys

**F23 (Delete)** - To delete the question details. Please note that Question details cannot be deleted if this question has already been allocated to any user.

# Delete User Authentication Details - SHP7874

## What it Does

The objective of this program is to allow you to review the details of the question that you have chosen to be deleted from the selected user profile.

## Command Keys

**F23 (Remove):** - To delete the question details. Please note that User authentication cannot be deleted if this question has already been responded to by the user.



# Display Question Details - SHP502

SHP502	Password Self Help City West Inn	7/31/15
EN ENGLISH	Display Question Details	
Question ID. . . . .	2	
Question Text . . . . .	What school did you attend for sixth grade?	
Minimum length of response . .	001	
Characters not allowed . . . .		
Repeating characters allowed :	00	
Case sensitive . . . . .	N	

## How to Get There

On the [Work with Questions screen](#), enter **5** for a question.

## What it Does

The objective of this program is to display details of the selected question.

## Field descriptions

### Question ID

This is the question identifier for the selected question.

### Question Text

This is the actual question text.

### Minimum length of response

This field defines the minimum number of characters required to answer the question.

### Characters not allowed

This field defines the list of characters that are not allowed to be used in the users answer to a question.

- **\*NONE** = All characters allowed / No restriction.
- **\*SYSTEM** = System value QPWDLMTCHR will be used to retrieve the characters that cannot be used.
- **Blank** = All characters allowed / No restriction.

- **Specific characters** = Enter any characters. These characters will not be allowed to form part of the response/answer.

## Repeating characters allowed

This value limits the number of repeating characters in a user response. This prevents a user from using the same character more than once in the same response e.g. AAAA.

Please note that 00 = No Restriction.

## Case sensitive

This field defines whether the answer to questions will have to be case sensitive or not.

- **Blank** = Answer is case sensitive
- **N** = Answer is NOT case sensitive

# Display Question Usage - SHP802

SHP802	Password Self Help City West Inn	7/31/15
EN ENGLISH	Display Question Usage	12:16:44
Position to User. . . . _____		
Question ID	User	
2	BILLS	
2	DANS	
2	DAVIDS	
2	GREGGB	
2	MARKJ	
Enter=Continue   F3=Exit   F5=Refresh   Roll		

## How to Get There

On the [Work with Questions screen](#), enter **8** for a question.

## What it Does

The objective of this program is to display those users that are using a requested question in the selected language. All users will be displayed in alphabetical sequence.

## Field descriptions

### Question ID

This is the identifier of the selected question.

### User

These are the names of the users that have been assigned this question.

# Display Self Help/Bulletin Text - SHP0013

SHP0013	Password Self Help City West Inn	7/31/15
EN ENGLISH	Display Self Help Help/Bulletin Text	12:26:47

**HELP TEXT**

Welcome to Password Self Help

This system will allow you to reset your password in the future if it is lost or forgotten using answers to questions you are about to answer.

You will also be prompted to specify a reset password. If you do not specify a reset password, Password Self Help will reset your password to your user profile name upon reset.

For questions please contact your system administrator.

+

Enter=Continue F3=Exit

## How to Get There

On the [Work with Self Help Answers screen](#), press F14.

## What it Does

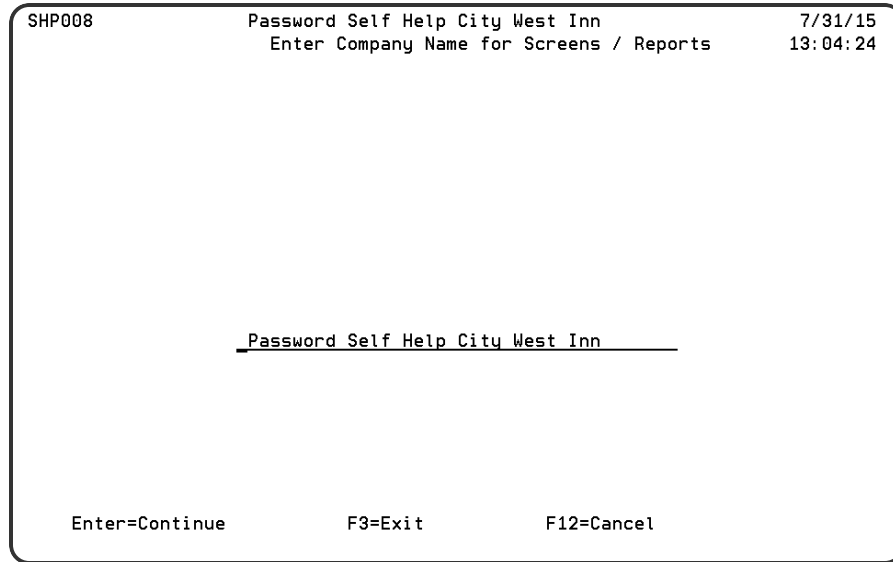
The objective of this program is to allow the administrator to maintain either Help Text or Bulletin Text in the selected language. This text will be seen by the users when they enter the 'Work with Questions/Answers' program.

This text can be entered free format, and up to 200 lines of text can be added by paging down to obtain more blank lines.

## Command Keys

**Enter (Continue):** Press ENTER to save changes.

# Enter Company Name - SHP008



The screenshot shows a terminal window titled 'SHP008'. The header text reads 'Password Self Help City West Inn' and 'Enter Company Name for Screens / Reports'. The date and time '7/31/15 13:04:24' are in the top right. The main prompt is 'Password Self Help City West Inn' with a cursor at the end. At the bottom, it lists 'Enter=Continue', 'F3=Exit', and 'F12=Cancel'.

## How to Get There

From the [Password Self Help Main Menu](#), choose option 5.

## What it Does

The objective of this program is to allow you to set up a company name that will be displayed on various screens and reports within the Self Help system. Tip: Center the text if you want it to appear centered on screens and reports.

Update the company name with the name you wish to use for screen and report headings and Press ENTER to update. You may leave the company name blank, if you so require.

## Command Keys

**F3 (Exit):** To exit from the Maintenance program

**F12 (Cancel):** To return to the previous screen

**ENTER:** To update the company name with the name you wish to update. You may leave the company name blank, if you so require.

## How to Get There

## What it Does

## Options

**Enable Warning Message:** This allows you to choose where the warning message should be displayed/sent. Choosing one of the 'On Screen' options means the warning appears on the screen when signing in to Password Self Help.

# Command Keys

**F3 (Cancel):** - Press **F3** to cancel the request and return to the previous screen.

# Maintain Answer - SHP004

SHP004 EN ENGLISH	Password Self Help City West Inn Maintain Answer	7/31/15
----------------------	---	---------

**Add**

Enter details below, take the appropriate action.

Question:  
In what city did you meet your spouse/significant other?

Answer:  
\_\_\_\_\_

NB: Answer is not case sensitive (e.g. 'HELLO' is same as 'Hello')

Rules:  
The answer must be at least    1 characters long  
Characters not allowed. . . . . :

Repeating characters allowed. : 00  
Case sensitive. . . . . : N

Enter=Continue      F3=Exit

## How to Get There

In the [Work with Self Help Answers screen](#), choose **2** for a question.

## What it Does

The objective of this program is to allow the user to maintain an answer for a selected question.

## Options

**Question:** This is the question text.

**Answer:** Please provide an answer to the question. Please note that the screen provides the relevant information to help you answer the question.

**Rules:** The following rules are displayed to help users formulate their answers, but cannot be changed:

- **Minimum length of response:** A message is displayed detailing that the answer must be at least *n* characters long.
- **Characters not allowed:** This field defines the list of characters that are not allowed to be used in the users answer to a question:
  - **\*NONE** = All characters allowed / No restriction.
  - **\*SYSTEM** = System value QPWLMTCHR will be used to retrieve the characters that cannot be used.
  - **Blank** =All characters allowed / No restriction.

- **Specific characters** = These characters will not be allowed to form part of the response/answer.
- **Repeating characters allowed:** This value limits the number of repeating characters in a user response. This prevents a user from using the same character more than once in the same response e.g. AAAA. Please note that 00 = No Restriction.
- **Case Sensitive:** This field defines whether the answer to questions will have to be case sensitive or not.

## Command Keys

**ENTER** - To add/update the answer.

**F3 (Cancel)**: - To cancel the request and return to the previous screen.



# Maintain Message Action Item - SHP087

SHP087

To maintain message action item

8/07/15

Message ID . . . . . : SHW0100

&1 password reset using SelfHelp system

Workstation message queue. . .

Profile message queue. . . . .

Profile remote address. . . .

Pass to external program . . .

Program library . . . . .

\*NONE

\*NONE

\*LOCAL

\*NONE

\*LIBL

Name, \*NONE

Name, \*NONE

Character value, \*LOCAL

Name, \*NONE

Name, \*LIBL

Message control . . . . .

Additional messages. . . . .

\*MSG

\*MSG, \*MSGPLUS, \*MSGTEXT

Character value

Enter=Validate

F3=Exit

## What it Does

The message action item is a subset of message monitor processing. In this section of the system you can select what to do when a message being monitored occurs. You can set the system such that the message is sent to a workstation message queue, or a local profile, or passed to an external program for further processing. In the external program, you may choose to interface with a pager system where the appropriate message can be sent to a selected pager.

## Field descriptions

### Workstation message queue

Enter the name of a valid workstation message queue where the system will send the message as defined later. The message queue must exist in the system. Enter \*NONE if you do not wish to use the workstation message queue. The message sent will be a break message

### Profile message queue

Enter a profile message queue if you wish to send the message to a user profile. The user profile message queue must exist in the system. Enter \*NONE if you do not wish to use the profile message queue. You can use this profile in addition to the workstation message queue.

### Profile remote address

Enter \*LOCAL if the profile is on the local machine.

## Pass to external program

Self Help can pass the message to an external program for further processing. The external program could be used to send a message to a pager system or it could be used to shut down certain operations. You can use this parameter in addition to the workstation message queue and the profile message queue. The external program must be capable of working in batch mode. Self Help will pass the following parameters to the external program:

- **MSGID** - 7 characters
- **JOB** - 10 characters
- **USER** - 10 characters
- **JOB NBR** - 6 characters
- **DATE** - 6 characters (system format)
- **TIME** - 6 characters
- **MSG** - 78 characters (message description)
- **MSGCTL** - 8 characters (\*MSG \*MSGPLUS or \*MSGTEXT)
- **ADDMSG** - 256 characters (additional messages)

## Program library

The program and program library will be checked to make sure that they exist in the system.

