



ICMS and FAN updates

09/27/2012



Introduction



Changes to the look & feel and functions within the ICMS and FAN sites:

FAN –

- Navigation panel
- Change / update password
- Forgot password
- Personalized challenge questions

ICMS –

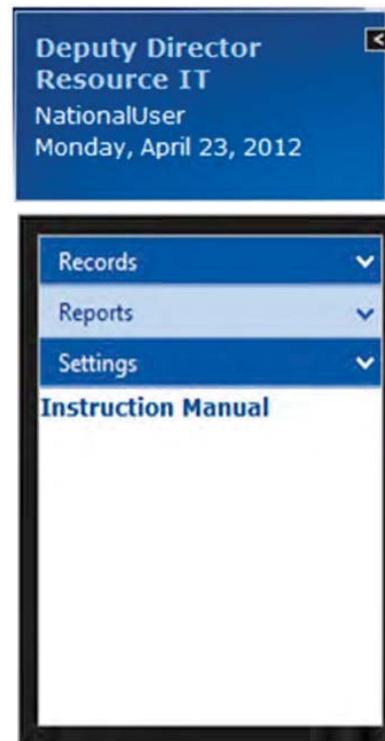
- Change / update password
- Forgot password
- Personalized challenge questions



Left Navigation - FAN



- **Instruction Manual** link changed its look and the **Change Password** link had been added





Old “Change Password” page



This is an old look of the Change Password page.

The screenshot shows a web page for changing a password. At the top left is the ESGR logo with the text "EMPLOYER SUPPORT OF THE GUARD AND RESERVE". Below it is the slogan "We All Serve". The main heading is "Change Password". A message states: "The password must be between 8 and 13 characters in length and contain:" followed by a bulleted list of requirements: "At least 1 UPPER CASE letter, and", "At least 1 lower case letter, and", "At least 1 number, and", and "At least one special character such as ! @ # \$ % ^ & * () + = - [\] { [] ; ; ? / > . , ~ `". Below this is a "Please note:" section with a bulleted list: "_ is not a special character" and "Please do not start the password with < character". There are three input fields for "Old Password:", "New Password:", and "Confirm New Password:". Below the fields are two buttons: "Change Password" and "Cancel". At the bottom center is the Department of Defense seal, followed by "Version/Build Information" and copyright text: "© 2010 Employer Support of the Guard and Reserve, 4800 Mark Center Drive, Suite 03E25, Alexandria, VA 22350, 1.800.336.4590 (Main)". At the very bottom are links for "Home | Disclaimer | Terms".



New “Change Password” section...



Now this page has 2 sections. This is the first one.

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Change Password

The password must be between 8 and 13 characters in length and contain:

- At least 1 UPPER CASE letter, and
- At least 1 lower case letter, and
- At least 1 number, and
- At least one special character such as ! @ # \$ % ^ & * () + = - | \ }] { [" ' : ; ? / > . , ~ `

Please note:

- _ is not a special character
- Please do not start the password with < character
- Old and New Passwords are required to differ by four or more characters

Old Password:

New Password:

Confirm New Password:



...followed by “Select your Challenge Questions” section



This is the second section.

Please note:

All fields in this section are required

Select your Challenge Questions

Please select 5 challenge questions and provide answers in the textboxes below each question.

Question 1

What was the make of your first car?

Answer

Answer1

Question 2

What was your childhood nickname?

Answer

Answer2

Question 3

What is the name of your favorite childhood friend?

Answer

Answer3

Question 4

What street did you live on in third grade?

Answer

Answer4

Question 5

What is your oldest sibling's birthday month and year?

Answer

Answer5

Save Changes

Cancel



First time login with non-expired password



If your password had been created within the last 180 days but the challenge questions have not been selected yet, after logging in you will be redirected to this page with the message in red font “**Please select your challenge questions and answers.**”

You don't have to change your password at this point, just select the questions and provide the answers.

The screenshot shows the ESGR login interface. At the top left is the ESGR logo with the text "EMPLOYER SUPPORT OF THE GUARD AND RESERVE". At the top right is the slogan "We All Serve". A red message reads: "Please select your challenge questions and answers." Below this is the "Change Password" section, which states: "The password must be between 8 and 13 characters in length and contain:" followed by a list of requirements: "At least 1 UPPER CASE letter, and", "At least 1 lower case letter, and", "At least 1 number, and", and "At least one special character such as ! @ # \$ % ^ & * () + = - | \ } [{ [] ; ; ? / > . , ~ `". A "Please note:" section lists: "_ is not a special character", "Please do not start the password with < character", and "Old and New Passwords are required to differ by four or more characters". There are three input fields for "Old Password:", "New Password:", and "Confirm New Password:". Below this is the "Select your Challenge Questions" section, which says: "Please select 5 challenge questions and provide answers in the textboxes below each question." It shows "Question 1" with a dropdown menu and an "Answer" input field. "Question 2" is also visible with a dropdown menu.



