

Implementation & Best
Practices
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.

The administration process is described under *Administrator Setup Procedure* on page 7.

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.

The web browser user setup process is described under *Web User Setup Procedure* on page 14.

The green screen user setup process is described under *Green Screen User Setup Procedure* on page 20.

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.

The web reset process is described under *Web Password Reset Procedure* on page 17.

The green screen reset process is described under *Green Screen Password Reset Procedure* on page 24.

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 the *Insite User Guide* on the HelpSystems website.

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. Login to your HelpSystems account at www.helpsystems.com/user 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 . . . . . > N           Y, N
Submit to batch . . . . . > N           Y, N
Device . . . . . > *SAVF             Name, *SAVF
Save file library . . . . . > SHPSAVF   Name
Library . . . . . > APYSHP           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.

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.

These instructions are intended as a guide for quick installation and basic configuration, to be supplemented, where referenced, with the Password Self Help Administration Guide. All documentation and reference materials can be found at www.helpsystems.com/support.

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

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. (See *Appendix E: Password Self Help Main Menu* on page 40).

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. (See *Appendix G: Work with Languages/System Configuration - SHP009* on page 47).

```

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   Audit   Action   Reset to
                                   Allowed     (Days)    to take  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                                Amend
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/N
Automatic Action . . . . . C S=Re-enable Prf P=Reset Pwd Y=Both N=None
                        C=User Choice
Reset to Password. . . . . O '=Preferred Pwd O=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 *Appendix F: Set Up General Configuration Details - SHP1002* on page 42.
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).

- 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 User Guide*, available on the HelpSystems website) 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* on page 20
- *Green Screen Password Reset Procedure* on page 24

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/SHC00111
```

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* on page 14
- *Web Password Reset Procedure* on page 17

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. See *Appendix H: Work with Registered Self Help Profiles - SHP007* on page 50

```

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). See Appendix L: Work with User/Question Administration - SHP7860 on page 59.*

```

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 *Appendix D: Retrieve Profile to Self Help (RTVPRFSH)* on page 38.

- Option **35, Report and Purge Menu**. This option allows you to generate audit reports and purge old data. See *Appendix C: Self Help Report and Purge Menu* on page 36.
- 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](#).

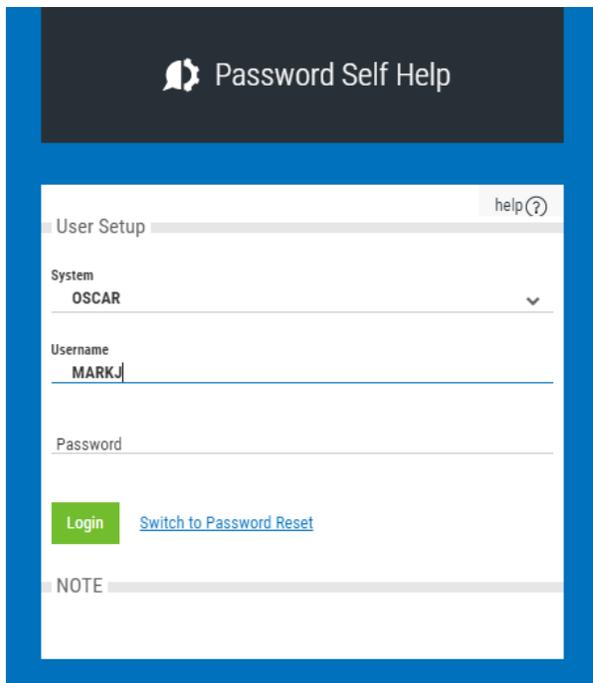
Web User Setup Procedure

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 *Web Password Reset Procedure* on page 17.

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.

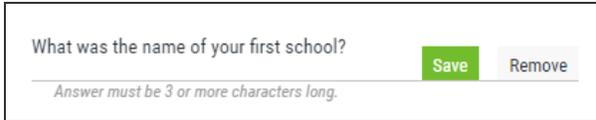
If your administrator has selected questions for you

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.



