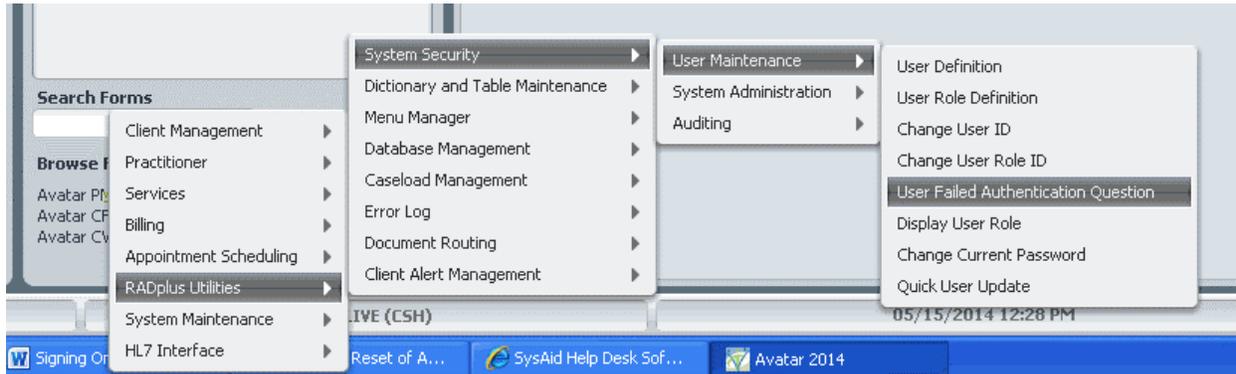


# Automatic New Password

To get to this screen, go to Avatar PM - RADplus Utilities – System Security – User Maintenance - User Failed Authentication Question.



To set up an automatic e-mail to be sent to you if you forget your password, you have to enter all information in the “**User Failed Authentication Question**” screen.

All information on this screen must be filled out for the automatic e-mail with your new password to be sent to you.

**System Code** is: CSH

**Username** is: Your Avatar USER ID

**Password** is: Your Avatar PASSWORD

**Activate Question** – You MUST check YES for Activate Question for a new password to be sent to you in an e-mail.

**Failed Authentication Question** – type in a question that only you would know the answer to. The question is case sensitive – make sure you enter it in **ALL CAPS**.

Examples:

WHAT IS YOUR MOTHER’S MAIDEN NAME?

WHAT WAS YOUR FIRST VEHICLE?

WHAT CITY WERE YOU BORN IN?

**Failed Authentication Question Answer** – Type in the correct answer to the “Failed Authentication Question” you typed in. The answer is case sensitive – make sure you enter it in **ALL CAPS**.

**E-mail Address** – the standard e-mail address for Central State Hospital Employees is [USER ID@DBHDD.GA.GOV](mailto:USER ID@DBHDD.GA.GOV) (User ID is your Outlook ID)

**Click on Test Email button before submitting to make sure you typed in the correct e-mail address (it may take a few minutes for the e-mail to arrive in your Outlook mailbox). It will be from [plexuscloud@ntst.com](mailto:plexuscloud@ntst.com) (Subject: Avatar User Failed Authentication Question)**