## Message control

In this parameter, you define the structure of the message that you want to process for the workstation, profile, external program and / or external interface. The valid entries are:

- **\*MSG** - Where the message will be sent as it appears from the system log.
- **\*MSGPLUS** - Where a combination of the message from the message log and the additional messages as defined below will be sent.
- **\*MSGTEXT** - Where the message from the message log is ignored and replaced by the additional messages as defined below.

## Additional messages

If you have entered \*MSGPLUS or \*MSGTEXT in the 'Message control' field, then you are expected to enter some text in this field. This field must be blank if you have defined \*MSG in the 'Message control' field.

# Maintain Question Details - SHP602

SHP602 EN ENGLISH		Self Help Felix System Maintain Question Details		2/22/18	
<b>Add</b>					
Question ID. . . . .	QEN_000002				
Question Text. . . . .	_____ F4 for prompt				
Minimum length of response . .	00	1 to 50			
Characters not allowed . . . .	*NONE,*SYSTEM,Blank,Specific characters. *NONE/Blank = No Restriction				
Same answer allowed. . . . .	—	' '=Allowed , 'N'=Not Allowed			
Repeating characters allowed .	00	00 to 50 ('00' = No Restriction )			
Case sensitive . . . . .	—	' ' or 'N'			
Enter=Continue		F12=Cancel			

## How to Get There

On the [Work with Questions screen](#), enter **2** for a question.

## What it Does

The objective of this program is to allow you to work with questions and their associated rules. Please note that you can edit a question using this option only if the question is not allocated to user(s). Using this option you can also ADD questions. Questions will only be added in the current selected language displayed at the top of the screen.

Please note that if you have selected to maintain a question that has been allocated to one or more user profiles you will not be able to maintain the details of that question. In this instance, question details will be displayed in DISPLAY mode only.

## Field descriptions

### Question ID

Enter the identifier you wish to associate with the question. This field cannot be blank.

### Question Text

Enter the actual question text. This field cannot be blank. Press **F4** to choose from a list of available security questions.

### Minimum length of response

This field defines the minimum number of characters required to answer the question. Enter 1 - 50 for this value.

## Characters not allowed

This field defines the list of characters that are not allowed to be used in the users answer to a question. Enter one of the following values:

- **\*NONE** = All characters allowed / No restriction.
- **\*SYSTEM** = System value QPWLMTCHR will be used to retrieve the characters that cannot be used.
- **Blank** = All characters allowed / No restriction.
- **Specific characters** = Enter any characters. These characters will not be allowed to form part of the response/answer.

## Repeating characters allowed

This value limits the number of repeating characters in a user response. This prevents a user from using the same character more than once in the same response e.g. AAAA.

Enter 00 - 50 for this value. Please note that 00 = No Restriction.

## Same Answer Allowed

This field defines if user will be able to add the same answer for different questions.

- **Blank** = All users registered under this language will be allowed to add the same response to multiple questions.
- **N** = User registered under this language must add different response to each question. Same response can not be used for another question.

## Case sensitive

This field defines whether the answer to questions will have to be case sensitive or not. Enter one of the following values:

- **Blank** = Answer is case sensitive
- **N** = Answer is NOT case sensitive

## Command Keys

**ENTER** - To continue / update the question details.

**F9 - Auto Generate ID** - To generate question id automatically with the next available sequence and proceed. The question id will be generated in the format of 'Qxx\_nnnnnn' (where xx = language id and nnnnnn = 000001 to 999999).

**F3 - Exit** - Press **F3** to return to the previous screen.

# Maintain Self Help Message File - SHP078

SHP078	Self Help Felix System Maintain Self Help Message File	3/22/18 08:17:20
Type options, press Enter. 1=ADD MSGID 5=Display OS/400 MSGID		Position to MSGF ID . . . . .
<u>Opt</u> MSGID	<u>Descriptions</u>	
— SHW0100	&1 password reset using SelfHelp system	
— SHW0101	SelfHelp reset process abandoned for profile &1	
— SHW0102	&1 profile re-enabled using SelfHelp system	
— SHW0103	Profile &1 has been disabled within PSH via SelfHelp reset process	
F3=Exit F5=Refresh Enter=Continue Roll		

## How to Get There

On the [Work with Self Help Message Monitor screen](#), press **F10**.

## What it Does

This program allows you to select message IDs to be included in the Message Monitor. The message ID's displayed are supplied as standard with Self Help. The messages will be displayed in alphabetical sequence.

## Options

**1=ADD MSGID:** This option allows you to select messages to be added to the message monitor.

**5=Display OS/400 MSGID:** If the message ID is an operating system message, this option allows you to display the message details.

0

# Maintain Preferred Password - SHP006

SHP006 Password Self Help City West Inn 8/07/15  
 GE GERMAN Maintain Preferred Password

Add

Enter details below, take the appropriate action.

Preferred Password . . . . . [Masked]

Global password not set. Therefore it will use user level password when user requests a reset.

F1=Screen Help Enter=Continue F3=Exit

## How to Get There

To set the global Preferred Password, enter option **2** next to a language on the [Work with Languages/System Configuration screen](#), then press **F8**.

As a user, to set your personalized preferred password, on the [Work with Self Help Answers screen](#), press **F10**.

**NOTE:** This option is not available if the Password Self Help administrator has configured Password Self Help to allow users to choose their own passwords at the time of reset.

## What it Does

The objective of this program is to allow you to maintain your preferred password. If selected by your Password Self Help administrator, this will be used when resetting your password instead of resetting your password to your profile name, or selecting a new password.

## Command Keys

**Enter:** Press Enter to continue / update the preferred password.

## Field descriptions

### **Preferred password**

Enter the password that you wish to be used when your password is reset by the system. If this field is left blank, then your password will be reset to your profile name, unless a Global Reset Password has been defined by the administrator of your system.

Please note that you may not always see the password as you type. This is due to a security setting within the system. If you see the message '(N.B. Field is non displayed)' to the right of the password field then you will NOT see the characters that you type.

### **Re-enter Preferred Password**

Re-type the same password a second time in the space provided. Entering the password a second time ensures you did not accidentally type in the wrong password the first time. This field will only appear if the "Preferred password" has been changed. Please note that you may not always see the password as you type. This is due to a security setting within the system. If you see the message '(N.B. Field is non displayed)' just on the top of the preferred password field then you will NOT see the characters that you type.

# Produce a List of Profiles By STATUS - SHP267

The screenshot shows a terminal window with the following content:

```
SHP267                                Password Self Help City West Inn                                8/07/15
                                Produce a List of Profiles By STATUS                                12:36:29
```

Below the header, there is a prompt: "List profiles with a status of . . . . :". To the right of this prompt are three options: "1 = Disabled / Inactive", "0 = Enabled / Active", and "B = Both".

At the bottom of the screen, there are three function key instructions: "Enter=Continue", "F3=Exit", and "F12=Cancel".

Press ENTER to produce the report.

## How to Get There

On the [Work with Registered Self Help Profiles screen](#), press **F15**.

## What it Does

The objective of this program is to allow you to request a list of profiles registered with the Self Help system and to display the current status of those users.

## Options

**1** - To produce a list of registered profiles that are currently DISABLED / INACTIVE within the Self Help system.

**0** - To produce a list of registered profiles that are currently ENABLED / ACTIVE within the Self Help system.

**B** - To print a list of all registered profiles within the Self Help system. This is the default value.



# Remove User Authentication Details - SHP0019

SHP7874	EN ENGLISH	Password Self Help City West Inn Delete User Authentication Details	7/31/15
<p>User . . . . . : DAVIDS</p> <p>Question ID. . . . . : <u>1</u></p> <p>Question . . . . . : <u>In what city did you meet your spouse/significant other?</u></p> <p>Minimum length of response . : <u>001</u></p> <p>Characters not allowed . . . : _____</p> <p>Repeating characters allowed : <u>00</u></p> <p>Case sensitive . . . . . : <u>N</u></p>			
Enter=Continue    F3=Exit    F12=Cancel    F23=Delete			

## What it Does

The objective of this program is to allow the user to delete a question and its associated answer. Question details will be displayed to ensure that the correct question has been selected for deletion.

## Command Keys

**ENTER** - To continue with question deletion. You will need to confirm your action by pressing **F23**.

**F23 (Remove)**: - To delete the question and associated answer.

# Select Language - SHP7875

SHP7875	Password Self Help City West Inn Select Language	7/31/15 13:22:33
Position to Language ID. . . . : _		
Type options, press Enter. 1=Select Language		
<u>Opt Language</u>		
—	EN ENGLISH	
—	EO ENGLISH USR-PWD	
—	FR FRENCH	
—	1 ENGLISH	
Enter=Continue F3=Exit F5=Refresh		

## What it Does

The objective of this program is to allow you to select a language so that you can work with user profiles allocated to that language.

## Options

**1=Select Language:** Use 1 to select the desired language.

## Field descriptions

### Language

This is the Language ID and associated language description.

### No. of User

This is the number of users defined under the language.

m

# Select Question to Add To User - SHP7871

```

SHP7871          Password Self Help City West Inn          7/31/15
EN ENGLISH          Select Question to add to user          13:25:33
MARKJ

                                Position to Question ID . . . . .
Type options, press Enter.
1=Select question

Opt User Name Ques. ID Question Text
--- MARKJ      1      In what city did you meet your spouse/significant oth
--- MARKJ      2      What school did you attend for sixth grade?
---            3      In what city or town was your first job?
--- MARKJ      4      What was your first pet's name?
---            5      What was the name of your first school?
---            6      In what city does your nearest sibling live?
---            7      What was the name of your first teacher?
---            8      What is your dog's name?
---            9      What is your oldest cousin's name?

Enter=Continue   F3=Exit   F5=Refresh   Roll

```

## How to Get There

On the [Work with User/Question Administration screen](#), press **F6**, then select the desired user and press Enter.

## What it Does

The objective of this program is to allow you to add a question to a given user. The user name is displayed at the top of the screen.

The program will display Question ID's in alphabetical sequence. There is a 'position to' facility that allows you to find the required question ID quickly.

## Options

**1=Select Question:** Select question to add to user. This option will add the necessary question to the user so that the user can then enter a response to that question.

## Field descriptions

### User Name

This field can be blank, or display the user name. If the field is blank, this means that the specified user has not yet been allocated to the given question ID. If the user's name appears against a question ID,

then the user is already allocated to that question.

### **Ques. ID**

This is the question identifier.

### **Question Text**

This is the actual question text.

# Select Self Help System Language-SHP0014

SHP0014	Password Self Help City West Inn Select Self Help System Language	7/31/15 13:28:32
---------	--	---------------------

Position to Language ID. . . . : \_

Type 1 against the language you want to use,  
then press Enter.

