

## *Avatar Password Reset Guide*

The purpose of this desk reference is to provide guidance to set up an authentication question and reset an Avatar password.

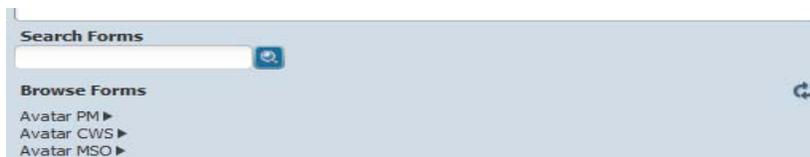
### User Failed Authentication Question

#### Overview

Create a security question to prompt you if you log in to Avatar with an incorrect password. This needs to be completed prior to attempting a password reset.

#### Menu Path

RADplus Utilities > System Security > User Maintenance > User Failed Authentication Question  
or you can enter “User Failed Authentication Question” under Search Forms



#### Details

- Each Avatar user sets up this form for themselves.
- Deactivated users will not be presented with the option to answer an authentication question.

## Steps

- Open the User Failed Authentication Question form.

The screenshot shows a web browser window with the address bar displaying 'myAvatar 2017'. The page title is 'User Failed Authentication Question'. The form is titled 'User Failed Authentication Question' and contains the following fields and buttons:

- System Code**: A text input field.
- Username**: A text input field.
- Password**: A text input field.
- Activate Question**: A radio button group with 'Yes' and 'No' options.
- Failed Authentication Question**: A text input field.
- Failed Authentication Question Answer**: A text input field.
- Email Address**: A text input field.
- Test Email**: A blue button.
- Submit**: A blue button on the left side of the form.

1. In the **System Code** field, enter the system code. (This is the System Code you log in with). \*This is case specific. Click in next field.
2. In the **Username** field, enter the user name. (This is the User Name you log in with; generally, this is the First Name Initial Then Last Name, this may be different when there are users with the same names) \*This is case specific.
3. In the **Password** field, enter the user password. (Enter your current password) \*This is case specific.
4. In the **Activate Question** field, select **Yes** to enable the authentication question.
5. In the **Failed Authentication Question** field, enter the question that must be answered to log in to Avatar.
6. In the **Failed Authentication Question Answer** field, enter the answer to the failed authentication question. \*This is case specific.
7. In the **Email Address** field, enter the user email address.
8. Click **Test Email** to send a test email.
9. If the **Test Email** was received successfully then click on **Submit**. If nothing was received, please check the email was entered correctly. If the email is correct then contact [HHSA-Avatar.Support@yolocounty.org](mailto:HHSA-Avatar.Support@yolocounty.org) for assistance.
10. Users are sent an email with a system-generated password when they answer the question correctly.

# Password Reset

## Overview

Provides the user defined security question to prompt for a password reset.

## Details

- When you attempt to log in with an incorrect password, you will be given the option to answer the security question you set up here.



- If you answer the question correctly, your existing password is invalidated, and an email with a temporary system-generated password is emailed to the address indicated here. When you log in with the temporary password, you will be allowed to enter a new password of your choosing.

 There may be a short delay as the email processes. The best practice is to wait for the email to arrive. If you submit your answer to this question multiple times, you will continue to receive new emails with temporary passwords. Make sure you are entering the temporary password from the most recent email.

- The system allows you to attempt a password 10 times before Avatar locks your account. Please contact [HHSA-Avatar.Support@yolocounty.org](mailto:HHSA-Avatar.Support@yolocounty.org).
- The answer to the question is case specific.

## Steps

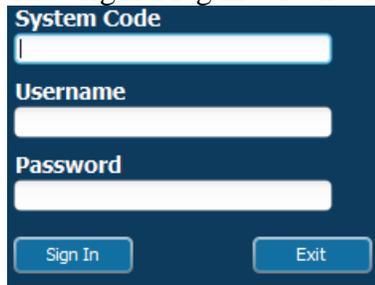
1. Once a password is entered incorrectly a dialog box will appear.



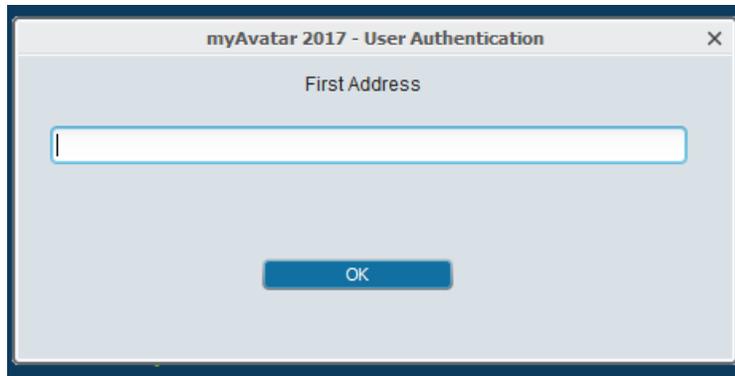
2. If you know your password and entered it incorrectly then click on No. A Log in failed screen will appear. Click on **OK**.



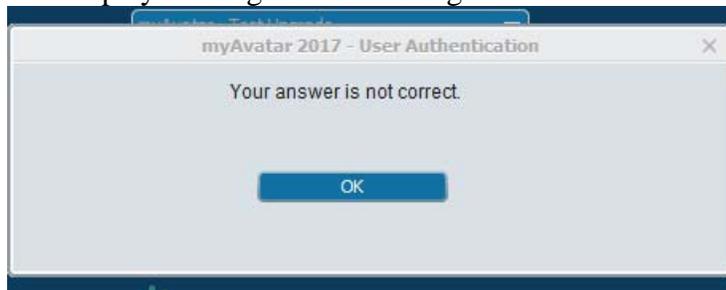
3. The original log in screen will appear.

A screenshot of the original login screen. The background is dark blue. At the top, the text "System Code" is displayed above a white input field. Below that, the text "Username" is displayed above another white input field. Further down, the text "Password" is displayed above a third white input field. At the bottom of the screen, there are two blue buttons with white text: "Sign In" and "Exit".

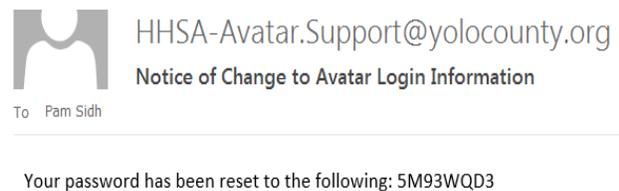
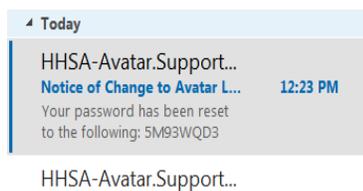
4. If you do not know your password, click on **Yes**. The authentication question that you originally had set up will display, prompting for the answer. (Please be aware the Answer is Case Specific).



5. If an incorrect answer was entered, a dialog box will appear. Click on **OK**. This will display the Login Failed dialog box.



6. If you entered the correct answer the following dialog box will appear and an email will be sent to the email that was set-up within the authentication question form.



 If the System Code or User Name is incorrect, the authentication question will not be available. If an issue arises please contact [HHS-Avatar.Support@yolocounty.org](mailto:HHS-Avatar.Support@yolocounty.org) for resolution.