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

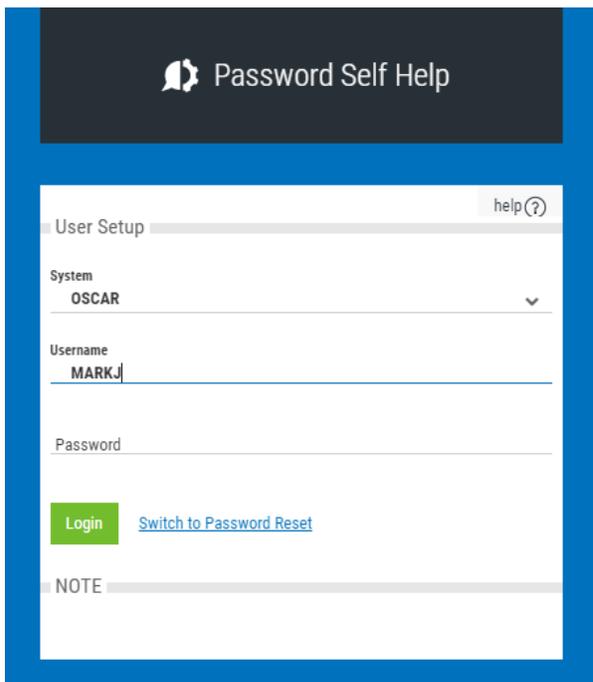
Answer must be 3 or more characters long.

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.



Password Self Help

User Setup help (?)

System
OSCAR

Username
MARK.J

Password

Login [Switch to Password Reset](#)

NOTE

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**.)

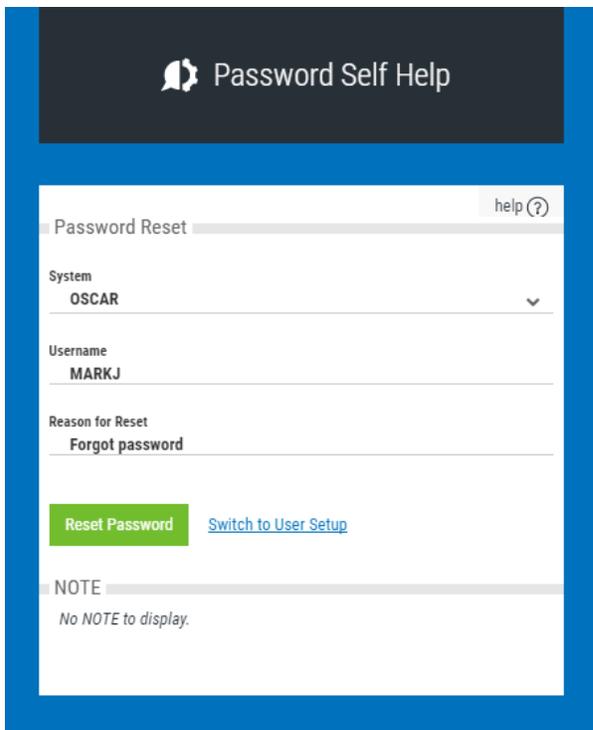
11. After you have answered all the questions, click **Continue** (if available) and see the next step. Otherwise, click **Exit User Setup**. You have completed the registration process.
12. If your administrator has indicated you should define a Preferred Password you will have the option to do so here. 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* on page 14 or the *Green Screen User Setup Procedure* on page 20.

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.

