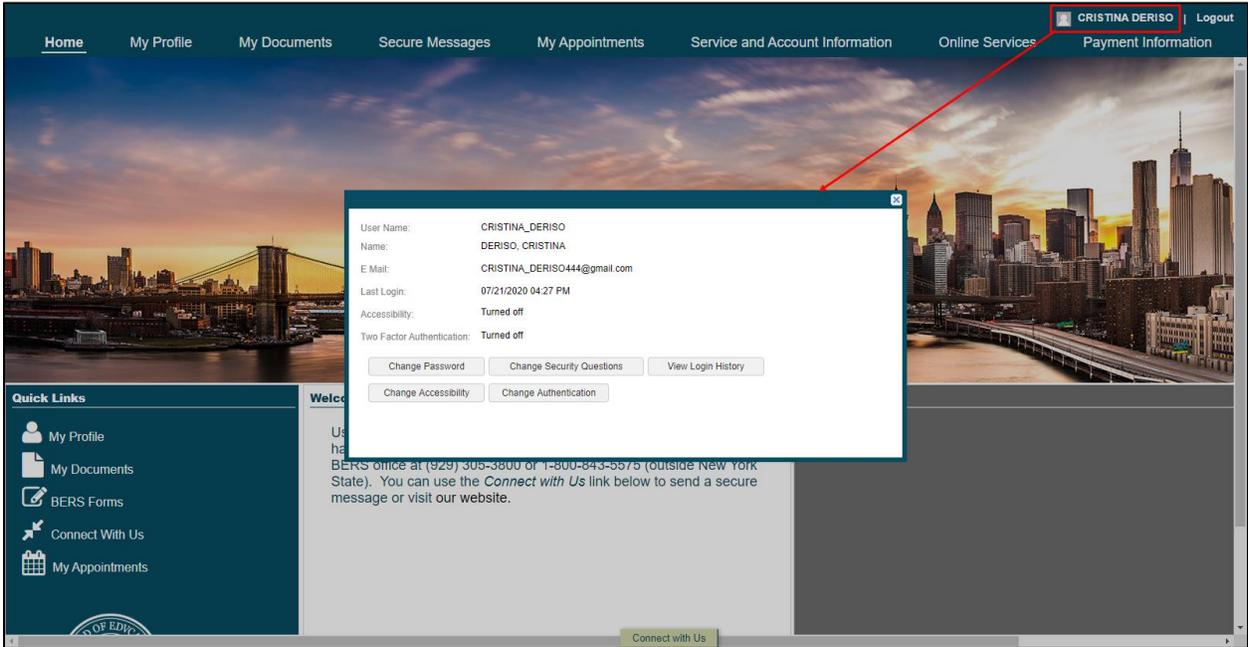


# Using Account Maintenance

The Account Maintenance pop-up is used to update account information related to password or security questions. The pop-up is accessed by clicking the username in top-right corner of the MSS portal homepage.



## Changing MSS Password

1. Launch the *Account Maintenance* pop-up.
2. Click **Change Password**.

The screenshot shows a window titled 'Account Maintenance' with the following details:

- User Name: CRISTINA\_DERISO
- Name: DERISO, CRISTINA
- E Mail: CRISTINA\_DERISO444@gmail.com
- Last Login: 07/21/2020 04:27 PM
- Accessibility: Turned off
- Two Factor Authentication: Turned off

At the bottom, there are five buttons: 'Change Password' (highlighted with a red circle and the number 2), 'Change Security Questions', 'View Login History', 'Change Accessibility', and 'Change Authentication'.

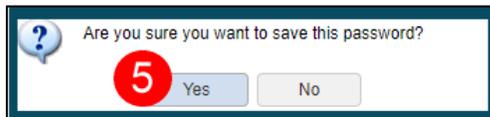
3. Enter the following information:
  - Current Password** (If the current password is unknown, see the **Resetting a Forgotten MSS Password User Guide**.)
  - New Password
  - Confirm New Password
4. Click **Change**.

The screenshot shows the password change form with the following rules:

- Passwords must match the following rules:
- Password must have a minimum of 8 characters
- Password must have a maximum of 23 characters
- Password must have a minimum of 1 alphabetic character
- Password must have a minimum of 1 numeric character
- Password must have a minimum of 1 special character
- Password must have a minimum of 1 capital letter
- Password must have a minimum of 1 lower case letter
- Password cannot be set to any of the previous 4 passwords

