

# Forgot Password Screen Help

Figure 3-1: Original view of Forgot Password Screen

PA Forgot Password

Please enter your username:

Show Security Questions

Check Answers

Please enter your new password:

Toggle Password Visibility

Change

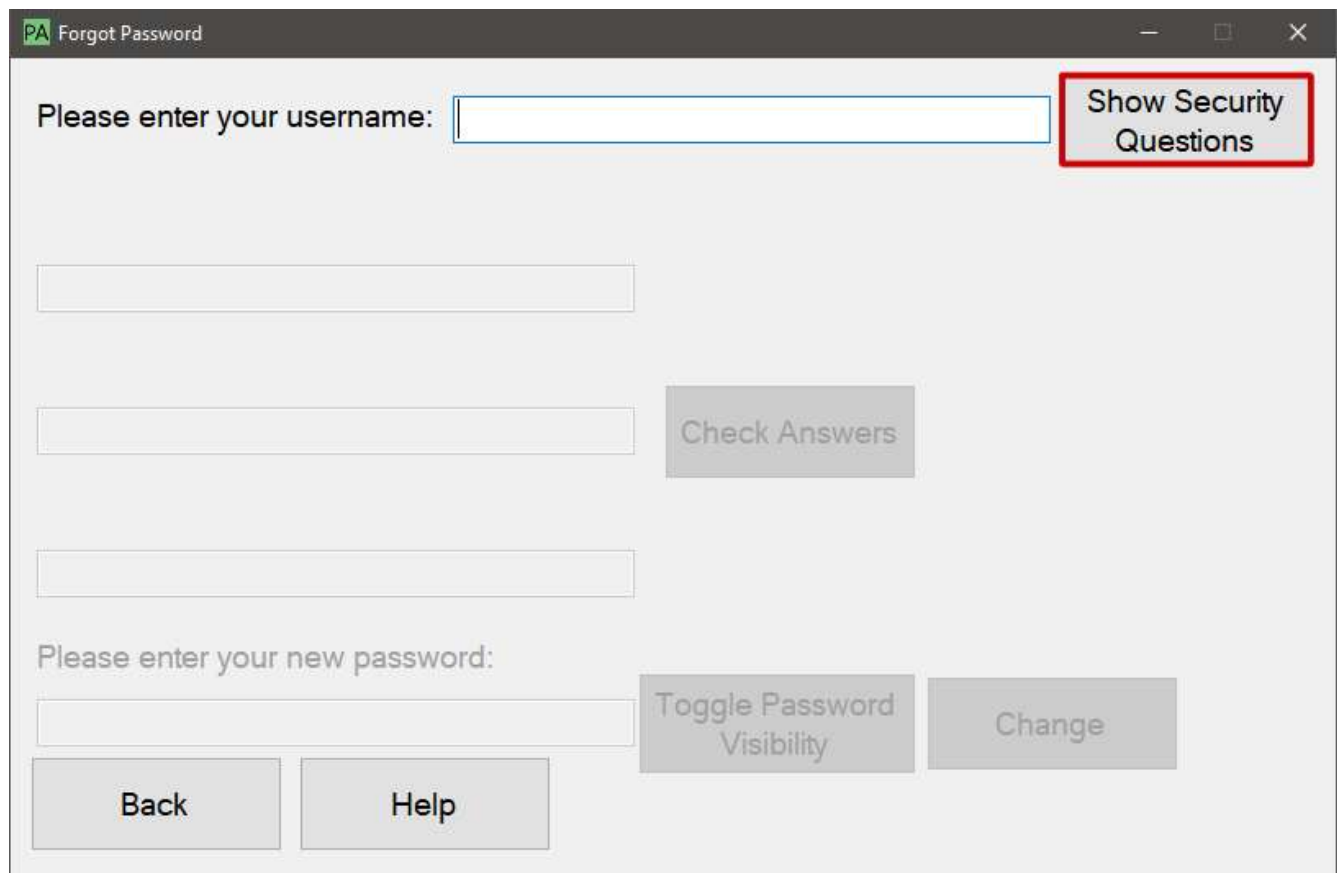
Back

Help

The Forgot Password Screen can help you reset your password if you can answer your security questions.