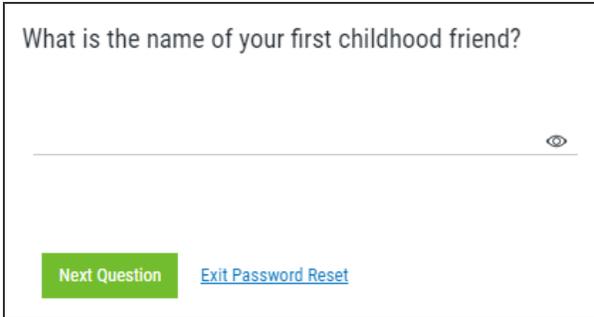
1. Open your web browser and navigate to the Password Self Help URL that has been provided by your administrator (it will be something like "http://[system alias]:3030/HelpSystems/PSH"). This procedure will ask you to answer questions in order to verify your identity.
2. On the initial screen enter the 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, there is a dark blue header with a white icon of two people and the text "Password Self Help". Below the header is a white form area with a blue border. The form has a title bar "Password Reset" with a "help (?)" link. The form contains the following fields: "System" with a dropdown menu showing "OSCAR", "Username" with the text "MARKJ", and "Reason for Reset" with the text "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, there is a "NOTE" section with the text "No NOTE to display."

3. Click **Reset Password**.

4. Answer the required number of questions.



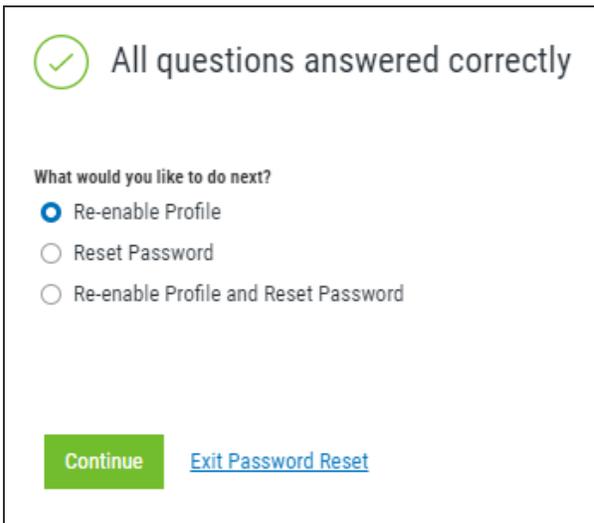
What is the name of your first childhood friend?

_____ 

[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?

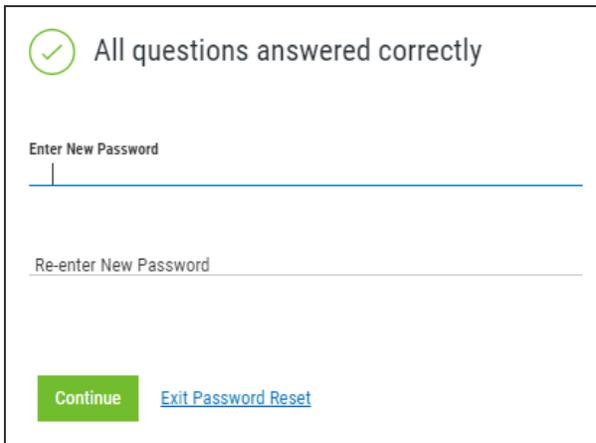
Re-enable Profile

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).



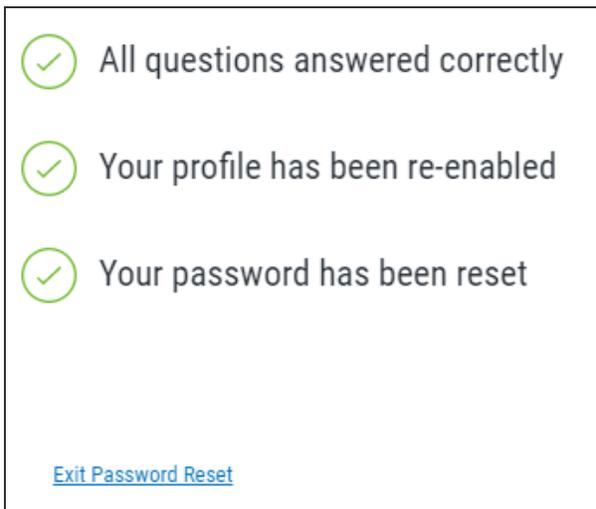
✓ All questions answered correctly

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 (see *Green Screen Password Reset Procedure* on page 24).

