

This work instruction was last updated: 25th June 2012

General MyView Parameters – Resetting MyView Passwords

This Work Instruction explains how to use the General MyView Parameters task in ResourceLink. The task can be used to:

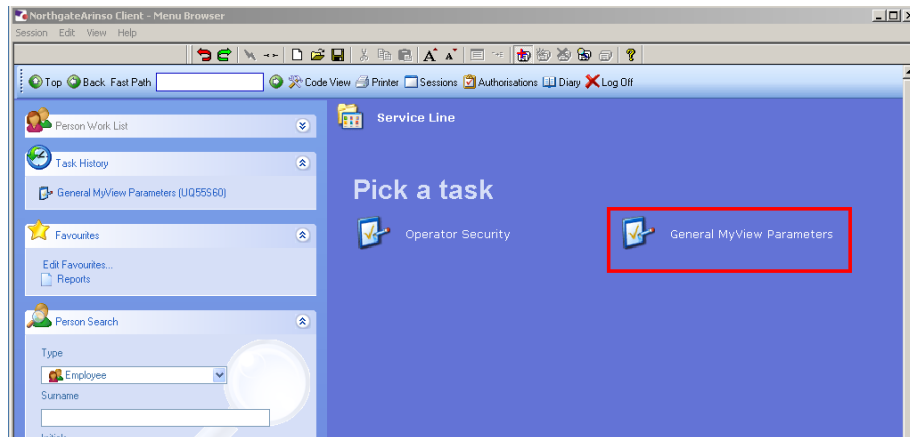
- Resetting Security Questions using LDAP Authentication

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1 Search for Staff Details

1.1 Service Line – General MyView Parameters



1.2 The following search form is made available

The screenshot shows the 'Task - HRZ/Additional Increments - Employee Selection Screen'. It has tabs for 'Employee', 'Other Numbers', 'Structure', 'Saved List', and 'Employment'. The 'Employee' tab is active. The form includes fields for 'Employee Number', 'Surname', 'Sex', 'Current Employee', 'Previous Surname', 'Known As', 'Initials', 'Nat. Ins. No.', and 'As at Date'. The 'Search' button is highlighted with a red box. Below the form is a table with columns: Surname, Inits, Title, Emp Number, National ID Number, Start Date, and For. At the bottom, the 'Select' button is highlighted with a red box.

1.3 The Employee Number, Surname, search and select options are highlighted

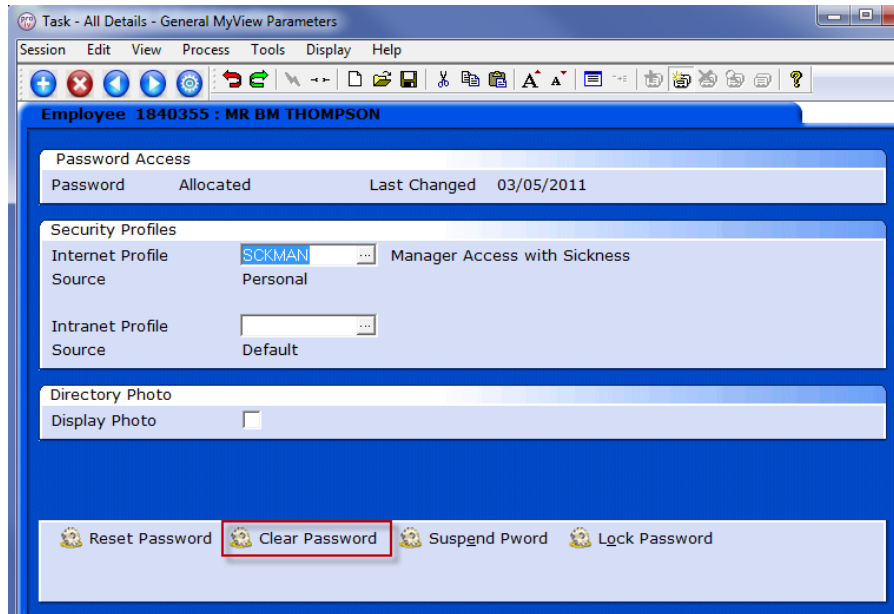
1.4 Entering either the Employee Number or Surname select search.