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Figure 3-2: “**Show Security Questions**” Button Highlighted



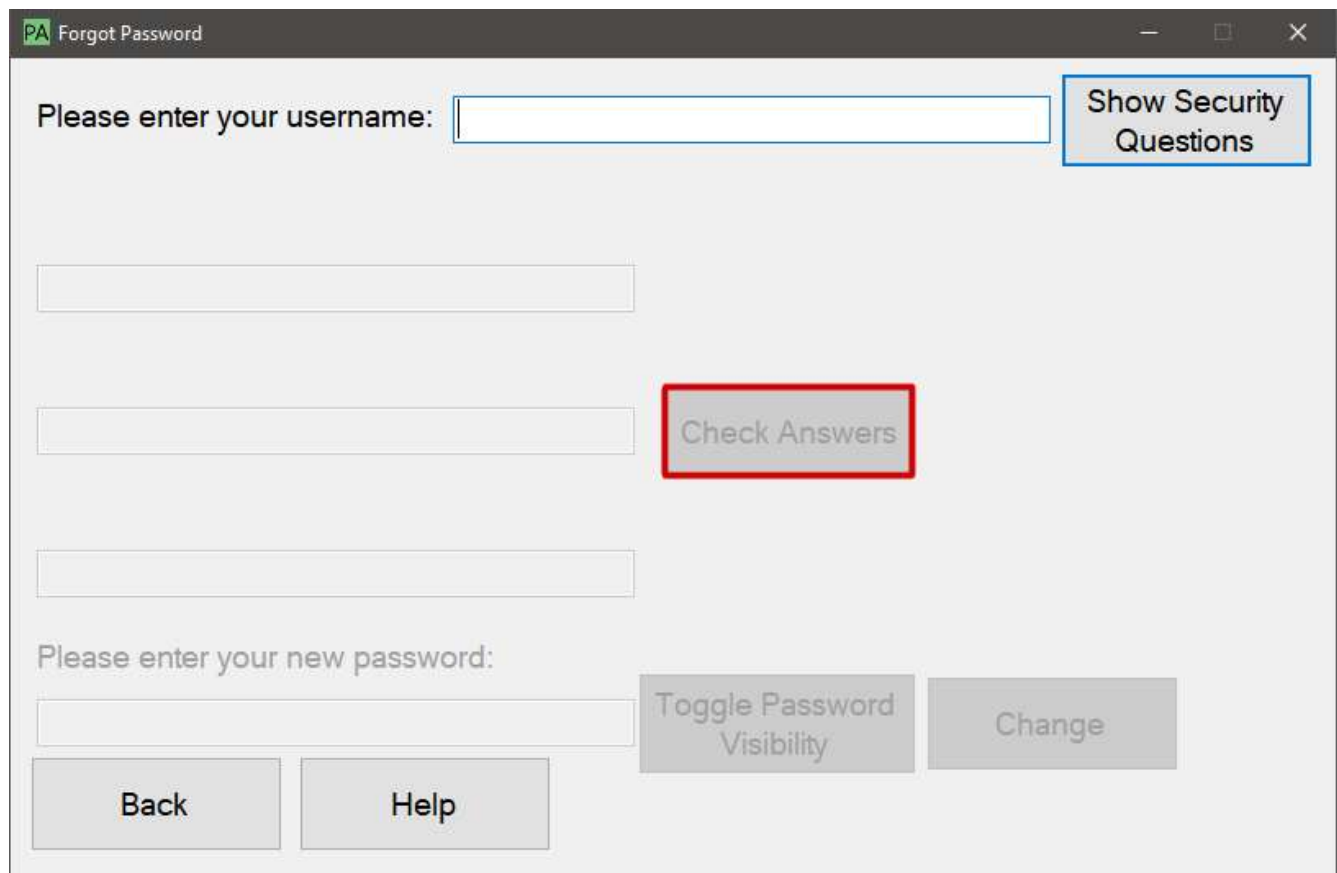
The screenshot shows a window titled "PA Forgot Password". It contains a form with the following elements:

- A label "Please enter your username:" followed by a text input field.
- A button labeled "Show Security Questions" in the top right corner, which is highlighted with a red rectangular border.
- Three empty text input fields stacked vertically below the username field.
- A button labeled "Check Answers" to the right of the second input field.
- A label "Please enter your new password:" followed by a text input field.
- A button labeled "Toggle Password Visibility" to the right of the password input field.
- A button labeled "Change" to the right of the "Toggle Password Visibility" button.
- Two buttons labeled "Back" and "Help" at the bottom left.

Enter your *Username* and press “**Show Security Questions**” Button. If your username exists in database, your 3 security questions will be displayed for you to answer.

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Figure 3-3: “Check Answers” Button Highlighted



The screenshot shows a window titled "PA Forgot Password". It contains several input fields and buttons. The "Check Answers" button is highlighted with a red rectangle. The "Show Security Questions" button is highlighted with a blue rectangle. The "Toggle Password Visibility" and "Change" buttons are highlighted with grey rectangles. The "Back" and "Help" buttons are also visible.