Opt	Language
— EN	ENGLISH
— E0	ENGLISH USR-PWD
— FR	FRENCH
— 1	ENGLISH

Enter=Continue F3=Exit F5=Refresh

## How to Get There

On the [Work With Self Help Answers screen](#), remove all questions and press F13.

## What it Does

The objective of this program is to allow you to select a language. You will then be able to answer questions in that language.

## Options

1 - Select language.

# Select Question

SHP0171	Password Self Help City West Inn	7/31/15
EN ENGLISH	Select Question	13:30:12
ALERTSH		

Position to Question ID . . . . . \_\_\_\_\_

Type options, press Enter.  
 1=Select question  
 3 Questions MUST be answered in order to use the password reset system.

Opt	User Name	Ques. ID	Question Text
<u>1</u>		1	In what city did you meet your spouse/significant oth
—		2	What school did you attend for sixth grade?
—		3	In what city or town was your first job?
<u>1</u>		4	What was your first pet's name?
—		5	What was the name of your first school?
—		6	In what city does your nearest sibling live?
<u>1</u>		7	What was the name of your first teacher?
—		8	What is your dog's name?
—		9	What is your oldest cousin's name?

Enter=Continue   F3=Exit   F5=Refresh   Roll

## How to Get There

In the [Work with Self Help Answers screen](#), press **F6**.

## What it Does

The objective of this program is to allow you to select one or more questions that you wish to provide answers for. The program will display Question ID's in alphabetical sequence. There is a 'position to' facility that allows you to find the required question ID quickly.

**NOTE:** Selecting a question will not take you directly to the answer screen for that question. You will need to go back to the 'Work with Self Help Questions/Answers' screen [by pressing Enter], and then select option **2** against the newly added questions.

## Options

**1=Select Question:** This option will allocate the question to the user profile.

## Field descriptions

### User Name

This field can be blank, or display the user name. If the field is blank, this means that the user has not yet allocated the question ID. If the user's name appears against a question ID, then that question has already been allocated to the user.

## **Ques. ID**

This is the question identifier.

## **Question Text**

This is the actual question text.

# Password Self Help Main Menu

The Main Menu includes all of Password Self Help's main functions.

```

SHC0001                               Self Help Felix System                               3/22/18

                                Self Help for IBM i

                                5. Update Company Name

                                10. Work with Languages/System Configuration

                                15. Work with Registered Profiles

                                20. Work with User/Question Administration

                                35. Report and Purge Menu
                                50. Message Monitor
                                60. Command Display Screen
                                65. Technical Assistance Information
                                70. License Setup
                                71. License Threshold Warning Setup

                                90. Signoff

Option ==> _

```

**5. Update Company Name:** Choose this menu item to open the [Enter Company Name for Screens/Reports screen](#) where you can specify your company name for screens and reports.

**10. Work with Languages/System Configuration:** Choose this menu item to open the [Work with Languages/System Configuration screen](#) where you can maintain Self Help system configurations for multiple languages, or system roles.

**15. Work with Registered Profiles:** Choose this menu item to open the [Work with Registered Self Help Profiles screen](#), where you can view all the profiles that are registered to use the Self Help system.

**20. Work with User/Question admin:** Choose this menu item and select a language to open the [Work with User/Question Administration screen](#) where you can administer user questions.

**35. Report and Purge Menu:** Choose this menu item to open the [Self Help Report and Purge Menu](#).

**50. Message Monitor:** Choose this menu item to open the [Work with Self Help Message Monitor screen](#) where you can monitor filtered messages using preset parameters.

**60. Command Display Screen:** Choose this menu item to open the [Command Entry screen](#) where you can run a command.

**65. Technical Assistance Information:** Choose this menu item to open the Technical Assistance Information screen where you can display the information required for technical calls, including version information.

**70. License Setup:** Choose this menu item to open the License Setup screen where you can review system information and enter a license code.

**71. License Threshold Warning Setup:** This option allows you to configure the warning message that alerts the administrator that the number of licenses used is approaching the number of licenses available. See [License Threshold Warning Setup screen](#).

**90. Signoff:** Choose this menu item to signoff Password Self Help.



# Self Help Report and Purge Menu

The following help provides an overview of the options available on the Self Help Report and Purge menu. Further details are available within the associated documentation.

```

SHC010I                HelpSystems Password SelfHelp Demo                12/09/16

                        Self Help Report and Purge Menu

                        Reporting Only
1.  Report using specified values

                        Purging Only
2.  Purge data older than specified age

                        Report and Purge
                        Report over unprinted data and then purge
                        using age (within existing configuration)
3.  Run Audit Reports/Purge Data

90. Signoff

Option ==>  —
F3=Exit   F12=Cancel

```

**1. Report using specified values:** Select this option to prompt the Self Help reporting command, [RUNSHRPT](#). This command performs reporting only and allows for the entry of 'From' and 'To' Dates and Times.

The parameters are shipped with a special value of \*AVAIL.

When \*AVAIL is entered for the 'From' Date and/or Time, the command will attempt to locate the earliest event, within the existing, stored data, based on the 'From' Date and Time.

When Entered for the 'To' Date, the command will use the current date for the ending date. If \*AVAIL is entered for the 'To' Time the command will substitute the current time, when the Date is \*AVAIL. It will use '23:59:59' as the 'To' Time for any other value entered as the 'To' Date.

**2. Purge data older than specified age:** Select this option to prompt the Self Help purge command, [RUNSHPRG](#). This command will purge data from the Audit database, based on events older than the number of days entered on the command.

The command is shipped with a purge default of 365 days.

The purging process is 'global' across the entire Audit database.

In other words, it does not make use of the 'Retain Self Help Audit(Days)' value that is configured against each Language Id.

**3. Run Report and Purge Menu:** Select this option to generate the Audit Reports and Purge the data that has been printed.

This option will run the original Self Help Report and Purge command, RUNSHAUD.

The purging process of RUNSHAUD, uses the value[s] that have been configured for 'Retain Self Help Audit(Days)', within each Language Id.

# Self Help Password Reset - SHP003

SHP003
Password Self Help City West Inn  
Self Help Password Reset Request Screen
8/07/15

You have successfully answered all the security questions correctly.

Please select an action you wish to perform. . . :

S = Re-enable profile

P = Reset Password

A = All

Enter=Continue
F3=Exit

## How to Get There

User: Login to the system using user "SELFHELP" and password "SELFHELP". (User must have configured answers according to the [User Setup Procedure](#)),

- If the configuration has been set by an administrator to "User Own Password," the password will be set to the user's own chosen password. User will be asked to confirm/re-enter the password.
- If a Global password exists, the password will be reset to the Global password.
- If NO Global password exists, the password will be reset to the user's preferred password, if they have chosen one.
- If NO Global password and no user's own preferred password exist, then the password will be reset to the user profile name.

Please note this program also allows the user to re-enable their user profile without resetting their password. This is dependent on the configuration set by an administrator.

## What it Does

The objective of this program is to allow a user to reset their password to any of the following or re-enable the profile.

Before any resetting of passwords or re-enabling of profiles can take place, the user must provide answers to a series of randomly generated questions. The user name must be entered into the user field, and a reason for the password reset must be entered in the Reason for Reset field.

```
SHP003                Password Self Help City West Inn                8/07/15
                        Self Help Password Reset Request Screen

You need to answer 02 questions. This is question 01

Question:
In what city or town was your first job?

Answer
█
=====

NB: Answer is not case sensitive (e.g. 'HELLO' is same as 'Hello')

Enter=Continue        F3=Exit
```

Answers to all questions asked must then be entered in the Answer field. If answered correctly, the following screen appears:

```
SHP003                Password Self Help City West Inn                8/07/15
                        Self Help Password Reset Request Screen

You have successfully answered all the security questions correctly.

Please select an action you wish to perform. . . : █
                                                    S = Re-enable profile
                                                    P = Reset Password
                                                    A = All

Enter=Continue        F3=Exit
```

Type your choice and press Enter. This screen will be shown only after the user has successfully answered all the security questions. The option allows the user to reset the Password only, re-enable the profile [Status only] or All [Password and Status].

## Command Keys

**F3 (Exit):** To exit program.

**Enter (Continue):** To continue to next screen.

# Set Up General Configuration Details - SHP1002

SHP1002 Self Help Felix System		2/20/18
Set Up General Configuration Details		14:04:07
System Name. . . . .	FELIX	<b>Amend</b>
Language ID and Description. . . . .	EN ENGLISH	Default Lang? . Y
Invalid Attempts Allowed. . . . .	3	
Answer Min. No. of Question. . . . .	5	No. of Questions to Ask. . . . . 3
Retain Self Help Audit(Days). . . . .	365	0-999
Display User Input Text? . . . . .	N	Y/N
Question Allocation By? . . . . .	B	A=Administrator U=User B=Both X=Automatic
Display User Text Screens? . . . . .	Y	B=Bulletin Text H=Help Text Y=Both N=None
Display to Unregistered Users. . . . .	Y	Y/N
Automatic Action . . . . .	C	S=Re-enable Prf P=Reset Pwd Y=Both N=None
		C=User Choice
Reset to Password. . . . .	0	' '=Preferred Pwd 0=User Own Pwd
Default Question rules		
Minimum length of response . . . . .	00	0 to 50 (0 = No default rules applied)
Characters not allowed . . . . .		
*NONE,*SYSTEM,Blank,Specific characters. *NONE/Blank = No Restriction		
Same answer allowed. . . . .	-	' '=Allowed N=Not Allowed
Repeating characters allowed . . . . .	00	00 to 50 ('00' = No Restriction)
Case sensitive . . . . .	-	' ' or 'N'
Enter=Continue F3=Exit F8=Set PWD F10=Help Text F11=Bulletin Text F12=Cancel		

## How to Get There

From the Password Self Help Main Menu, choose option **10** to open the [Work with Languages/System Configuration screen](#) then press **F6**.

## What it Does

The objective of this program is to define the overall Self Help configuration for a selected language. This information can be amended at any time and will have an immediate effect. All changes will be reported in the audit report.

## Options

### System Name

This is the name of the system to which configuration details relate.

### Language ID and Description

This is the language code and the language description that are entered by the Administrator. The language ID cannot be amended once a new language configuration has been created.

### Default Lang?

This must be set to Y for one language configuration only. The Standard Text associated with the default language will be displayed on the same screen where the user enters the name of the profile to be reset. This is before they select their preferred language.

### Invalid attempts allowed

Enter the maximum number of invalid attempts allowed. Valid entries are 1 to 99.

## Answer Minimum No of Questions

Enter the minimum number of questions users will be required to answer as users configure Password Self Help. A random set of these questions will be asked during the reset process. For example, of the initial 12 questions answered during user configuration, 3 may be asked during the user password reset process (chosen by Password Self Help at random).