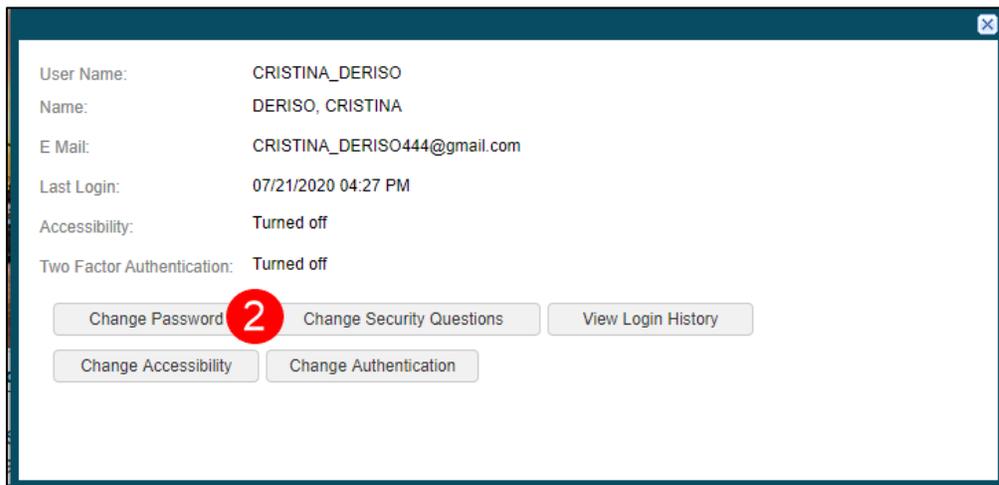
The form contains three input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. A red box highlights these three fields, with a red circle and the number 3 next to it. To the right of the 'New Password' field is a strength indicator showing a full bar and the word 'Strong'. At the bottom right, the 'Change' button is highlighted with a red circle and the number 4. A 'Cancel' button is located at the bottom left.

5. Click **Yes**.

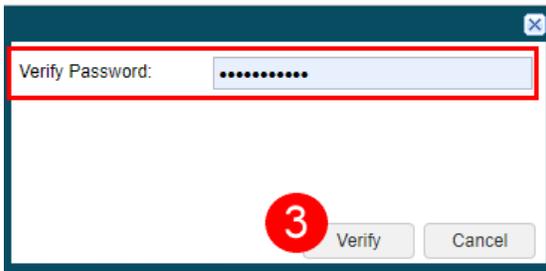


## Changing Security Questions

1. Launch the *Account Maintenance* pop-up.
2. Click **Change Security Questions**.



3. Enter your **Password**, then click **Verify**.



- Use the drop-down to select a new **Security Question**.

A screenshot of a web form for updating security questions. It contains four fields: Security Question 1 (set to 'What is your favorite color?'), Security Answer 1 (masked with asterisks), Security Question 2 (with a dropdown menu open showing various options), and Security Answer 2. A red circle with the number '4' highlights the dropdown menu for Security Question 2. A 'Cancel' button is at the bottom left, and a 'Change' button is at the bottom right.

- Enter the **Answer** for the new **Security Question**.
- Click **Change**.

A screenshot of the same web form. The Security Question 2 dropdown is now closed, and the Security Answer 2 field contains the text 'My Elementary'. A red circle with the number '5' highlights the Security Answer 2 field. A red circle with the number '6' highlights the 'Change' button at the bottom right. A 'Cancel' button is at the bottom left.

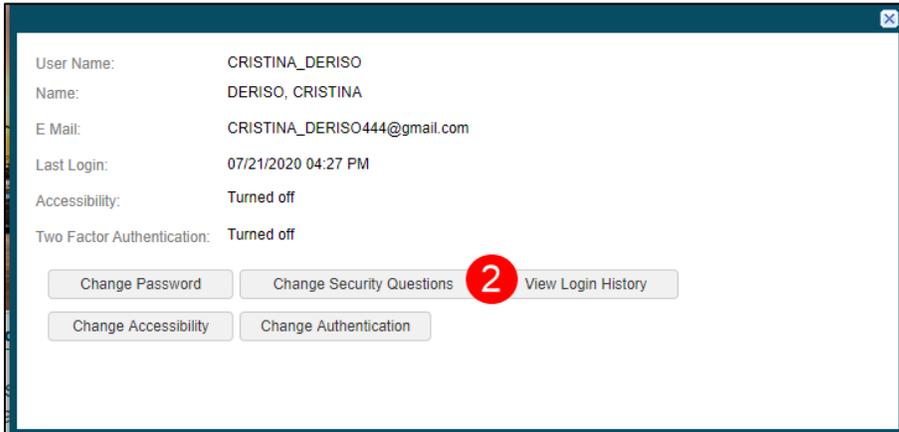
- Click **Yes**.

A confirmation dialog box with a question mark icon and the text 'Are you sure you want to save these security questions?'. It has two buttons: 'Yes' and 'No'. A red circle with the number '7' highlights the 'Yes' button.