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 (see *Appendix I: Work with Self Help Answers - SHP001* on page 52).
- 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 Answers screen appears (see *Appendix A: Maintain Answer - SHP004* on page 32).

```

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.


```
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.

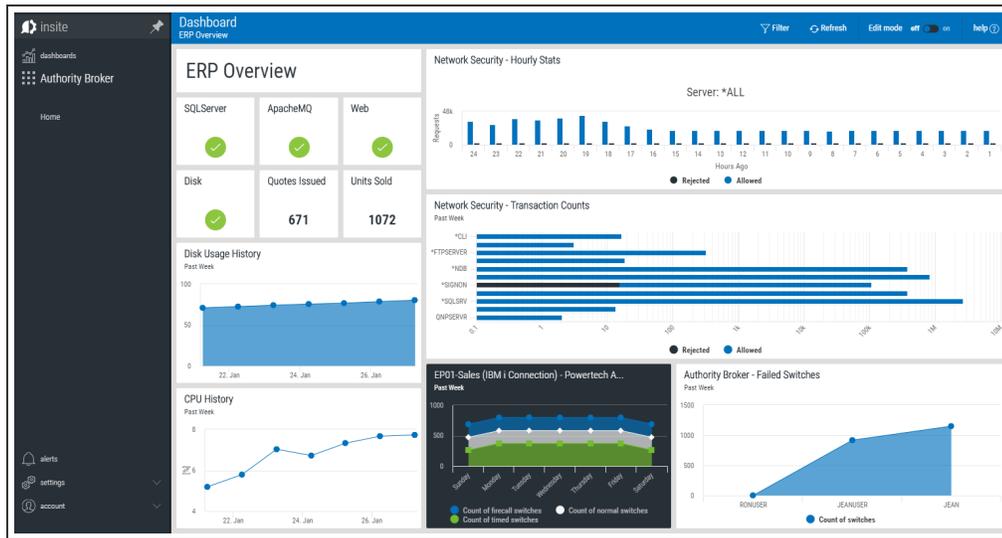
5. If your administrator has chosen to allow users to enter a new password immediately upon reset (instead of using a Preferred Password), you are prompted to enter your new password.
6. If your administrator has chosen to use a Preferred Password, press **Enter**. You return to your IBM i log in screen. 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 your User Account page on the HelpSystems website.

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.

Adding and Editing Password Self Help Widgets

Use the following general steps to define Password Self Help widgets.

1. In the Insite web UI, click  (**Dashboards**), then click **Add Dashboard** to open the [New/Edit Dashboard pane](#).
2. Define the Dashboard.
 - a. For Name, enter "Password Self Help Dashboards" (or something similar) and enter a description.
 - b. For Auto-Refresh, specify the frequency of the refresh rate. This is the interval between queries to the server used to gather new data for the Widget.
 - c. Specify whether you want to define Business Hours, and define the time range. Leave this off to use 24/7 as the Business Hour time range.
 - d. For Default Time Range, specify the time range displayed on the Widget by default.
 - e. For Share With, select whether you want to share the Dashboard and/or allow Guests to view this Dashboard, and select the users and/or groups.
3. Click **Save**.
4. Click **Add Widget** button in the Dashboard. (The Edit Mode switch in the upper right must be set to **On**.) The [Add Widget pane](#) appears.
5. For Add a New Data Source, choose the system whose data you would like to display, then select Powertech Password Self Help for that system.
6. Configure the remaining Widget options:
 - a. Choose the Color Theme.
 - b. Select the Widget Type.
7. Click **Save**.