Your password has expired



When your current password will be expired, after logging in you will be redirected to this page again and see the following message:

“Your password has expired and must be changed.”

- You will have to change your password.
- Optionally, you can change your questions and answers, too.

The screenshot shows a web interface for changing a password and selecting challenge questions. At the top left is the ESGR logo, and at the top right is the slogan "We All Serve". A red message states: "Your password has expired and must be changed." Below this is the "Change Password" section, which includes instructions on password requirements (8-13 characters, uppercase, lowercase, number, and special character) and a list of disallowed characters. It also lists additional notes: underscore is not a special character, passwords cannot start with a less-than sign, and old and new passwords must differ by at least four characters. There are three input fields for "Old Password:", "New Password:", and "Confirm New Password:". The "Select your Challenge Questions" section asks the user to select 5 questions and provide answers. The first question is "What school did you attend for sixth grade?" with a dropdown menu. The answer field contains "testt". The second question is "In what city did you meet your spouse/significant other?" with a dropdown menu.



First time login with expired password



Both of the above message display together if the password has expired and the questions have not been selected yet:

“Your password has expired and must be changed.”

“Please select your challenge questions and answers.”

The screenshot shows the ESGR login interface. At the top left is the ESGR logo with the text 'EMPLOYER SUPPORT OF THE GUARD AND RESERVE'. At the top right is the slogan 'We All Serve'. Below the logo, a red message states: 'Your password has expired and must be changed. Please select your challenge questions and answers.' The main heading is 'Change Password'. Below this, it says 'The password must be between 8 and 13 characters in length and contain:' followed by a bulleted list of requirements: 'At least 1 UPPER CASE letter, and', 'At least 1 lower case letter, and', 'At least 1 number, and', and 'At least one special character such as ! @ # \$ % ^ & * () + = - | \ }] [{ [] ; : ? / > , . ~'. Below the list is a 'Please note:' section with three bullet points: '_ is not a special character', 'Please do not start the password with < character', and 'Old and New Passwords are required to differ by four or more characters'. There are three input fields for 'Old Password:', 'New Password:', and 'Confirm New Password:'. Below these is the 'Select your Challenge Questions' section, which says 'Please select 5 challenge questions and provide answers in the textboxes below each question.' It shows 'Question 1' with a dropdown menu and an 'Answer' input field. 'Question 2' is also visible with a dropdown menu.