A value of '0' indicates users will be asked to answer the same number of questions required to be answered at password reset.

## No. of questions to ask

Enter the number of questions that a user will be asked to provide answers to when they reset their password.

## Retain Self Help Audit (Days)

Enter the number of days that you wish to keep Self Help system audit details on the system. If you set it to '0' it will remove all the audit details once they have been printed.

## Display User Input Text

This parameter controls whether you display answers to questions or passwords back to users as they are typed. Please note that this is not applicable to the user own password field. The user own password field will always be non-displayed on reset process.

- Y = User Input Text will be displayed.
- N = User Input Text will NOT be displayed.

## Question Allocation By

This parameter controls how questions are allocated to users. Enter one of the following values:

- A = Only the Administrator will be able to assign questions to users.
- U = Only Users will be able to assign questions to themselves.
- B = Both Administrators AND Users will be allowed to assign questions.
- X = ALL questions available in the Users language will automatically be allocated to the user. The questions will be set with a status of NOT ANSWERED.

## Display User Text Screens

This parameter controls when User Text Screens (Help/Bulletin Board Text) are displayed to users. Enter one of the following values:

- B = Bulletin Board Text will be displayed to users when they access the 'Work with Questions/Answers' program (WRKSHQA).
- H = Help Text will be displayed to users when they access the 'Work with Questions/Answers' program (WRKSHQA).
- Y = Both Bulletin Board and Help Text will be displayed to users when they access the 'Work with Questions/Answers' program (WRKSHQA).
- N = No Bulletin Board or Help Text is displayed to users when they access the 'Work with Questions/Answers' program (WRKSHQA).

## Display to Unregistered Users

If this option is set to 'Y', when a user who has not registered with Password Self Help signs on to the system using the SELFHELP profile, or begins the Password Reset process with the Insite web UI and chooses to register, they will automatically be prompted to register their profile by submitting answers to security questions.

After a profile is registered in this way, it will be set to Disabled within Password Self Help until it is set to Enabled by a Password Self Help administrator.

If this option is set to 'N', users must register with Password Self Help using the regular User Setup Procedure. See [Web User Setup Procedure](#) and [Green Screen User Setup Procedure](#).

**NOTE:** We recommend setting this option to 'N'. Contact HelpSystems support if you have questions regarding this.

## Automatic Action

This parameter controls the actions to be taken once the user successfully answers all of the questions asked by the reset process. Enter one of the following values:

- **S** = The user profile's status will be changed to \*ENABLED. The user profile's password will not be reset.
- **P** = The user profile's password will be reset. The user profile's status will not be changed.
- **Y** = This setting will ensure that both the user profile's status will be set to \*ENABLED and the user profile's password will be reset.
- **N** = This will stop any user from trying to reset their password or re-enable their profile. Basically this setting does not allow access to the reset process for any users registered against this language.
- **C** = This setting will allow the user to control the actual reset processing method. For example, after answering the security questions, the default setting could be to reset both Password and Status. However, after the last sign on attempt the user may realize that they know the password after all and only want to reset the Status. When value is 'C', after the user has answered the required security questions successfully, Password Self Help allows him/her to select reset of Password only, Status only or Both [Password and Status], effectively putting the user in control.

## Reset To Password

This parameter controls the password that will be used for resetting the user password:

- **' [Blank]** = The preferred password will be used to reset the user profile in the reset process. Press **F8** to set the global Preferred Password at the admin level. If not selected by an admin, users can set own default. See [Maintain Preferred Password screen](#).
- **0** = (Recommended) In the reset process, once the user answers all the security questions successfully, he/she will be prompted to enter their own password.

Whether, upon reset, users will be required to use a pre-determined Global Preferred Password or a password they define themselves ("O"). If " " [blank] has been chosen, press F8 to configure the global Preferred Password. If set to " " [blank], and no Global Preferred Password is set, users will be able to enter their own Preferred Password. (If no global or user Preferred Password is specified, the password will be reset to the user profile name.)

**TIP:** In order to use F8 to set a Preferred Password, first set Reset to Password to " " [blank] and then press Enter to save changes. Then, use 2 for the Language to return to the Configuration screen where F8 will be available.

**NOTE:** If 'Reset to Password' is set to '='Preferred Pwd, and the user resets their password using the Insite Web UI reset procedure, they will subsequently need to login to the IBM i system on the green screen in order to reset their password (because the Preferred Password is immediately set to Expired). If a user does not use the green screen, and instead only uses the Insite Web UI to use their HelpSystems product(s), we recommend setting Reset to Password to O=User Own Pwd.

## Minimum length of response

This field defines the minimum number of characters required to answer the question. Enter 0 - 50 for this value. 0 = No default rules are applied.

## Characters not allowed

This field defines the list of characters that are not allowed to be used in the user's answer to a question. Enter one of the following values:

- **\*NONE** = All characters allowed / No restriction.
- **\*SYSTEM** = System value QPWDLMTCHR will be used to retrieve the characters that cannot be used.
- **Blank** = All characters allowed / No restriction.
- **Specific characters** = Enter any characters. These characters will not be allowed to form part of the response/answer.

## Same Answer Allowed

This field defines if user will be able to add the same answer for different questions.

- **Blank** = All users registered under this language will be allowed to add the same response to multiple questions.
- **N** = User registered under this language must add different response to each question. Same response can not be used for another question.

## Repeating characters allowed

This value limits the number of repeating characters in a user's response. This prevents a user from using the same character more than once in the same response e.g. AAAA.

Enter 00 - 50 for this value. Please note that 00 = No Restriction.

## Case sensitive

This field defines whether the answer to questions will have to be case sensitive or not. Enter one of the following values:

- **Blank** = Answer is case sensitive
- **N** = Answer is NOT case sensitive

# Command Keys

**F8 (Set PWD):** To enter a Global User password for the selected language. This option is only available in AMEND mode.

**F10 (HelpText):** To enter User Help Text for the selected language. This option is only available in AMEND mode.

**F11 (Bulletin Text):** To enter User Bulletin Board Text for the selected language. This option is only available in AMEND mode.



# Work With Help/Bulletin Text - SHP0011

SHP0011	Password Self Help City West Inn	7/31/15
EN ENGLISH	Work with Help/Bulletin Text	13:49:28

HELP TEXT

Enter the text you wish the Users to see below

Welcome to Password Self Help

---

This system will allow you to reset your password in the future if it is lost or forgotten using answers to questions you are about to answer.

---

You will also be prompted to specify a reset password. If you do not specify a reset password, Password Self Help will reset your password to your user profile name upon reset.

---

For questions please contact your system administrator.

---



---



---



---



---



---

Enter=Continue F3=Exit F5=Refresh

## How to Get There

From the [Work with Languages/System Configuration screen](#), enter option **10** for a language.

## What it Does

The objective of this program is to allow the administrator to maintain either Help Text or Bulletin Text in the selected language. This text will be seen by the users when they enter the 'Work with Questions/Answers' program.

This program is also used for entering the 'Global Help Text'. This is maintained by selecting F10 from the Work with Languages/System Configuration screen. This text will be shown to first time users in the Work with Questions/Answers programs.

The text can be entered free format, and up to 200 lines of text can be added by paging down to obtain more blank lines.

## Command Keys

**ENTER** - To save changes.

# Work with Languages/System Configuration - SHP009

SHP009

Self Help Demo System

2/28/17

Work with Languages/System Configuration

12:38:31

Position to Language ID. . . : —

Select Maintenance Option, press Enter (2=Configuration 4=Delete 3=Copy

5=Questions 10=Help Text 11=Bulletin Text 13=Standard Text)

Opt ID	Language	Ans / Ask	Attempts Allowed	Audit (Days)	Action to take	Reset to Password
— AH	TEST_COPY	05 / 04	03	365	User Choice	USER OWN
— DM	DEMO	04 / 03	03	005	User Choice	UNDEFINED
— EN Y	ENGLISH	05 / 04	03	365	User Choice	USER OWN
— HB	HEBREW	07 / 03	03	365	User Choice	USER OWN
— KS	KS TEST LANG	05 / 04	03	365	User Choice	USER OWN

Enter=Continue F3=Exit F5=Refresh F6=Create Language F10=Maintain Global Help

F15=Print Questions

## How to Get There

From the Password Self Help Main Menu, choose option **10**.

## What it Does

The objective of this program is to allow an administrator to maintain Self Help system configurations for multiple languages. Multiple configurations in the same language may also be useful.

There is a "Position to" facility to locate the required Language ID quickly.

## Options

**2=Configuration:** Use this option to amend [System Configuration details](#) for the selected language.

**3=Copy:** Use this option to copy System Configuration details from the selected language to the new language. See Copy PSH Configuration (CPYP SHCNFG).

**4=Delete:** Use this option to delete System Configuration details for the selected language. When this option is selected a confirm deletion screen is displayed. Please note that the languages cannot be deleted if they are being used by any profile. You must take F23 after getting the confirm deletion screen to delete the configuration details.

**5=Questions:** Use this option to open the [Work With Questions screen](#) where you can maintain questions for the selected language.

**10=Help Text:** Use this option to open the [Work with Help/Bulletin Text screen](#) where you can maintain Help Text for the selected language. The Help Text for the default language appears on the first page of the Password Reset procedure of the web UI.

**11=Bulletin Text:** Use this option to open the [Work with Help/Bulletin Text screen](#) where you can maintain Bulletin Text for the selected language.

**13=Standard Text:** Use this option to open the [Work with Standard Text screen](#) where you can maintain Standard Text for the selected language.

## Field descriptions

### ID

This is the Language Identifier.

**NOTE:** A 'Y' displaying beside this field means that this language has been selected as the default language.

### Language

This is the Language Description.

### Ans / Ask

This is the minimum number of questions users will be required to answer as they configure Password Self Help. A random set of these questions will be asked during the reset process. For example, of the initial 12 questions answered during user configuration, 3 may be asked during the password reset process (chosen by Password Self Help at random). If this field sets to 00, the value from the Ques to Ask field is the minimum number of questions that user needs to answer to use the Password Self Help reset process.

When users try to reset their passwords, this second number is the number of questions that will be asked to Users who have selected this language as their preferred language.

### Attempts Allowed [Invalid Attempts Allowed]

When users try to reset their passwords, this is the number of invalid attempts that will be given to Users who have selected this language as their preferred language.

### Audit Days [Retain Audit Days)

This is the Number of Days that any audit information relating to this Self Help language configuration will be kept after printing reports.

### Action to Take

This field indicates what actions to be taken once the user successfully answers all of the questions asked by the reset process.

- **Re-enable Prf:** The user profile's status will be changed to \*ENABLED. The users password will not be reset.
- **Reset Pwd:** The user profile's password will be reset. The user profile's status will not be changed.
- **Both:** This setting ensures that the user profile's status will be set to \*ENABLED and the user profile's password will be reset.