Checklists

Installation and Configuration Checklist

Task	Detail	Complete
Download and Install	Login to your HelpSystems account. Download and install the software.	
License	Enter your License Key.	
Complete the administration procedure.	Determine the questions and number of questions to ask, and customize the rules that govern a user's login and reset attempts. If using a browser for user setup and reset, install and configure Insite.	
Complete the user procedure.	Learn how to register and define personalized questions as a user would.	
Complete the reset procedure	Learn how to reset a forgotten password as a user would.	

Training Plan

Training	Detail	Complete
HelpSystems Website	Login/Account Creation, Downloads, Resources, Support	
Installation & Upgrades	Walkthrough of installation and upgrades	
Product Overview	Full product overview on IBM i	
Schedule Follow-Up	Next training date to be within 14 days of installation	
Follow-Up Training to Include:	Review and reassessment of settings configured during the administration procedure.	

Contacting Support

You can contact one of our Technical Support team members by submitting a support request at www.helpsystems.com/support, or by calling +1 952-933-0609 in the U.S. Outside the U.S., call +44 (0) 870 120 3148.

For more information online, including 'How To' articles with answers to frequently asked questions, visit the HelpSystems [Self-Services Resources](#).

Further Reading

Additional information about Password Self Help is available in the Administrator's Guide available at:

<http://static.helpsystems.com/in-site/help/ptpsh/index.htm>

Also note the "Reference" section of the Password Self Help Administrator's Guide includes a description of all screens and panels.

Appendix

The topics in this section include additional information about Password Self Help.

Appendix A: Maintain Answer - SHP004

SHP004 EN ENGLISH	Password Self Help City West Inn Maintain Answer	7/31/15
Enter details below, take the appropriate action.		Add
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 QPWDLMTCHR 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.

Appendix B: Maintain Question Details - SHP602

SHP602		Self Help Felix System		2/22/18	
EN ENGLISH		Maintain Question Details			
Add					
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 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.

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.

Appendix C: 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.

```

SHC0101                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.

Appendix D: Retrieve Profile to Self Help (RTVPRFSH)

```

Retrieve Profile to Self Help (RTVPRFSH)

Type choices, press Enter.

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

Appendix E: 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.

Appendix F: Set Up General Configuration Details - SHP1002

```

SHP1002                Self Help Felix System                2/20/18
                        Set Up General Configuration Details  14:04:07
                        : FELIX                               Amend
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
Reset to Password. . . . . 0 C=User Choice
                        ' '=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.
- **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.

Appendix G: 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  Audit   Action   Reset to
         Language                /         allowed  (Days)  to take  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.

Appendix H: Work with Registered Self Help Profiles - SHP007

SHP007		Password Self Help City West Inn		7/31/15	
		Work with Registered Self Help Profiles		13:43:54	
Type options, press Enter.			Position to Profile. . . _____		
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
—	DALEP	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.

Appendix I: 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.

Appendix J: 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.

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

Appendix L: 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.

Appendix M: 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.
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 Work with Languages/System Configuration screen).
DLTSHPUR	(Delete User from Password Self Help) Removes one specific user profile from the list of registered users in Password Self Help.
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.
DSPPSHPRF	(Display Profile within Password Self Help) Returns information about registered users to the screen or an outfile.
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.
RTVPRFSH	(Retrieve Profiles to Password Self Help) Imports one or more user profiles into specified configuration in Password Self Help. See Appendix D: Retrieve Profile to Self Help (RTVPRFSH) in this guide for more information.
UPDSHPRFS	(Update Password Self Help Profile Status) Opens the Work with Registered Self Help Profiles screen (Option 15 from the Main Menu).
WRKSHCFG	(Work with Password Self Help Configuration). Opens the Work with Languages/System Configuration Screen (Option 10 from Main Menu).

Command	Description
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 Work with Self Help Answers screen .

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