

11 CHAPTER: RESET SET-OFF USER'S PASSWORD

11.1 Overview

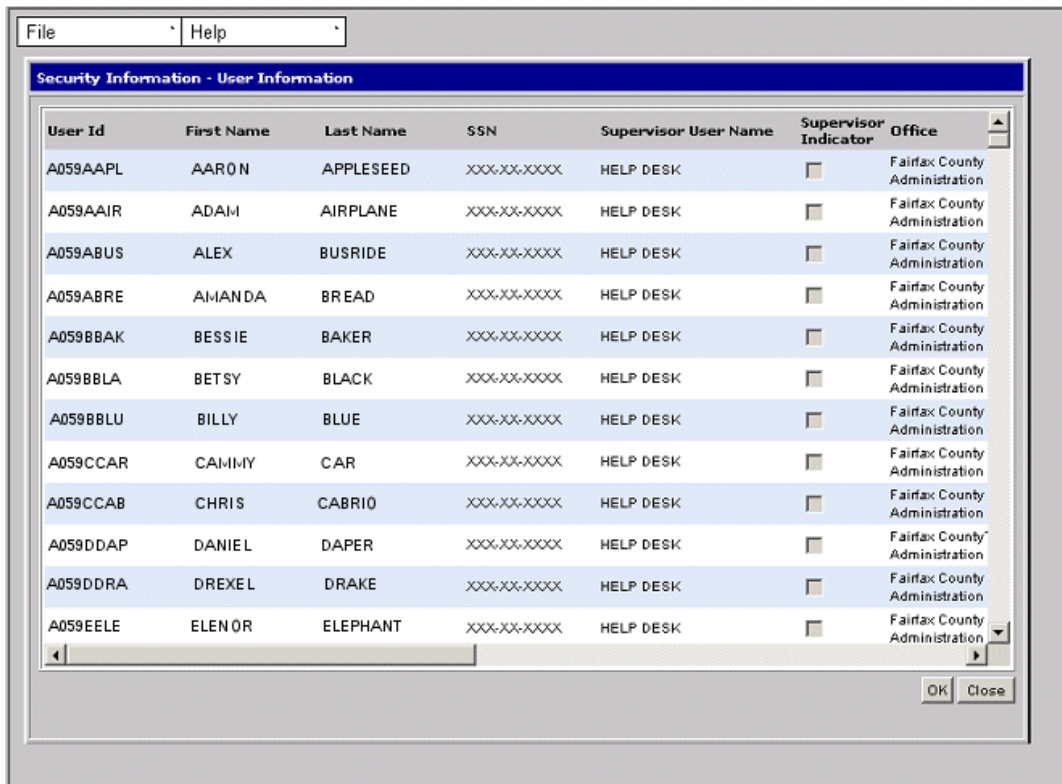
When Set-Off Users forget their password or get locked out of the IRMS Web application, Primary Security Administrators have the ability to reset the User's password online. This is accomplished from the User Information window. Primary Security Administrators will only have access to information for User's for whom they are responsible.

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 5th unsuccessful login attempt.

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

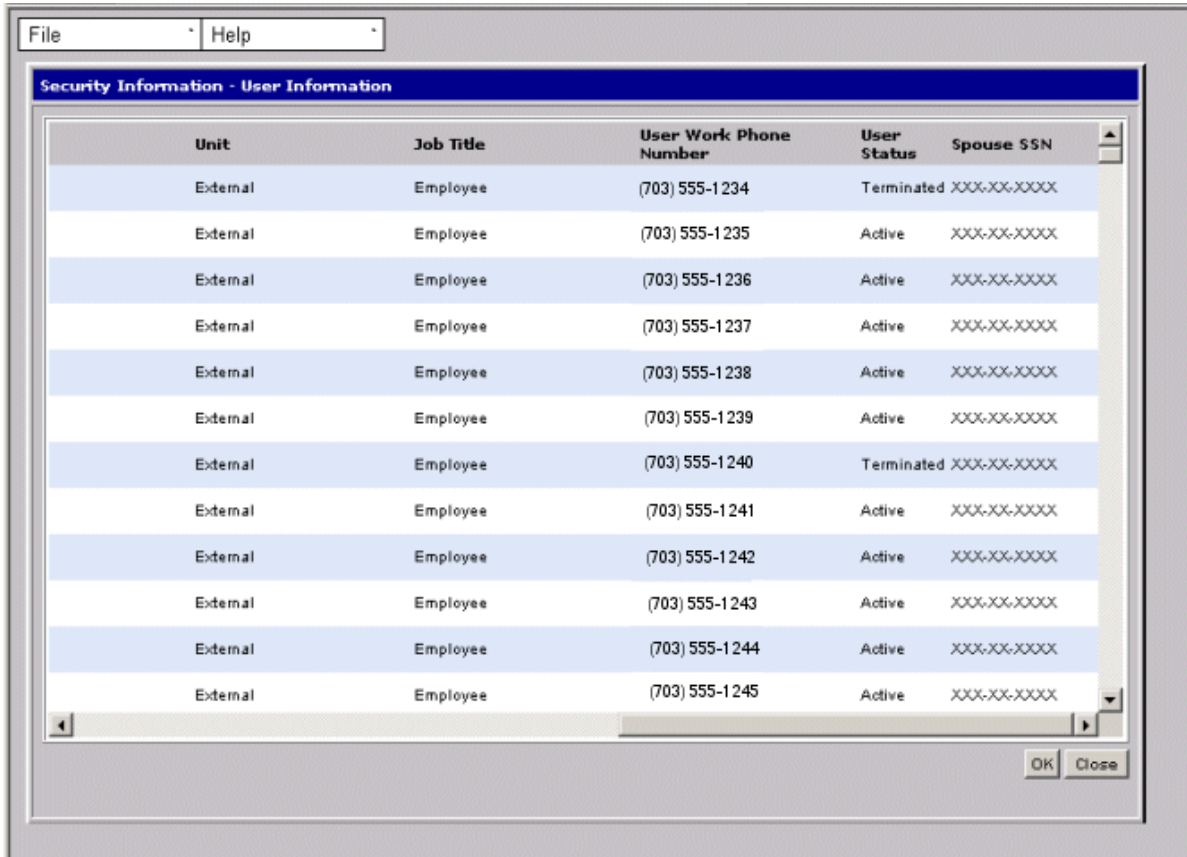
Security Information – User Information Window

