

# 18 CHAPTER: RESET LOCALITY USER'S PASSWORD

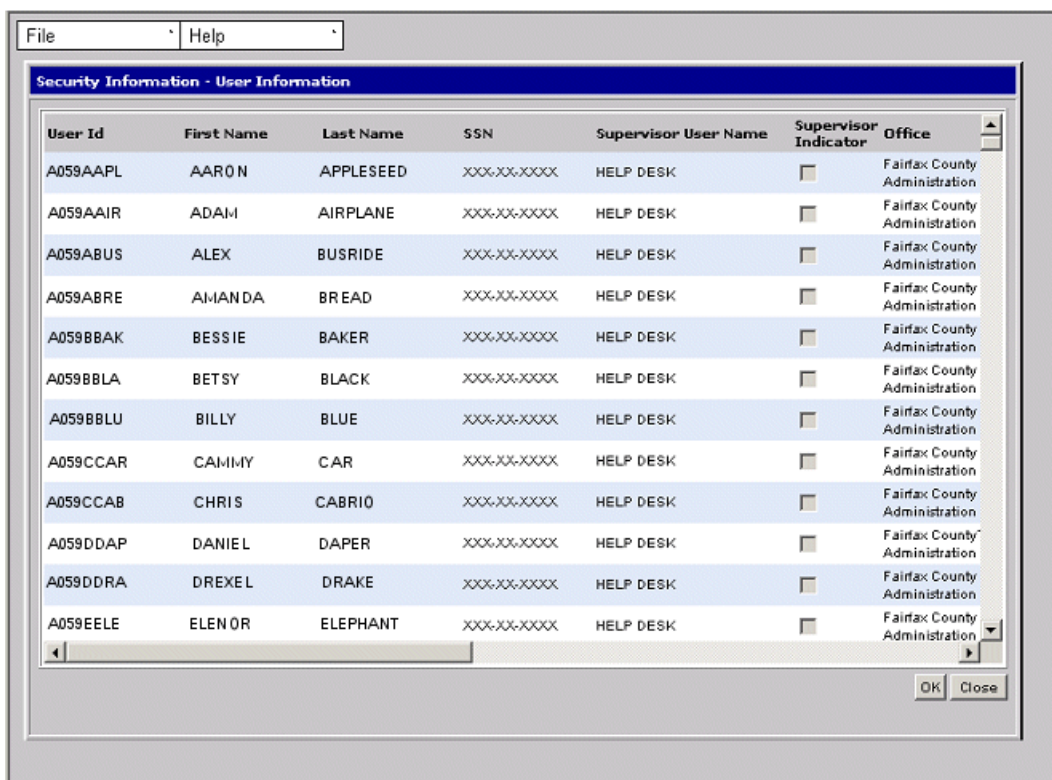
## 18.1 Overview

When Locality Users forget their password to the IRMS Web application, Primary Security Administrators have the ability to reset the user's password online. This is accomplished from the User Information window. This will also unlock their account, if it was locked because the user entered the wrong password too many times. Primary Security Administrators will only have access to information for users for whom they are responsible. If a locality user IRMS account is deactivated, the Primary Security Administrator should contact the Help Desk for assistance at 1-866-637-8482.

Passwords must be between 8 and 16 characters and must include at least one numeric character. Twelve generations of passwords are retained. Therefore, users cannot reuse a password until after 12 password change cycles. Users will become locked out of the system after the 5<sup>th</sup> unsuccessful login attempt.

Passwords must be changed every 60 days. Users will receive a prompt to notify them when their password has expired.

The illustration below is the Security Information – User Information window with the scroll bar to the left.



This second illustration of the Security Information – User Information window below is scrolled further to the right to display additional fields.

