Automatic New Password

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

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Search Fo	Search Forms			Dictionary and Table Maintenance		Syster	m Administration	•	User R	ole Definition	
	Client Management	₽	Menu Manager		•	Auditir	ng	►	Chang	e User ID	
Browse F	Practitioner	•	Database Man	agement	1	-			Chang	e User Role ID	
Avatar Ply	Services	►	Caseload Mana	agement	1				User F	ailed Authentication Question	
Avatar CF	Billing	•	Error Log						Display	/ User Role	
HYGCGI CY	Appointment Scheduling	►	Client Alert Management						Chang	e Current Password	
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6	System Maintenance	•	.IVE (CSH)					3	05/15	/2014 12:28 PM	<i>•</i>
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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.

System Code		Failed Authentication Question
Username		Failed Authentication Question Answer
Password		
Activate Question		Email Address
⊖ Yes	○ No	

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 <u>Avatar</u> USER ID

Password is: Your <u>Avatar</u> PASSWORD

Activate Question – You <u>MUST</u> 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 <u>*only*</u> 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 <u>USER</u> <u>ID@DBHDD.GA.GOV</u> (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 <u>plexuscloud@ntst.com</u> (Subject: Avatar User Failed Authentication Question)