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



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

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.



The screenshot shows a window titled "Security Information - User Information" with a menu bar containing "File" and "Help". The main content is a table with the following columns: Unit, Job Title, User Work Phone Number, User Status, and Spouse SSN. The table contains 12 rows of data, all for "External" units and "Employee" job titles. The phone numbers range from (703) 555-1234 to (703) 555-1245. The status is "Terminated" for the first and seventh rows, and "Active" for the others. The Spouse SSN is masked as "XXX-XX-XXXX" for all entries. The window has "OK" and "Close" buttons at the bottom right.

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

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 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 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 Set-off Representative.
User Work 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.

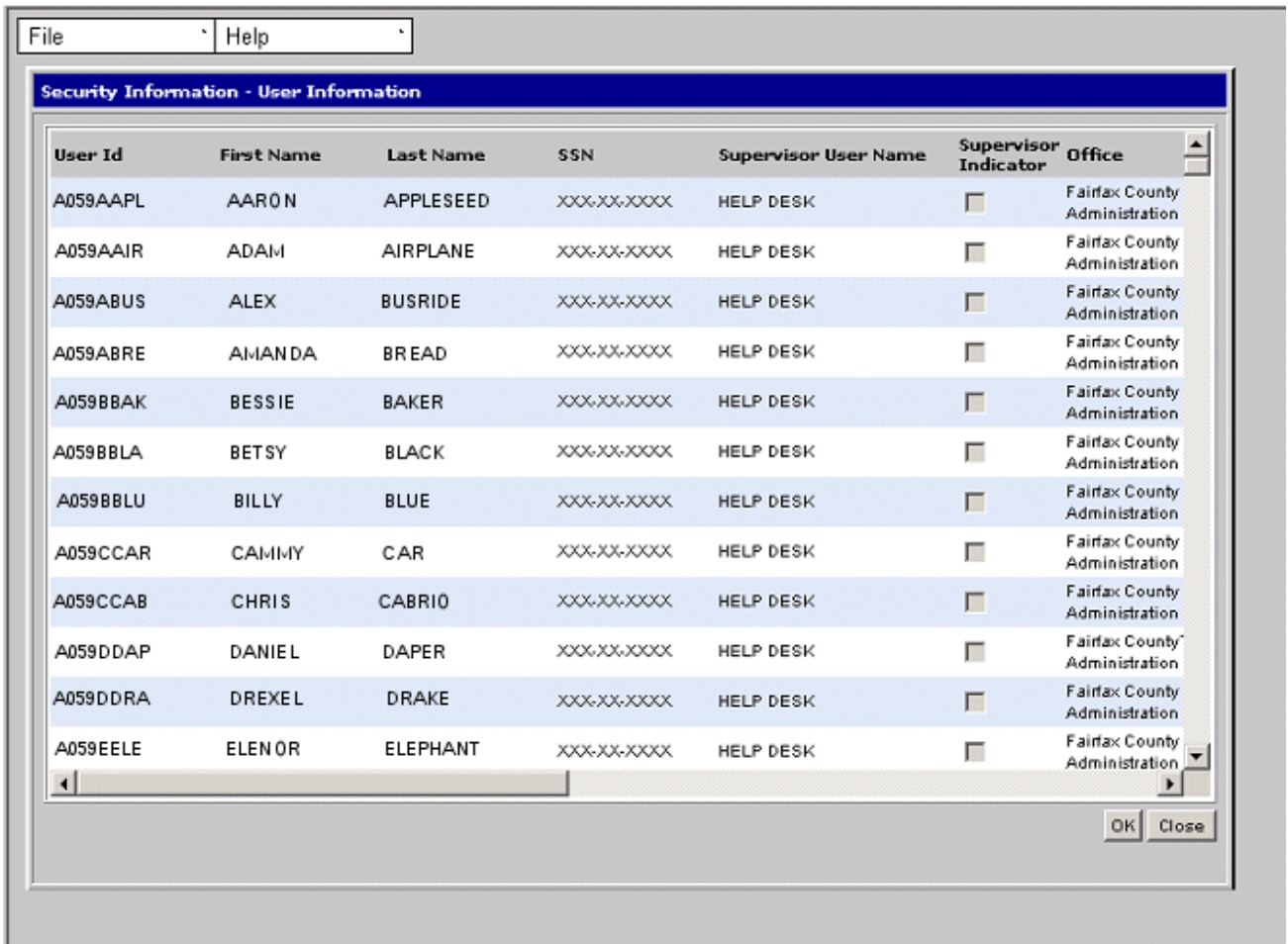
User Information Window

The illustration below is the User Information window.

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.



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.