| Office                            | Section | Unit     | Job Title | User Work Phone Number |
|-----------------------------------|---------|----------|-----------|------------------------|
| Fairfax County Tax Administration | N/A     | External | Employee  | (703) 555-1234         |
| Fairfax County Tax Administration | N/A     | External | Employee  | (703) 555-1235         |
| Fairfax County Tax Administration | N/A     | External | Employee  | (703) 555-1236         |
| Fairfax County Tax Administration | N/A     | External | Employee  | (703) 555-1237         |
| Fairfax County Tax Administration | N/A     | External | Employee  | (703) 555-1238         |
| Fairfax County Tax Administration | N/A     | External | Employee  | (703) 555-1239         |
| Fairfax County Tax Administration | N/A     | External | Employee  | (703) 555-1240         |
| Fairfax County Tax Administration | N/A     | External | Employee  | (703) 555-1241         |
| Fairfax County Tax Administration | N/A     | External | Employee  | (703) 555-1242         |
| Fairfax County Tax Administration | N/A     | External | Employee  | (703) 555-1243         |
| Fairfax County Tax Administration | N/A     | External | Employee  | (703) 555-1244         |
| Fairfax County Tax Administration | N/A     | External | Employee  | (703) 555-1245         |

This third illustration of the Security Information – User Information window below is scrolled all the way to the right to display the remaining fields on the window.

| File                                    |           | Help                   |             |             |  |
|---|-----------|------------------------|-------------|-------------|--|
| Security Information - User Information |           |                        |             |             |  |
| Unit                                    | Job Title | User Work Phone Number | User Status | Spouse SSN  |  |
| External                                | Employee  | (703) 555-1234         | Terminated  | XXX-XX-XXXX |  |
| External                                | Employee  | (703) 555-1235         | Active      | XXX-XX-XXXX |  |
| External                                | Employee  | (703) 555-1236         | Active      | XXX-XX-XXXX |  |
| External                                | Employee  | (703) 555-1237         | Active      | XXX-XX-XXXX |  |
| External                                | Employee  | (703) 555-1238         | Active      | XXX-XX-XXXX |  |
| External                                | Employee  | (703) 555-1239         | Active      | XXX-XX-XXXX |  |
| External                                | Employee  | (703) 555-1240         | Terminated  | XXX-XX-XXXX |  |
| External                                | Employee  | (703) 555-1241         | Active      | XXX-XX-XXXX |  |
| External                                | Employee  | (703) 555-1242         | Active      | XXX-XX-XXXX |  |
| External                                | Employee  | (703) 555-1243         | Active      | XXX-XX-XXXX |  |
| External                                | Employee  | (703) 555-1244         | Active      | XXX-XX-XXXX |  |
| External                                | Employee  | (703) 555-1245         | Active      | XXX-XX-XXXX |  |

OK Close

## Security Information – User Information Fields

The table below lists the fields in the Security Information – User Information window and provides a brief description of each.

| Field                     | Field Type       | Description   |
|---------------------------|------------------|---|
| User ID                   | System Generated | A unique number assigned to the user.   |
| First Name                | System Generated | First name of the user.   |
| Last Name                 | System Generated | Last name of the user.  |
| SSN                       | System Generated | Blocked for security purposes.  |
| Supervisor<br>User Name   | System Generated | The name of the User’s Primary Security Administrator as submitted to the TAX Security Administration team on a Security Administration Authorization (SAA) form via fax. |
| Supervisor<br>Indicator   | System Generated | When checked, indicates the User is also a Primary Security Administrator.  |
| Office                    | System Generated | The User’s county, city, or town.   |
| Section                   | System Generated | Indicates that the User is either from a Treasure’s office, Commissioner of Revenue office, or Court.   |
| Unit                      | System Generated | Identifies the User as “External” to TAX.   |
| Job Title                 | System Generated | A job identifier in IRMS for the Locality Representative.   |
| User Work<br>Phone Number | System Generated | The work number for that user.  |
| User Status               | System Generated | Identifies the current user status in IRMS (i.e. active, inactive, or terminated).  |
| Spouse’s SSN              | System Generated | Block for security purposes.  |

## User Information Window

The illustration below is the User Information window.

The screenshot shows a web browser window titled "User Information - Microsoft Internet Explorer". The main content area is a form titled "User Information". The form is organized into several sections:

- Personal Information:** User ID (VATAXDE0), First Name (VaTax), Last Name (Developer), SSN (XXX-XX-XXXX), Spouse SSN (XXX-XX-XXXX), MI (checkbox), Job Title (TEMP DATA), Office (NA), Section (NA), Unit (NA).
- Contact Information:** Phone Number ((804) 000-0000), Extension (checkbox), Email (checkbox), Supervisor (JANE DOE), Supervisor Phone Number ((804) 000-0000), Extension (checkbox), Supervisor Email (checkbox).
- Administrative/Status:** TAX Rep Status (Active), Start Date (05/01/2002), Inactivity Date (checkbox), All Claims Indicator (checked), External User Indicator (checkbox), Fips Code (checkbox), Office Type (checkbox), All Correspondence Review (checkbox), Free Form Correspondence Review (checkbox).
- Agency Information:** Agency Number 1, 2, and 3 (checkbox).
- Supervisor Indicators:** Supervisor Indicator (checked), Monitor Access Indicator (checked).
- Assigned Security Groups:** A list box containing "Programmer/Analyst - AR Application Security Administration".
- Change Password:** Password (checkbox), Confirm Password (checkbox).