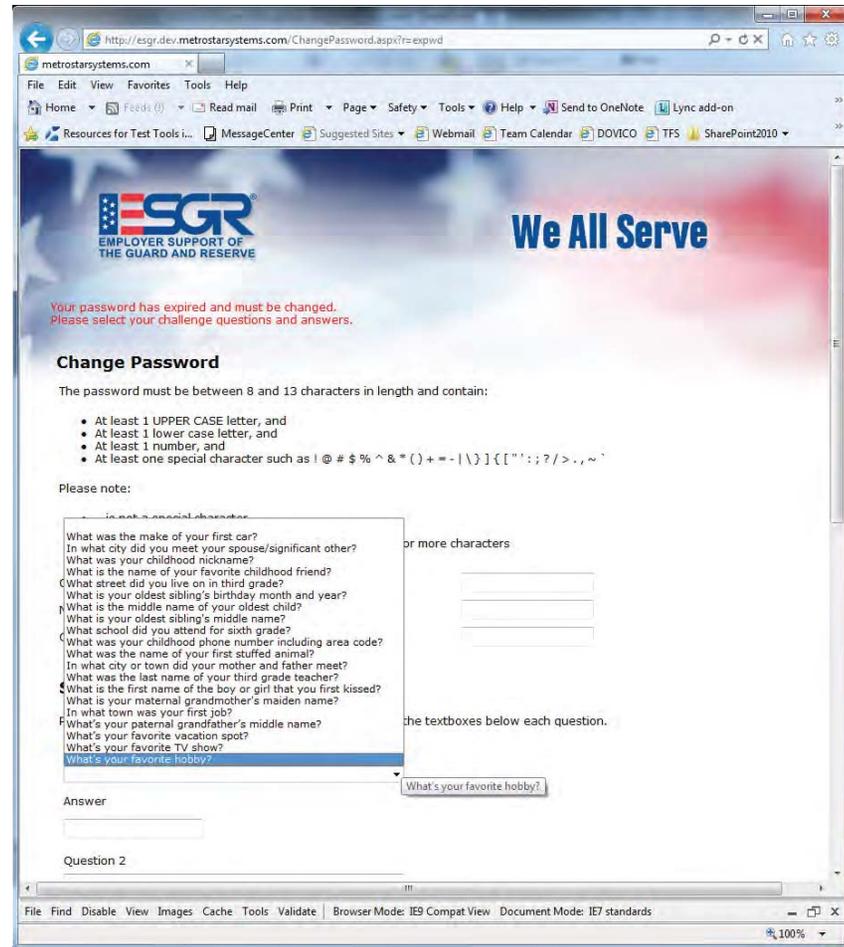


Questions selection process



Please complete the “Change Password fields” and scroll to the “Select your Challenge Questions” section.

In the beginning, there are 5 drop-downs with 20 questions each.

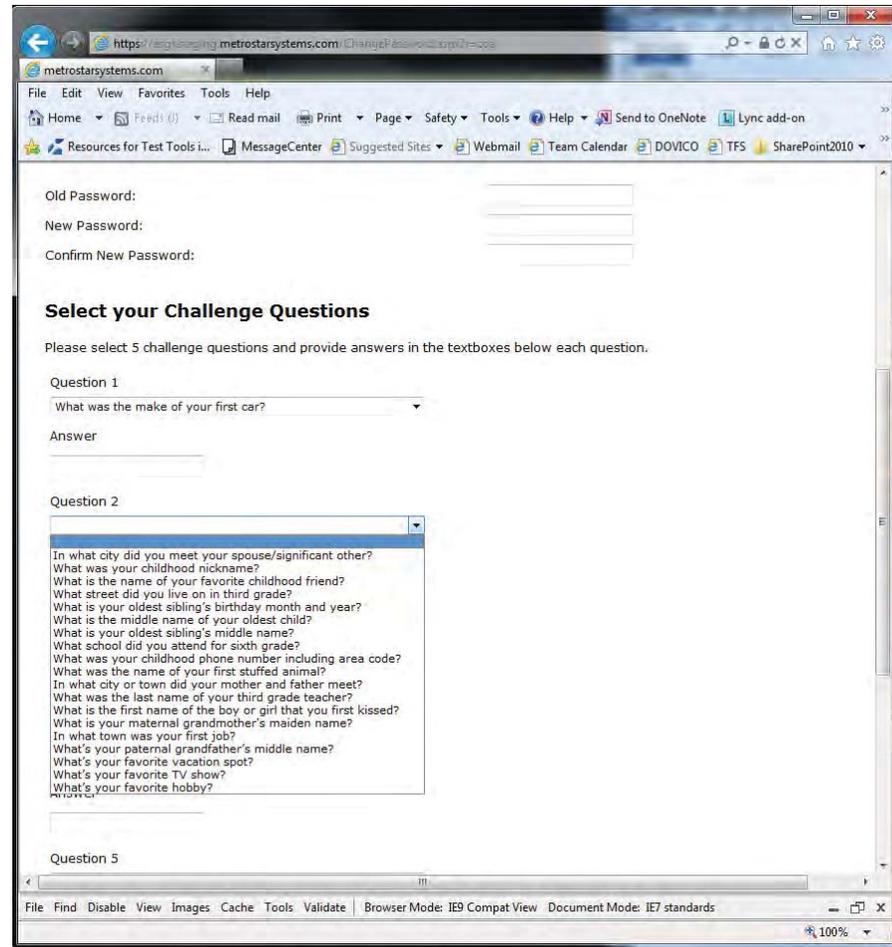




Questions selection process (Cont.)



But once the first question is selected, the second drop-down list will contain only 19 questions and so on... until the user has 5 personal questions.





Challenge Questions list



- What was the make of your first car?
- In what city did you meet your spouse/significant other?
- What was your childhood nickname?
- What is the name of your favorite childhood friend?
- What street did you live on in third grade?
- What is your oldest sibling's birthday month and year?
- What is the middle name of your oldest child?
- What is your oldest sibling's middle name?
- What school did you attend for sixth grade?
- What was your childhood phone number including area code?
- What was the name of your first stuffed animal?
- In what city or town did your mother and father meet?
- What was the last name of your third grade teacher?
- What is the first name of the boy or girl that you first kissed?
- What is your maternal grandmother's maiden name?
- In what town was your first job?
- What's your paternal grandfather's middle name?
- What's your favorite vacation spot?
- What's your favorite TV show?
- What's your favorite hobby?