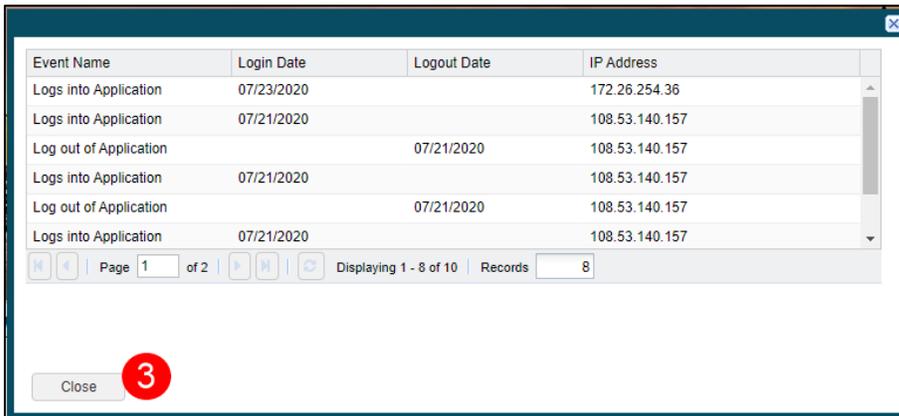
A success message dialog box with an information icon and the text 'Security Questions were updated successfully.'. It has an 'OK' button.

## Viewing Login History

1. Launch the *Account Maintenance* pop-up.
2. Click **View Login History**.

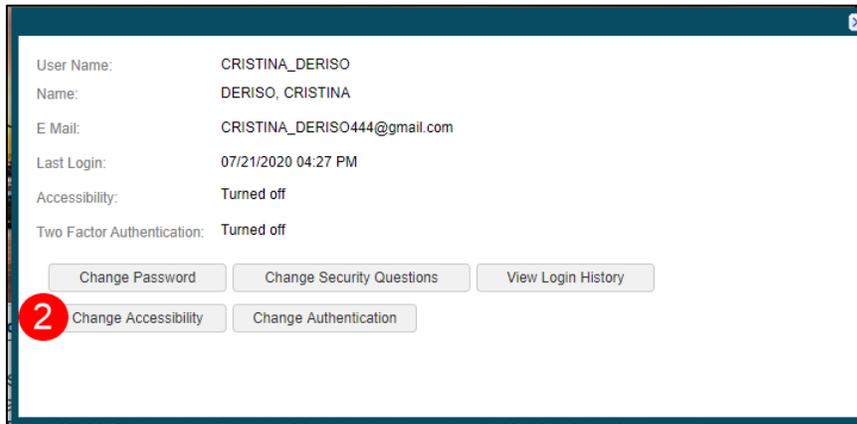


3. Click **Close** to exit the *Login History* pop-up.

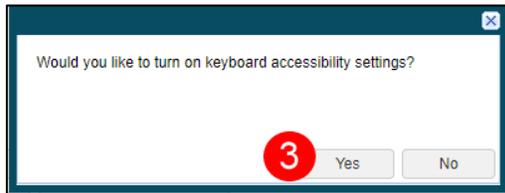


## Changing Accessibility

1. Launch the *Account Maintenance* pop-up.
2. Click **Change Accessibility**.

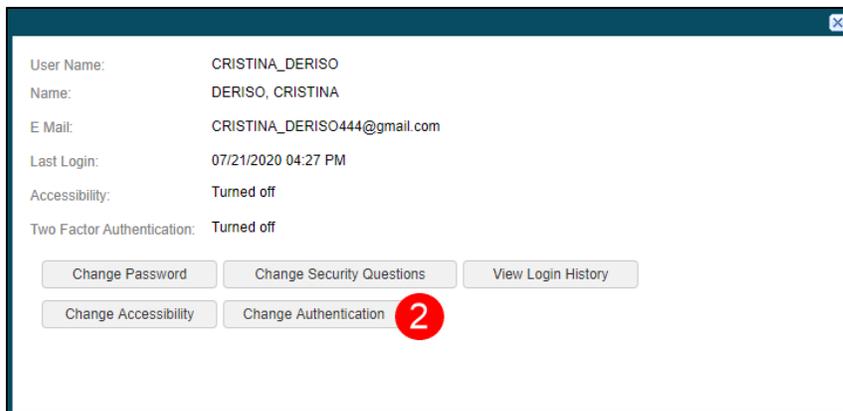


3. Click **Yes**.

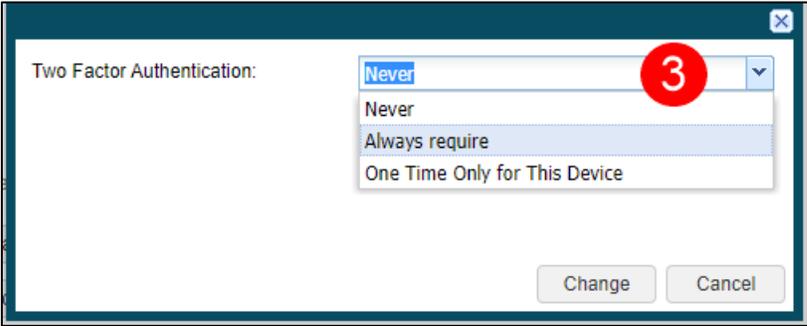


## Changing Authentication

1. Launch the *Account Maintenance* pop-up.
2. Click **Change Authentication**.



3. Use the drop-down to select the desired **Two Factor Authentication** option.



4. Click **Change**.