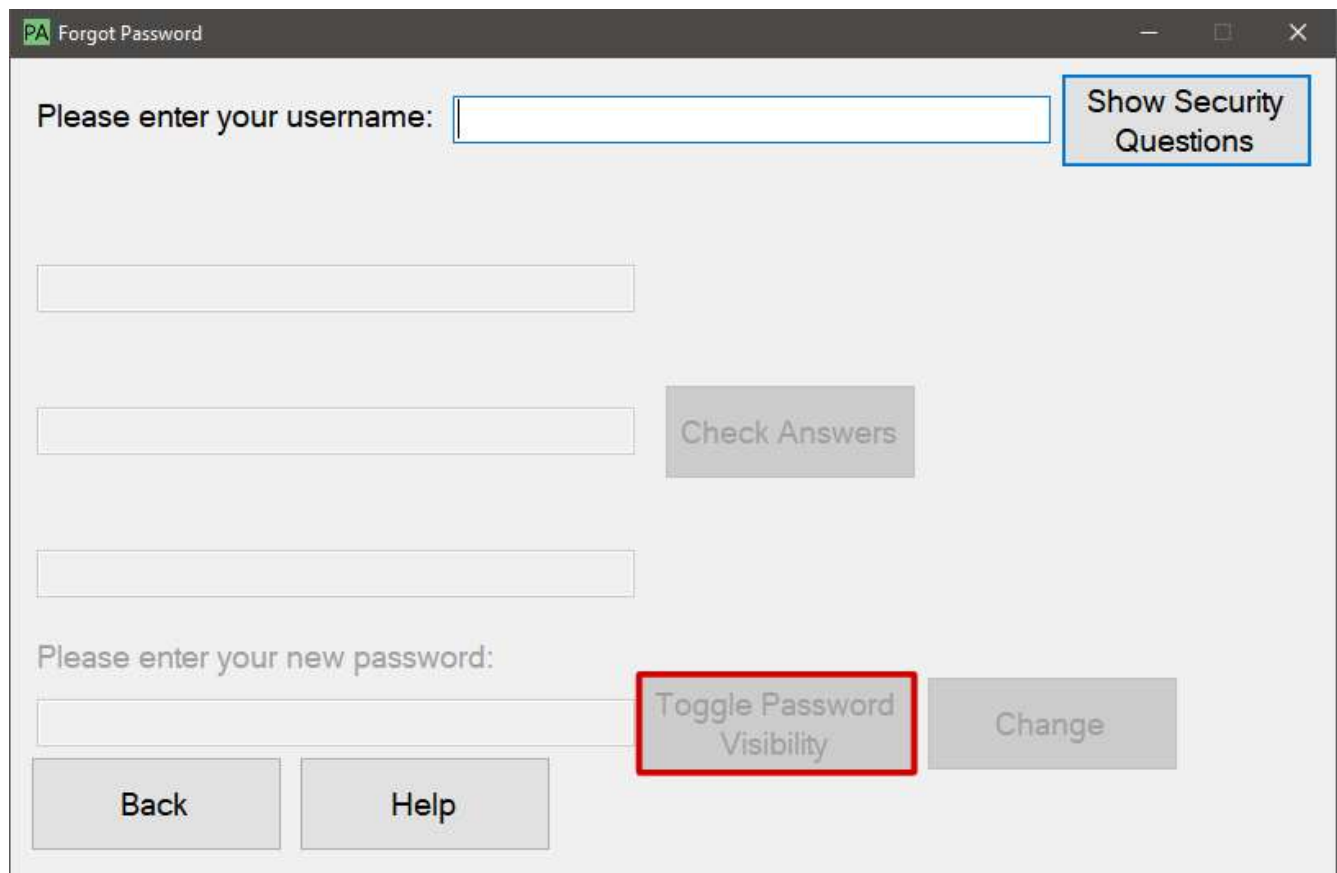
Please enter your username:

Please enter your new password:

If your answers to the security questions are correct, press the “Check Answers” button, and you will be allowed to create a new password.