Forgot to change your expired password...



If you've selected the challenge questions but forgot to change your expired password.....there will be a reminder after you click the "Save Changes" button at the bottom of this page.

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Your password has expired and must be changed.
Your password was not changed. Please change your expired password before proceeding.

Change Password

The password must be between 8 and 13 characters in length and contain:

- At least 1 UPPER CASE letter, and
- At least 1 lower case letter, and
- At least 1 number, and
- At least one special character such as ! @ # \$ % ^ & * () + = - | \ }] { [" ' ; ? / > . , ~ `

Please note:

- _ is not a special character
- Please do not start the password with < character
- Old and New Passwords are required to differ by four or more characters

Old Password:

New Password:

Confirm New Password:

Select your Challenge Questions

Please select 5 challenge questions and provide answers in the textboxes below each question.

Question 1
What's your favorite TV show?

Answer
Answer

Question 2
What is the name of your favorite childhood friend?



“Confirmation” page



Old look

Password Change Confirmation

Change Password Complete
Please click "Continue" to enter the application.

[Continue](#)



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Your changes have been saved

Please click "Continue" to enter the application.

[Continue](#)

New look



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New “Forgot Password” page



There used to be a “Forgot Password” pop-up...

[Close](#)

Forgot Your Password?

Enter your User Name to receive your password.

User Name:

...now there is a “Forgot Password” page

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Forgot Password

To reset your password enter your user name below and then click the 'Continue' button.

User Name:

[Click here to login into the application](#)



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One of the five questions you've selected is displayed



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Forgot Password

Hi stateuser

You may reset your password after correctly answering the challenge questions. You will have two opportunities to answer a challenge question. Your account will be locked if you answer both challenge questions incorrectly.

Question 1: In what city did you meet your spouse/significant other?

Answer:

[Click here to login into the application](#)



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Sorry, wrong answer



You have a second chance to answer a different question.

Forgot Password

Hi stateuser

You may reset your password after correctly answering the challenge questions. You will have two opportunities to answer a challenge question. Your account will be locked if you answer both challenge questions incorrectly.

Question 2: What is the middle name of your oldest child?

Answer: First incorrect answer. Please try again.

[Click here to login into the application](#)



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If the second answer is wrong...



Please call the ESGR Support office at (800) 336-4590 (option 3) for help.

A screenshot of the ESGR website's "Forgot Password" page. The page features the ESGR logo in the top left and the slogan "We All Serve" in the top right. The main heading is "Forgot Password". Below it, a red error message reads: "Second incorrect answer. Please contact the ESGR IT Support office at (800) 336-4590 (option 3) for further assistance." A link "Click here to login into the application" is visible. At the bottom, there is a smaller version of the Department of Defense seal, followed by "Version/Build Information", copyright information for 2010, the address "4800 Mark Center Drive, Suite 03E25, Alexandria, VA 22350", the phone number "1.800.336.4590 (Main)", and navigation links for "Home | Disclaimer | Terms".



If the first or the second answer was correct...



You will receive the one-time password generated by the application in your mailbox associated with this account.





Please change your password



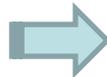
After logging in with the automatically generated one-time password you will be prompted to change it.



Need help with your password reset or the challenge questions?



The FAQ page has been updated to address some questions you may have about the password reset and challenge questions.



How to Register and Log into the ESGR Portal

- Q** How do I register for an ESGR Portal account?
- Q** How do I register my CAC within the ESGR Portal?
- Q** How do I log into ESGR Portal using my CAC?
- Q** Must I use a CAC to login to the ESGR Portal?
- Q** What is a good password format?
- Q** What are the "challenge questions" and why do I need them?
 - A** During enrollment, you will be asked to select a subset of 5 questions and enter your own answers. This is necessary for your proper identification when resetting your password using self-service. This will allow you to quickly and easily reset your password 24 hours a day without having to contact the helpdesk.
- Q** Why do I have to reset my password?
 - A** As a security requirement, everyone must reset their ESGR Portal password every 6 month. As a credential providing access to a system, the password represents vulnerability in the sense that an inappropriately used password (e.g. successful login by an intruder) results in the compromise of the system.
- Q** How do I reset my password?
 - A** When your password expires you will be prompted by the system to change it. You will be redirected to the Change Password page where you just need to follow the simple instructions on your screen.
- Q** How do I unlock my account?
- Q** What is Secure Sockets Layer (SSL)?
- Q** What is the web browser compatibility?
- Q** Why am I getting a certificate error when accessing the ESGR Portal?

Getting Help

- Q** Where can I find Help?



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