- **User Choice:** This setting will allow the user to control the actual reset processing method. For example, after answering the security questions, the default setting could be to reset both Password and Status. However, after the last sign on attempt, the user may realize that they know the password after all and only want to reset the Status. When value is 'C', after the user has answered the required security questions successfully, Password Self Help allows him/her to select reset of Password only, Status only, or Both [Password and Status], effectively putting the user in control.
- **None:** This will stop any user from trying to reset their password or re-enable their profile. Basically this setting does not allow access to the reset process for any users registered against this language.

## Reset to Password

This field indicates whether the password will be reset to preferred password or to the user's own password at the end of reset process. This is only applicable if one of the following showing under "Action to take."

- **User Choice** - Only if the user chooses to reset password/Both.
- **Reset Pwd**
- **Both**

Term	Description
P-GBL LVL	Global level password. At the end of reset process the password will be reset to global preferred password.
P-USR LVL	User level password. At the end of reset process the password will be reset to user preferred password. If the preferred password in user level left blank, then the password will be reset to profile name.
USER OWN	The password will be reset to user own password. User will be prompted with the screen asking to enter their own password at the end of successful reset process.

## Command Keys

**F3 (Exit):** To exit the program.

**F6 (Create Language):** To open the [Set Up General Configuration Details screen](#), where you can create a System Configuration for a new language

**F10 (Maintain Global Help):** To open the [Work with Help/Bulletin Text screen](#), where you can maintain the Global Help Text (shown to first time users working with their questions and answers)

**F15 (Print Questions):** To print a list of Questions in ALL languages.

# Work with Questions - SHP002

SHP002	Password Self Help City West Inn	7/31/15
EN ENGLISH	Work with Questions	12:09:01

Position to Question ID . . . . . \_\_\_\_\_

Type options, press Enter.  
 2=Maintain 3=Copy 4=Delete 5=Display 8=Display Profiles using selected question

Opt	Question ID	Description
— 1		In what city did you meet your spouse/significant other?
— 2		What school did you attend for sixth grade?
— 3		In what city or town was your first job?
— 4		What was your first pet's name?
— 5		What was the name of your first school?
— 6		In what city does your nearest sibling live?
— 7		What was the name of your first teacher?
— 8		What is your dog's name?
— 9		What is your oldest cousin's name?

Enter=Continue F3=Exit F5=Refresh F6=Maintain F15=Print

## How to Get There

On the [Work with Languages/System Configuration screen](#), enter 5 for a language.

## What it Does

The objective of this program is to allow you to maintain Questions for the selected language displayed at the top of the screen.

There is a "Position to" facility to locate the required Question ID quickly.

## Options

**2=Maintain:** Choose this option to open the [Maintain Question Details screen](#), where you can maintain a question. The question can only be maintained if there is no user allocated to that question.

**3=Copy:** Choose this to open the [Copy Question Details screen](#) where you can copy a question.

**4=Delete:** Choose this option to open the [Delete Question Details screen](#) where you can delete a question. When this option is selected a confirm deletion screen is displayed. Please note that questions cannot be deleted if they are being used by any profile. You must take F23 after getting the confirm deletion screen to delete the question.

**5=Display:** Choose this option to open the [Display Question Details screen](#) where the question details are displayed.

**8=Display Profiles Using Selected Question:** Choose this option to open the [Display Question Usage screen](#) where the profiles using the selected question ID are displayed.

## Field Descriptions

### **Question ID**

This is the Question Identifier.

### **Description**

This is the actual question text associated with the Question ID.

## Command Keys

**F3 (Exit):** - Exit the program.

**F6 (Maintain):** - Create a new question.

**F15 (Print):** - Print a list of Questions for the selected language.

# Work with Registered Self Help Profiles - SHP007

SHP007

Password Self Help City West Inn  
 Work with Registered Self Help Profiles

7/31/15  
 13:43:54

Type options, press Enter.  
 4=Delete    6=Enable    7=Disable

Position to Profile. . . \_\_\_\_\_

Opt	Profile	Status	Language	No of Ques. Ans	Reset to Pwd
—	BILLS	ENABLED	EN (ENGLISH)	03	User Own
—	BRENDAP	ENABLED	FR (FRENCH)	00	User Name
—	DALER	ENABLED	FR (FRENCH)	00	User Name
—	DANAH	ENABLED	FR (FRENCH)	00	User Name
—	DANS	ENABLED	EN (ENGLISH)	03	User Own
—	DAVIDS	ENABLED	EN (ENGLISH)	00	User Own
—	GREGGB	ENABLED	EN (ENGLISH)	00	User Own
—	MARKJ	ENABLED	EN (ENGLISH)	03	User Own
—	TOMK	ENABLED	FR (FRENCH)	00	User Name

Enter=Continue    F3=Exit    F5=Refresh    F15=Print List    Roll

## What it Does

This program will show all the profiles that are registered to use the Self Help system. The program shows the status for each profile and it displays whether the profile(s) can currently use the Self Help system or not.

PLEASE NOTE that this status does not represent the IBM i profile status. It only represents the status of the user within the Self Help system. This status can be controlled by an administrator, or can be set automatically to DISABLED if a user fails to properly answer the questions during a reset attempt.

## Options

**4=Delete** Choose 4 to delete user profiles from Self Help ONLY. When this option is selected a confirm deletion screen is displayed. Please note that this option only removes the user from the Self Help system and not from the operating system.

**6=Enable:** Choose 6 to change the status of the selected profiles to ENABLED. This means that the profile can currently use the Self Help system to reset their password.

**7=Disable:** Choose 7 to change the status of the selected profiles to DISABLED. This means that the profile cannot currently use the Self Help system to reset their password.

## Field descriptions

### Profile

This is the user profile name.

## Status

This will be set to DISABLED or ENABLED. PLEASE NOTE that this status does not represent the OS/400 profile status. It only represents the status of the user within the Self Help system. This status can be controlled by an administrator, or can be set automatically to DISABLED if a user fails to properly answer the questions during a reset attempt.

## Language

This is the language that the profile has selected.

## No of Questions Answered

This is the number of questions that the profile has answered using the WRKSHQA program.

## Reset to Pwd

This shows what the user profile will be reset to upon completing the steps to reset their password.

# Command Keys

**F15 (Print List):** Press F15 to print a list of profiles and their current status within the Self Help system.



# Work with Self Help Answers - SHP001

SHP001	Self Help Demo System	10/11/16
EN ENGLISH	Work With Self Help Answers	11:06:58
Position to Question. . . . . : _____		
Type one of the following options against the question you want to work with:		
2=Maintain Answer 4=Remove Question		
4 Questions MUST be answered in order to use the password reset system.		
Opt ID	Question	Status
<u>2</u> 1	What was the name of your first school?	NOT ANSW
<u>2</u> 4	Where were you when you first heard about 9/11?	NOT ANSW
<u>2</u> 5	What is your favorite color?	NOT ANSW
<u>2</u> 6	What is the name of your first childhood friend?	NOT ANSW
Enter=Continue F1=Screen Explanation F3=Exit F5=Refresh F6=Add Question		
F13=Change Language F14=User Information Roll		

## How to Get There

User: Run the command @MSSH/WRKSHQA from a command line (or follow instructions from your administrator), then press Enter twice to navigate through the bulletins. This procedure is performed as part of the Password Self Help setup procedure, in order to allow for secure, urgent access later, if required.

The Web user setup procedure accomplishes the same task.

## What it Does

The objective of this program is to allow a user to provide their own answers to the questions that have been allocated to them. There is a "Position to" facility to locate the required Question ID quickly. The screen also shows the minimum number of questions that you must answer before you can reset your password. You can respond to any number of questions in this program. However, you must make sure that you provide answers for this minimum, or more.

## Options

**2=Maintain Answer:** Use this option to open the [Maintain Answer screen](#) where you can add or change an answer to a question.

**4=Remove Question:** Use this option to open the [Remove User Authentication Details screen](#) where you can remove both question and answer details. When this option is selected, a confirm removal

screen is displayed where you can confirm that you wish both question and answer details to be removed.

**NOTE:** This option will not be available if only the administrator has the authority to allocate/delete questions from users.

## Field Descriptions

### ID

This is the Question Identifier.

### Question

This is the actual question text associated with the Question ID.

### Status

This is the status of the question for this user.

- **NOT ANSW** - means that the question has been allocated to this user but an answer has not yet been provided.
- **ANSWERED** - means that the question has been answered.

## Command Keys

**Enter (Continue):** Press ENTER to confirm your answers and exit Password Self Help.

**NOTE:** F6 is available if the administrator has given the authority to allocate/delete questions to/from users.

**F6 (Add Question):** Press F6 to open the [Select Question screen](#) where you can allocate further questions to the user.

**F10 (Preferred Password):** Press F10 to open the [Maintain Preferred Password screen](#) where you can set a preferred password. If configured, then this password will be used when the password is reset. Otherwise, the password will be reset to be the same as the profile name.

**NOTE:** Setting a user preferred password is only available when NO Global password exists at the language configuration level. If a Global password exists, then that password will be used when the password is reset.

**NOTE:** If F10 is not shown, you will be prompted to change your password at the time you perform a reset with Password Self Help.

**F13 (Change Language):** Press F13 to change the language for the user. This option is only available when NO questions exist for the user.

**F14 (User Information):** Press F14 to open the [Work with Help/Bulletin Text screen](#) where you can see the help text that the system administrator has entered.

# Work with Self Help Message Monitor - SHP0761

```

SHP0761          Password Self Help City West Inn          8/07/15
                  Work with Self Help Message Monitor      12:38:16

                  Position to MSGF ID . . . . . █

Type options, press Enter.
  2=Change MSGID   4=Delete MSGID   12=Maintain MSGID action item

Op MSGID  Act Only  Descriptions
---
SHW0100      &1 password reset using SelfHelp system
SHW0101      SelfHelp reset process abandoned for profile &1
SHW0102      &1 profile re-enabled using SelfHelp system

F3=Exit  F5=Refresh  F10=Add  Enter=Continue  Roll

```

## How to Get There

From the Password Self Help Main Menu, choose 50.

## What it Does

This is a message file exception reporting module. It acts like a filter that screens all messages that are sent and checks for a match with your preset parameters. If they match, it is an exception and therefore that activity will be reported.

This version is restricted to the Self Help message ID's only (SHW prefixed messages).

There is also a default Self Help file that holds all Self Help message Ids. So, if you accidentally delete any of these message Ids, you can simply retrieve the records again from the default file. You should note that all SHW message Id's are important to Self Help security and you should not remove them from the system.