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Figure 3-4: “**Toggle Password Visibility**” Button Highlighted

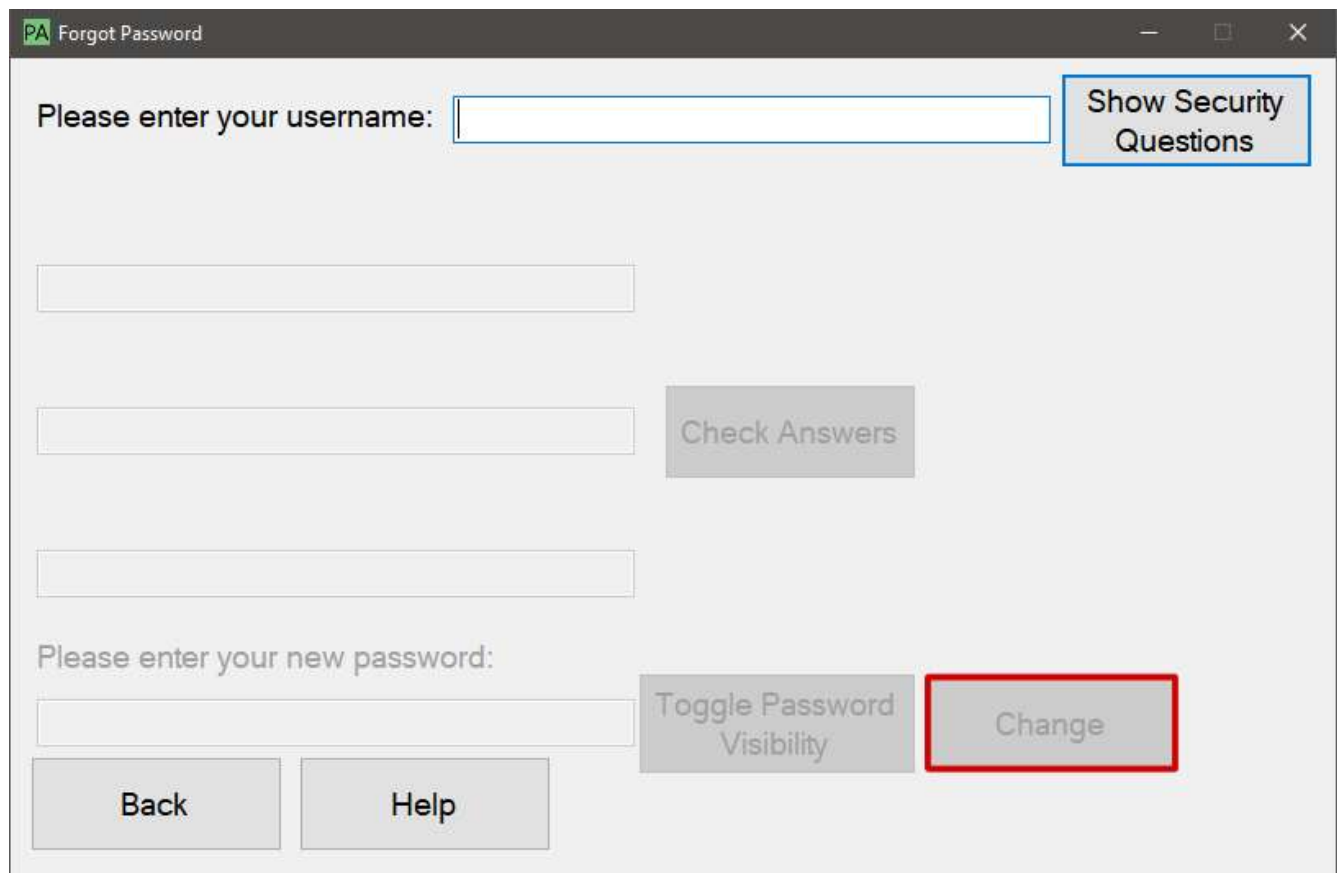


The image shows a software window titled "PA Forgot Password". The window contains several input fields and buttons. At the top, there is a label "Please enter your username:" followed by a text input field. To the right of this field is a button labeled "Show Security Questions". Below the username field is another empty text input field. Further down is a third empty text input field, followed by a button labeled "Check Answers". Below that is a fourth empty text input field. Then, there is a label "Please enter your new password:" followed by a text input field. To the right of this field is a button labeled "Toggle Password Visibility", which is highlighted with a red rectangular border. To the right of the "Toggle Password Visibility" button is another button labeled "Change". At the bottom left of the window, there are two buttons labeled "Back" and "Help".

Pressing the “**Toggle Password Visibility**” button will either show or hide your password in the new password field.

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Figure 3-5: “**Change**” Button Highlighted



The screenshot shows a window titled "PA Forgot Password". It contains several input fields and buttons. The "Change" button is highlighted with a red border. The "Show Security Questions" button is highlighted with a blue border. The "Check Answers" button is disabled. The "Toggle Password Visibility" button is also disabled. The "Back" and "Help" buttons are at the bottom left.