1.5 Select the appropriate staff member from the list


- ☛ When a user has forgotten their security questions, the following will need to occur:

2 1st time they forget their security questions:


- 2.1 Go to **General MyView Parameters** screen for the employee record in Resourcelink:



- 2.2 Click on Clear Password
- 2.3 Save record
- 2.4 When the user logs into MyView, they log in with their normal University Username and password.
- 2.5 User is asked for 1st time login validation, **DOB & NI**:

Security Validation 

[Cancel login]


 **Security Validation**
Please complete the following security questions so that we can ensure that your answers match data that is held on your ResourceLink record:

What is your date of birth? (ddmmyyyy)

What is your National Insurance number?

[\[Verify my details\]](#)

- 2.6 User can then re-set answers to their 2 security questions:



Security Validation

Please complete the following security questions. We will hold these values against your record so that when you login again it will validate the answers which you give. **Please note it is case sensitive.** If you wish to amend these answers later you can do so by selecting update profile once you have logged in to MyView.

What is your favourite animal?

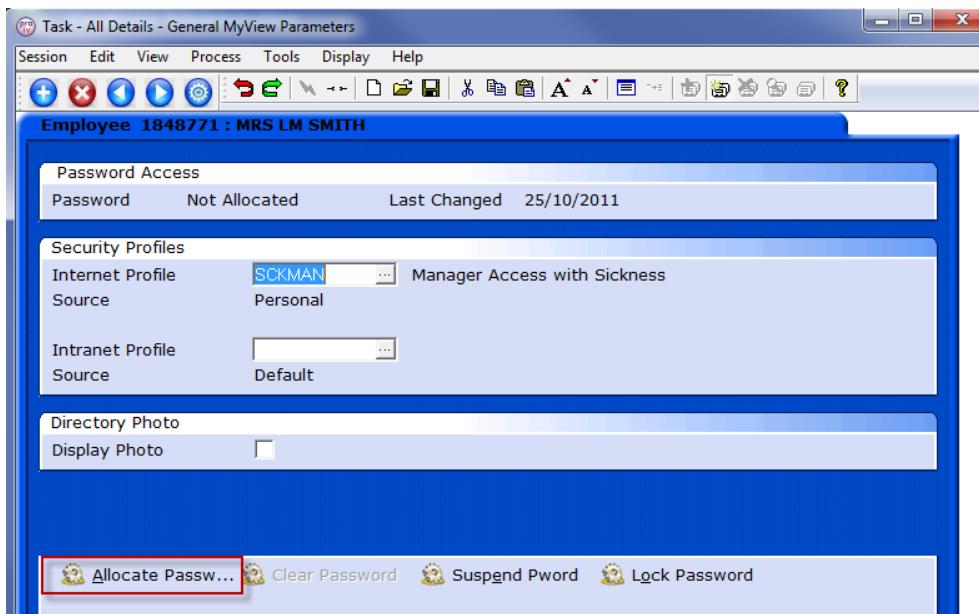
What is your favourite colour?

[\[Set my user questions\]](#)

- 2.7 User is taken straight into MyView Home page without having to log back in
- 2.8 The next time they log in they will need only their University Username and password, DOB and one of their security questions

3 2nd Time they forget their security questions:

- 3.1 Go to **General MyView Parameters** screen for the employee record in ResourceLink:



Task - All Details - General MyView Parameters

Session Edit View Process Tools Display Help

Employee 1848771 : MRS LM SMITH

Password Access

Password Not Allocated Last Changed 25/10/2011

Security Profiles

Internet Profile SCKMAN Manager Access with Sickness
Source Personal

Intranet Profile
Source Default

Directory Photo

Display Photo ☐

Allocate Passw... Clear Password Suspend Pword Lock Password

- 3.2 Clear Password will be greyed out, click on **Allocate Password**

3.3 Enter new password **welcome1** and re-enter it

3.4 This will make the '**Clear Password**' button available again:

3.5 Click on **Clear Password** and Save the record

3.6 When the user logs into MyView, they log in with their normal University Username and password.

3.7 User is asked for 1st time login validation, **DOB & NI**:

3.8 User can re-set answers to their 2 security questions:

3.9 User is taken straight into MyView Home page without having to log back in

3.10 The next time they log in they will need only their University Username and password, DOB and one of their security questions