This program allows you to work with the Self Help message Id's being monitored. The messages will be displayed in alphabetical sequence.

## Options

**2=Change:** Choose 2 to open the Change Security Reporting MSGF ID. This option allows you to change the notes for the message ID.

**4=Delete MSGID:** Choose 4 to remove the message ID from the monitor.

**12=Maintain MSGID action item:** Choose this option to maintain message action item. This is where you can define to the system what action to take when the selected message occurs in your system.

## Command Keys

**F10 (Add):** Press F10 to access the Self Help message default file or the standard filter file. This is where all the Self Help SHW security related messages are kept. You can reselect any of the message Ids that you have deleted and reinstate them back into the monitor.

## How to Get There

## What it Does

Please enter some simple instructions to users on how to reset their passwords.

# Command Keys

**ENTER** - To save changes.

# Work with User/Question Administration - SHP7860

SHP7860	Password Self Help City West Inn	7/31/15
EN ENGLISH	Work with User/Question Administration	13:24:06

Position to User . . . \_\_\_\_\_

Type options, press Enter.  
3=Copy 4=Delete

Opt	User	Ques.ID	Question Text
—	ALERTSH	1	In what city did you meet your spouse/significant ot
—	ALERTSH	2	What school did you attend for sixth grade?
—	ALERTSH	3	In what city or town was your first job?
—	BILLS	1	In what city did you meet your spouse/significant ot
—	BILLS	2	What school did you attend for sixth grade?
—	BILLS	4	What was your first pet's name?
—	DANS	1	In what city did you meet your spouse/significant ot
—	DANS	2	What school did you attend for sixth grade?
—	DANS	4	What was your first pet's name?
—	DAVIDS	1	In what city did you meet your spouse/significant ot
—	DAVIDS	2	What school did you attend for sixth grade?
—	DAVIDS	3	In what city or town was your first job? +

Enter=Continue F3=Exit F5=Refresh F6=Create F15=Print USER F21=Print QID

## How to Get There

From the Password Self Help Main Menu, choose **20**, then select a Language.

## What it Does

The objective of this function is to allow you to administer user questions. There is a "Position to" facility to locate the required user information quickly.

Only the Users with the selected language as their chosen language will be displayed here.

## Options

**3=Copy:** Choose 3 to copy question details for the chosen user. This option will process the command 'CPYSHFUSR' which allows you to copy question details from one user to another.

**NOTE:** You can only copy from one user to another existing user with the same selected language, or to a new user who will be defaulted to that language.

This option will be disabled if the Question Allocation By field has been set to U (=User).

**4=Delete:** Choose 4 to delete question details for the chosen user. When this option is selected a confirm details screen is displayed. You must take F23 to confirm deletion.

Please note that a user question cannot be deleted if an answer is already defined for that question.

This option will be disabled if the Question Allocation By field has been set to U (=User).

## Field descriptions

### User

This is the name of the user that the question has been allocated to.

### Ques.ID

This is the question identifier.

### Question Text

This is the actual question text.

## Command Keys

**F6 (Create):** - To create additional User question records. This option will be disabled if the Question Allocation By field has been set to U (=User)

**F15 (Print USER):** - To print a list of questions sequenced by USER.

**F21 (Print QID):** - To print a list of questions sequenced by QUESTION ID.

# Web Reference

These topics include reference material for Password Self Help's web interface.



# Answers

## How to Get There

Advance through the [Web User Setup Procedure](#) until you arrive at this screen.

## What it Does

Use this screen to provide answers to the Password Self Help questions as part of the registration process.

## Options

### [Question]

This is the question allocated by your administrator and/or chosen as part of the registration procedure.

### [Answer text field]

Enter the answer in this text field. Your answer must meet the length and character requirements specified by your administrator.

### Save

Click this button to save the question

### Delete Answer

Click this button to change your answer for the question.

### Delete Question

Click this button to remove the question from the list.

### Add Question

Select a question from this drop-down list to add it to the question list.

### Exit User Setup

Click Exit User Setup to abort the registration process and return to the [Home screen](#).

## Password Self Help Dashboard Asset Descriptions

Assets represent the type of Password Self Help data for which you can generate a visual representation within an Insite [Dashboard](#), via a widget.

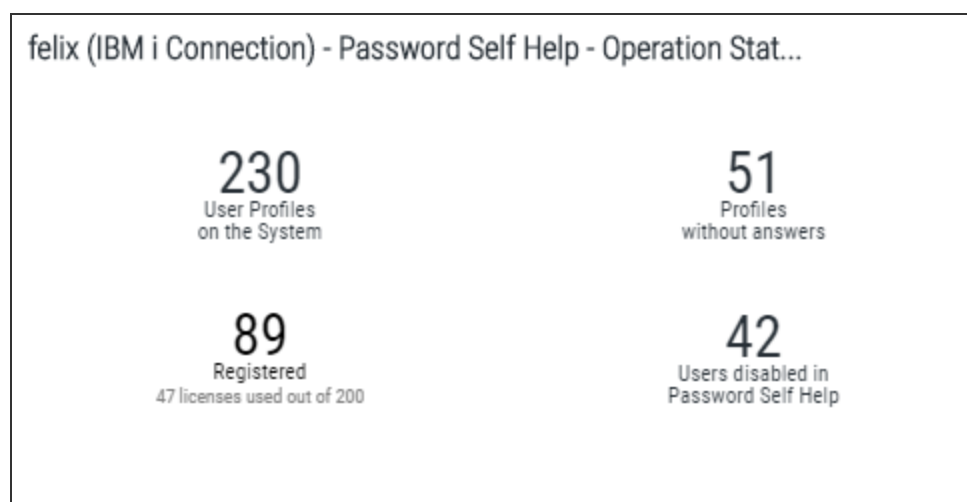
While defining [Dashboard Widgets](#) in Insite, once a Data Source has been selected, you can then select the asset that the widget will represent. Only the assets from the selected Data Source are available. If

the required asset is not displayed, it must first be created in the Data Source before it is available within Insite. See [Assets](#) in the Insite help for more details.

## Password Self Help Assets

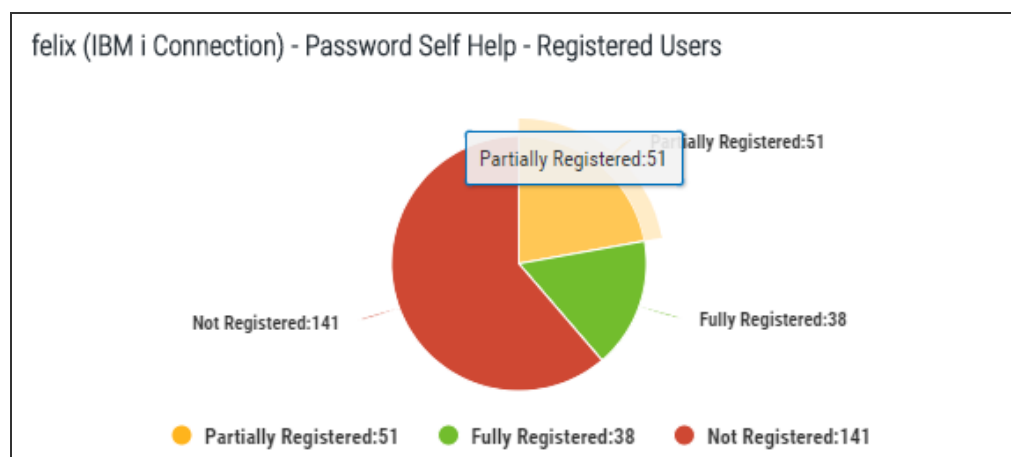
### Operation Status

This widget indicates important information about system profiles and Password Self Help users, including the total number of profiles on the system, the number of Password Self Help registered users (and whether the license limit has been exceeded), the number of registered profiles without answers, and the number of disabled users.



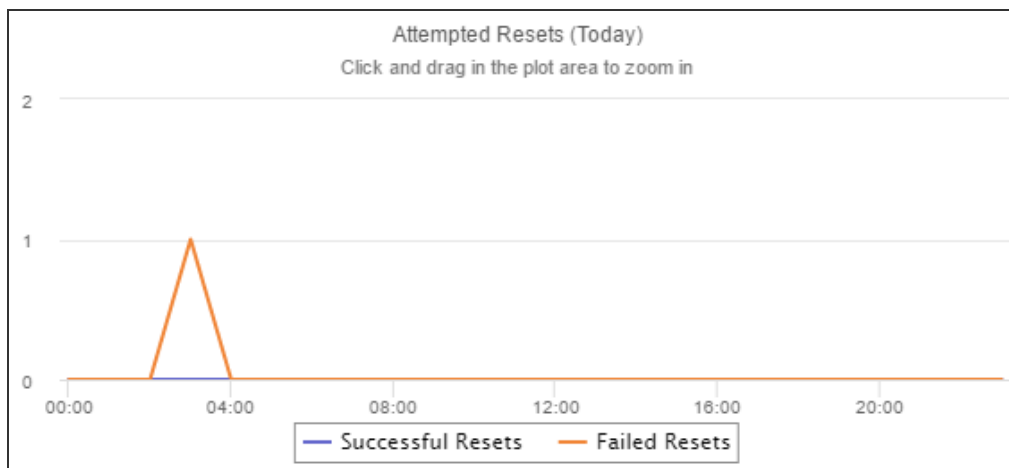
### Registered Users

This widget indicates the number of users who are fully registered, partially registered, and not registered. Users can be partially registered if they have begun the registration process, but not finished adding and answering the required number of questions.



## Reset Attempts

This widget indicates the number of successful and failed password reset attempts.



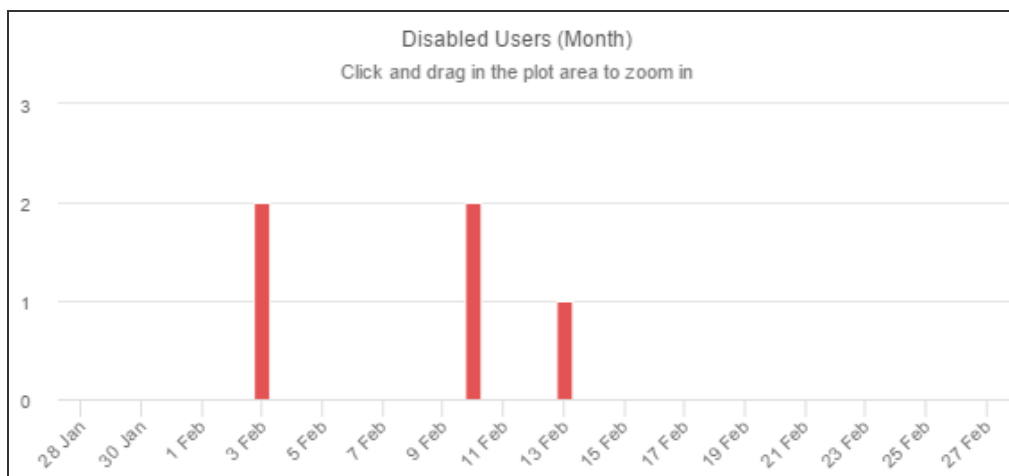
## Reset Attempts by User

This widget lists users with failed password reset attempts, along with the number of each user's failed and successful reset attempts.