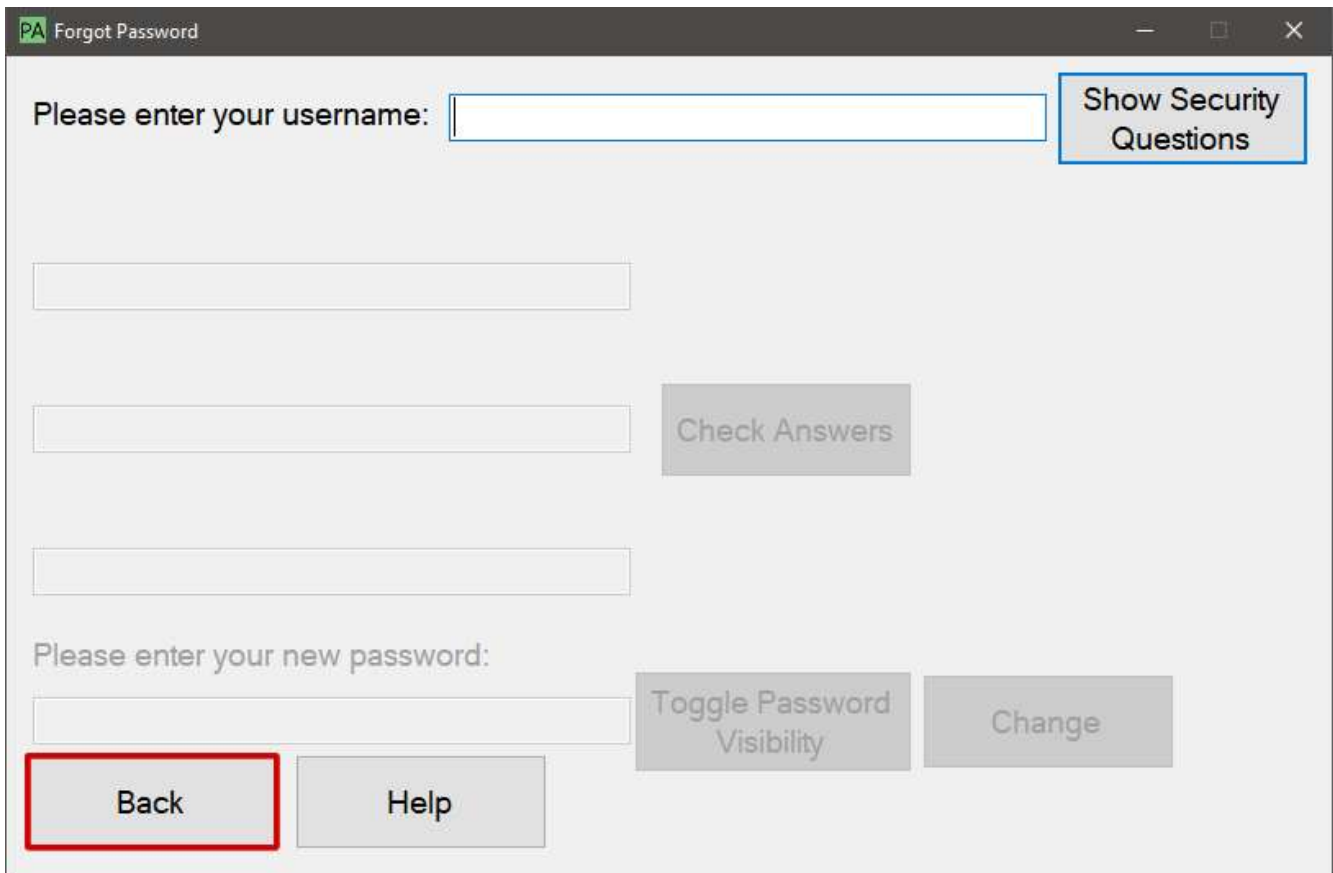
Please enter your username:

Please enter your new password:

If the password you entered in the new password field meets the complexity requirements, Press the “**Change**” Button to update your password to the new value you entered.

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Figure 3-6: “**Back**” Button Highlighted



The screenshot shows a window titled "PA Forgot Password". It contains several input fields and buttons. The "Back" button at the bottom left is highlighted with a red border. Other buttons include "Show Security Questions" (top right), "Check Answers" (middle right), "Toggle Password Visibility" (bottom right), and "Change" (bottom right). The text "Please enter your username:" is followed by an input field. Below it is another input field. Then "Please enter your new password:" is followed by an input field. The "Back" button is located below the new password input field.

Pressing the “**Back**” Button will return you to the Logon Screen.

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Figure 3-7: “**Help**” Button Highlighted

PA Forgot Password

Please enter your username:

[Show Security Questions](#)

Please enter your new password:

If you press the “**Help**” button, you will pull up the document specifically for the Forgot Password Screen.