Buttons for "Save" and "Close" are located at the bottom right of the form.

## User Information Fields

The table below lists the fields in the User Information window that you use to reset the password. A brief description is also provided.

| Field            | Field Type | Description   |
|------------------|------------|---|
| Password         | Required   | The new password the User will use. The password must be between 8 and 16 characters and must include at least one numeric character. |
| Confirm Password | Required   | The new password re-entered to ensure that it matches the first one typed.  |



| User Id  | First Name | Last Name | SSN         | Supervisor User Name | Supervisor Indicator     | Office                        |
|----------|------------|-----------|-------------|----------------------|--------------------------|-------------------------------|
| A059AAPL | AARON      | APPLESEED | XXX-XX-XXXX | HELP DESK            | <input type="checkbox"/> | Fairfax County Administration |
| A059AAIR | ADAM       | AIRPLANE  | XXX-XX-XXXX | HELP DESK            | <input type="checkbox"/> | Fairfax County Administration |
| A059ABUS | ALEX       | BUSRIDE   | XXX-XX-XXXX | HELP DESK            | <input type="checkbox"/> | Fairfax County Administration |
| A059ABRE | AMANDA     | BREAD     | XXX-XX-XXXX | HELP DESK            | <input type="checkbox"/> | Fairfax County Administration |
| A059BBAK | BESSIE     | BAKER     | XXX-XX-XXXX | HELP DESK            | <input type="checkbox"/> | Fairfax County Administration |
| A059BBLA | BETSY      | BLACK     | XXX-XX-XXXX | HELP DESK            | <input type="checkbox"/> | Fairfax County Administration |
| A059BBLU | BILLY      | BLUE      | XXX-XX-XXXX | HELP DESK            | <input type="checkbox"/> | Fairfax County Administration |
| A059CCAR | CAMMY      | CAR       | XXX-XX-XXXX | HELP DESK            | <input type="checkbox"/> | Fairfax County Administration |
| A059CCAB | CHRIS      | CABRIO    | XXX-XX-XXXX | HELP DESK            | <input type="checkbox"/> | Fairfax County Administration |
| A059DDAP | DANIEL     | DAPER     | XXX-XX-XXXX | HELP DESK            | <input type="checkbox"/> | Fairfax County Administration |
| A059DDRA | DREXEL     | DRAKE     | XXX-XX-XXXX | HELP DESK            | <input type="checkbox"/> | Fairfax County Administration |
| A059EELE | ELENOR     | ELEPHANT  | XXX-XX-XXXX | HELP DESK            | <input type="checkbox"/> | Fairfax County Administration |

**Step 2:** Scroll **Down** to locate the name of the User whose password you want to reset.

**Step 3:** **Double-click** on the line containing the name of the User.  
The User Information window displays.

User Information - Microsoft Internet Explorer

User Information

User ID: VATAXD00      Job Title: TEMP DATA

First Name: VaTax      MI:      Office: NA

Last Name: Developer      Section: NA

SSN: XXX-XX-XXXX      Unit: NA

Spouse SSN: XXX-XX-XXXX      Phone Number: (804) 000-0000      Extension:      Email:      Supervisor: JANE DOE

TAX Rep Status: Active      Supervisor Phone Number: (804) 000-0000      Extension:      Supervisor Email:      External User Indicator:

Start Date: 05/01/2002      Fips Code:      Office Type:      All Correspondence Review:

Inactivity Date:      Monitor Access Indicator:       Free Form Correspondence Review:

All Claims Indicator

Agency Number 1:      Assigned Security Groups: Programmer/Analyst - AR Application Security Administration

Agency Number 2:      Change Password: Password:      Confirm Password:      Save      Close

Agency Number 3:       Supervisor Indicator