Name	Description	Successful	Failed	Attempts
KSSECOFR		0	1	1

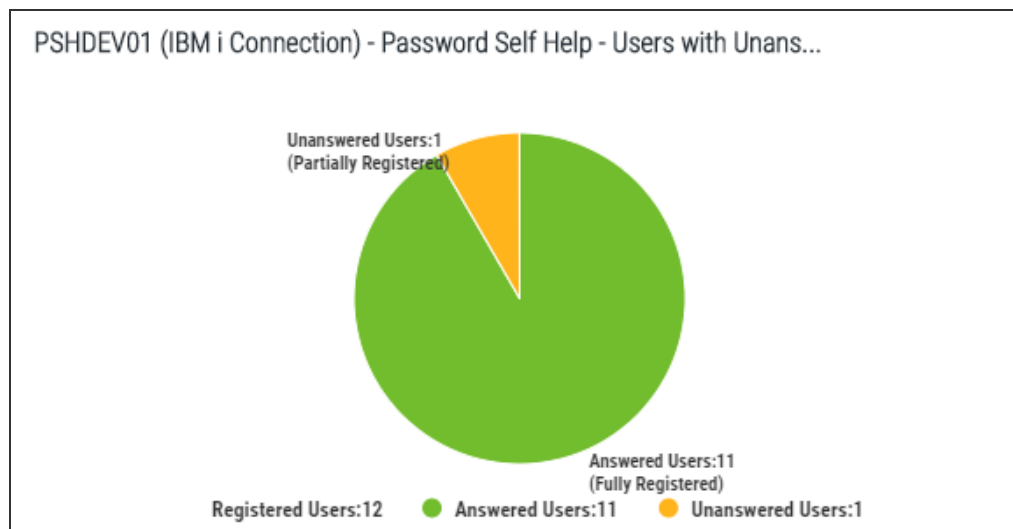
## Users Disabled by Failed Resets

This widget indicates the number of Password Self Help users that have been disabled due to failed reset attempts.

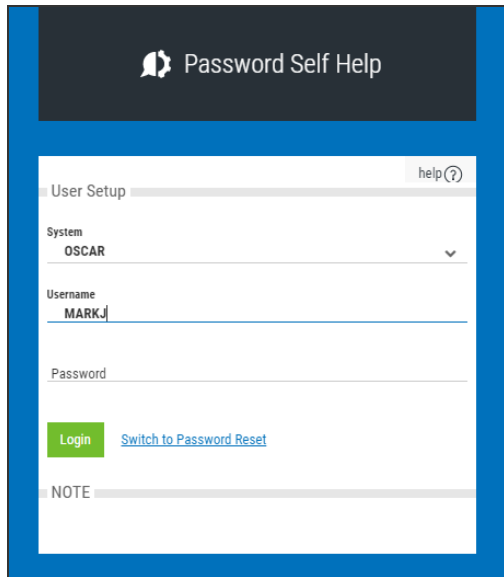


## Users with Unanswered Questions

This widget indicates the number of registered Password Self Help users who have and have not answered the required number of security questions.



# User Setup (web UI)

The screenshot shows a web interface for 'Password Self Help'. At the top is a dark blue header with a white speech bubble icon and the text 'Password Self Help'. Below this is a white content area with a blue border. The content area has a 'User Setup' title bar with a 'help (?)' link. The form includes a 'System' dropdown menu currently set to 'OSCAR', a 'Username' text field containing 'MARK.J', and a 'Password' text field. Below the password field is a green 'Login' button and a blue link 'Switch to Password Reset'. At the bottom of the form is a 'NOTE' section.

## How to Get There

Go to the Password Self Help URL provided by your administrator.

## What it Does

Use this screen to register your profile on Password Self Help. Once registered, you will be able to use Password Self Help to reset your password should you need to in the future.

## Options

### System

This is the IBM i system of the profile you would like to register.

### Username

This is the IBM i user name on the selected system.

### Password

This is the password for the user name entered.

### Login

Clicking Login brings you to the next page in the [Web User Setup Procedure](#).

# User Setup Global Help screen

## How to Get There

Advance through the [Web User Setup Procedure](#) until you arrive at this screen.

## What it Does

Use this screen to review help text provided by your administrator. This screen appears if your administrator has chosen to display global help text.

## Options

### **Continue**

Clicking **Continue** brings you to the next page in the [Web User Setup Procedure](#).

# Language

## How to Get There

Advance through the [Web User Setup Procedure](#) until you arrive at this screen.

## What it Does

Use this screen to select a Language profile. If you are unsure of the Language profile intended for you, contact your administrator.

**NOTE:** *Language* refers to the collection of configuration settings assigned to you by your administrator.

## Options

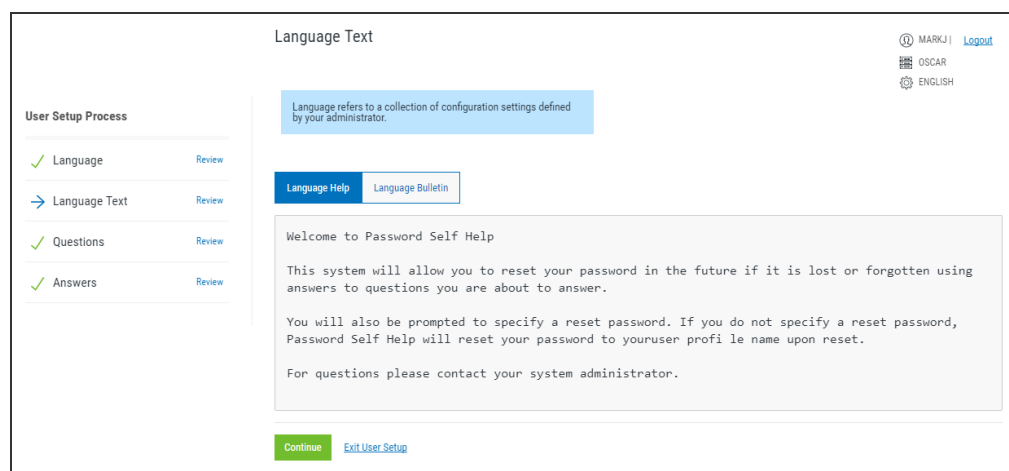
### Select Language

Choose the Language configured for you by your administrator. A Language profile includes all of Password Self Help's configuration settings, as well as the language of the questions and answers.

### Continue

Clicking **Continue** brings you to the next page in the [Web User Setup Procedure](#).

# Language Text



## How to Get There

Advance through the [Web User Setup Procedure](#) until you arrive at this screen.

## What it Does

This is the Help Text and Bulletin Text specified for the Language by your administrator. This screen only appears if set to do so by your administrator in the Language profile.

## Options

### Language Help

This is the Help Text for the Language provided by your administrator.

### Bulletin Text

This is the Bulletin Text for the Language provided by your administrator.

### Continue

Clicking **Continue** brings you to the next page in the [Web User Setup Procedure](#).



# Questions

The screenshot shows a web interface titled "Password Self Help" with a "Questions" section. On the left, a "User Setup Process" sidebar includes "Language Text" (with a "Review" link), "Questions" (the current step), and "Answers". The main area displays "4 questions required to be answered". A list of questions follows, each with a checkbox: "Select All/None", "What was the name of your first school?", "What was your childhood phone number including area code?", "What street did you live on in third grade?", "Where were you when you first heard about 9/11?", "What is your favorite color?", and "What is the name of your first childhood friend?". A blue button labeled "Randomly select 4 questions for me" is below the list. At the bottom, there are "Continue" and "Exit User Setup" buttons. In the top right corner, there are links for "MARK J.", "Logout", "OSCAR", and "ENGLISH".

## How to Get There

Advance through the [Web User Setup Procedure](#) until you arrive at this screen.

## What it Does

Use this screen to select the questions you would like to answer in order to validate your identity should you need to reset your password in the future.

## Options

### [questions]

Select the questions you will be required to answer as part of the password reset procedure.

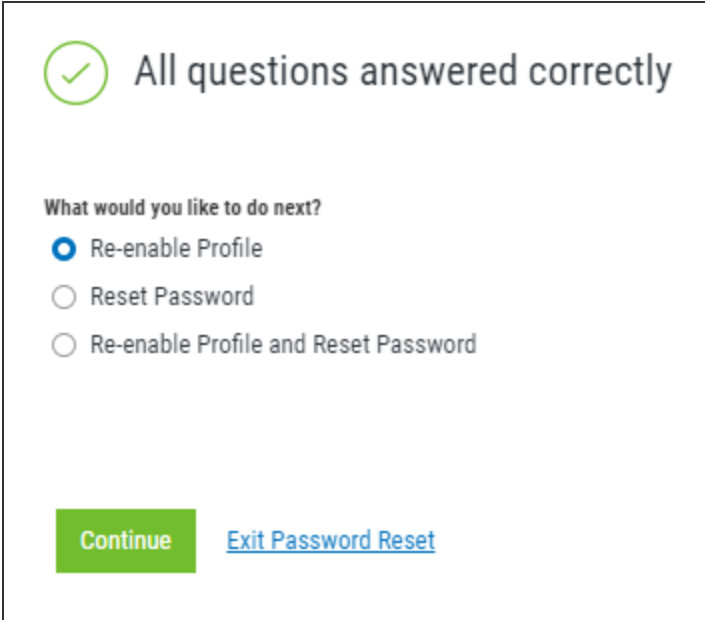
### Randomly select # questions for me


Click this button to randomly check the number of questions required by your administrator.

### Continue

Clicking **Continue** brings you to the next page in the [Web User Setup Procedure](#).

# Questions Answered



 All questions answered correctly

What would you like to do next?

☒ Re-enable Profile

☐ Reset Password

☐ Re-enable Profile and Reset Password

[Continue](#) [Exit Password Reset](#)

## How to Get There

Advance through the [Web Password Reset Procedure](#) until you arrive at this screen.

## What it Does

Use this screen to select the action you would like to perform. You can select to re-enable your profile, reset your password, or both.

## Options

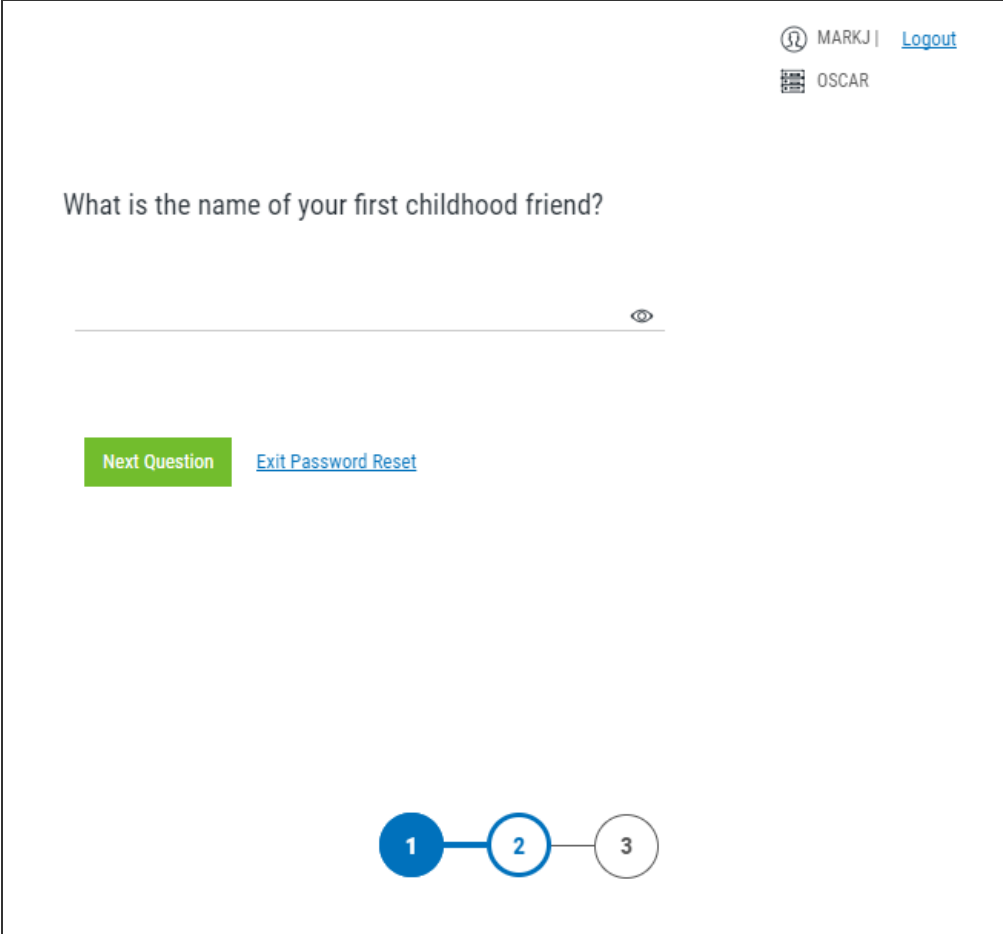
### [What would you like to do next]

- **Re-enable Profile:** Choose this option to enable the profile on the IBM i.
- **Reset Password:** Choose this option to reset the password with a new password. You are prompted to enter the new password twice.
- **Re-enable Profile and Reset Password:** Choose this option to both enable the password and reset it.

### Exit Password Reset

Click this link to abort the password reset process.

# Questions - Password Reset



MARKJ | [Logout](#)

OSCAR

What is the name of your first childhood friend?

[Next Question](#) [Exit Password Reset](#)

1 2 3

## How to Get There

Advance through the [Web Password Reset Procedure](#) until you arrive at this screen.

## What it Does

Use this screen to provide answers to the questions you selected in order to validate your identity.

## Options

### [answer]

Provide the answer to the question to validate your identity.

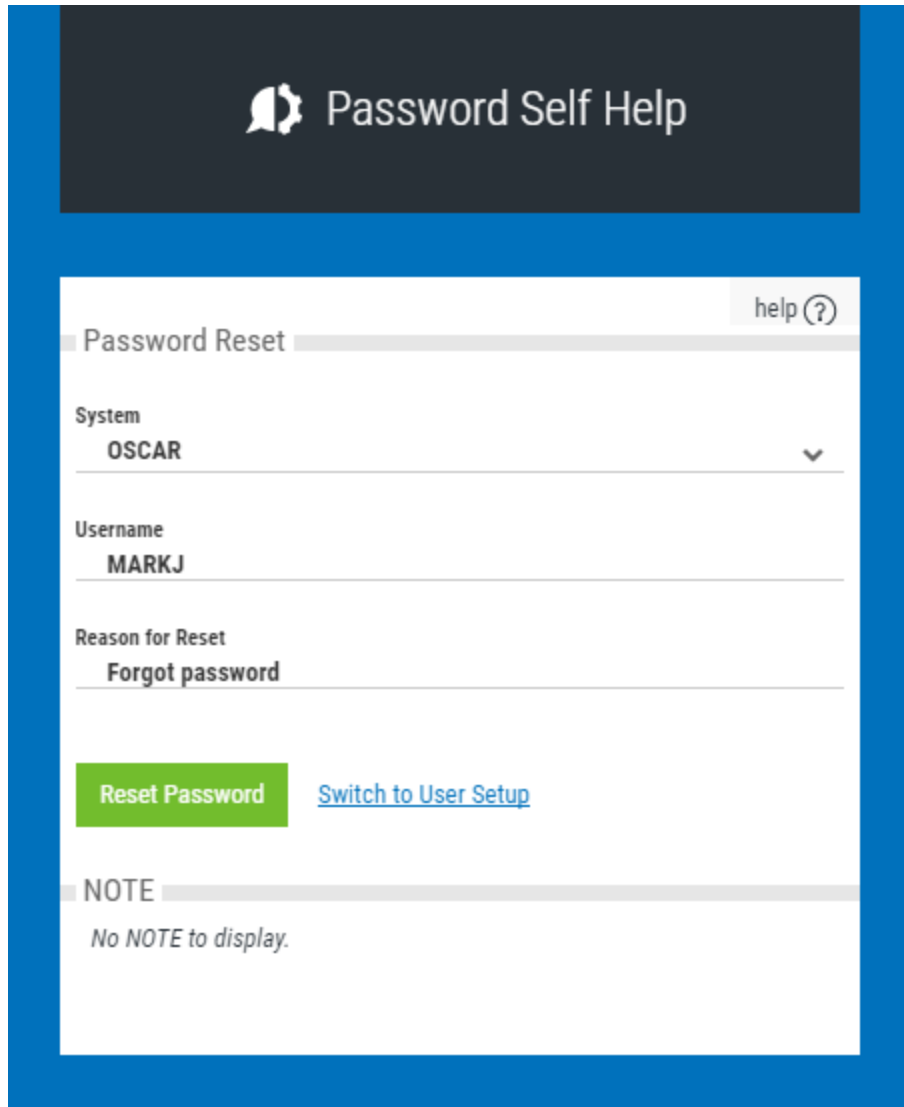
### Next Question

Click this button to advance to the next question.

## Exit Password Reset

Click this link to abort the password reset process.

# Password Reset (web UI)



The screenshot displays the 'Password Self Help' web interface. At the top, a dark blue header contains a white gear icon and the text 'Password Self Help'. Below this, a white form area is titled 'Password Reset' with a 'help (?)' link in the top right corner. The form contains three input fields: 'System' with the value 'OSCAR', 'Username' with the value 'MARKJ', and 'Reason for Reset' with the value 'Forgot password'. Below these fields are two buttons: a green 'Reset Password' button and a blue 'Switch to User Setup' link. At the bottom of the form, a 'NOTE' section states 'No NOTE to display.'

## How to Get There

Go to the Password Self Help URL provided by your administrator.

## What it Does

Use this screen to begin the process of resetting your password.

## Options

### System

This is the IBM i system of the profile.

### Username

This is the IBM i user name on the selected system.

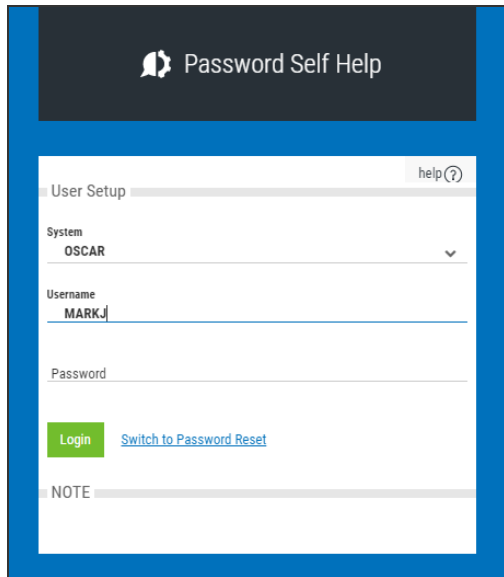
### Reason for Reset

This text field allows you describe the reason for the password reset.

### Login

Clicking Login brings you to the next page in the [Web User Setup Procedure](#).

# User Setup (web UI)

The screenshot shows a web interface for 'Password Self Help'. At the top, there's a dark blue header with a white speech bubble icon and the text 'Password Self Help'. Below this is a white content area with a blue border. The content area has a 'User Setup' tab and a 'help (?)' link. It contains a 'System' dropdown menu with 'OSCAR' selected, a 'Username' text field with 'MARK.J' entered, and a 'Password' text field. Below these fields are a green 'Login' button and a blue link 'Switch to Password Reset'. At the bottom, there's a 'NOTE' section.

## How to Get There

Go to the Password Self Help URL provided by your administrator.

## What it Does

Use this screen to register your profile on Password Self Help. Once registered, you will be able to use Password Self Help to reset your password should you need to in the future.

## Options

### System

This is the IBM i system of the profile you would like to register.

### Username

This is the IBM i user name on the selected system.

### Password

This is the password for the user name entered.

### Login

Clicking Login brings you to the next page in the [Web User Setup Procedure](#).

# Other Help

For help with other Insite components and products supported by HelpSystems Insite, refer to the following resources:

*Authority Broker Administrator's Guide*

*AutoMate Ops Console User Guide*

*AutoMate Schedule Ops Console User Guide*

*Crypto Complete for Insite User Guide*

*Deployment Manager User Guide*

*Event Manager for Insite User Guide*

*GoAnywhere MFT for Insite User Guide*

*HelpSystems Insite User Guide*

*Insite Analytics User Guide*

*Network Security Administrator's Guide*

*Password Self Help for Insite User Guide*

*Robot Network for Insite User Guide*

*Robot Schedule for Insite User Guide*

*Vityl IT & Business Monitoring for Insite User Guide*