

# UX

## Research

Project: Account

Task: [\[3056\]](#)

## Reset password

Come up with a strategy for resetting password with email you no longer have access to.

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v1.0 / 2018-07-24

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# Document revisions

Version #	Comments	Author	Date
1.0	Document creation	Amable Rodríguez	2018-07-24
1.1	Added “Results and Recommendations” section	Amable Rodríguez	2018-07-31

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# Team

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# Context

## Problem:

User gets a new job at new department, gets new email address, no longer able to reset password as no longer able to receive email.

## Goal:

Come up with strategy to handle this situation. possible options are text, alternative email, etc. Look into whats best for our users and what we can be securely offered.

# Research Scope

## Current state:

How reset password functionalit works currently in **GCcollab**? What happens when the user does not have access to the email associated with their account?

## Case 1: Recovery email

How **Apple** and **Yahoo** handle their password reset through the use of a secondary email?

## Case 2: Phone number

How the two-step verification works for **Apple** and **Google**?

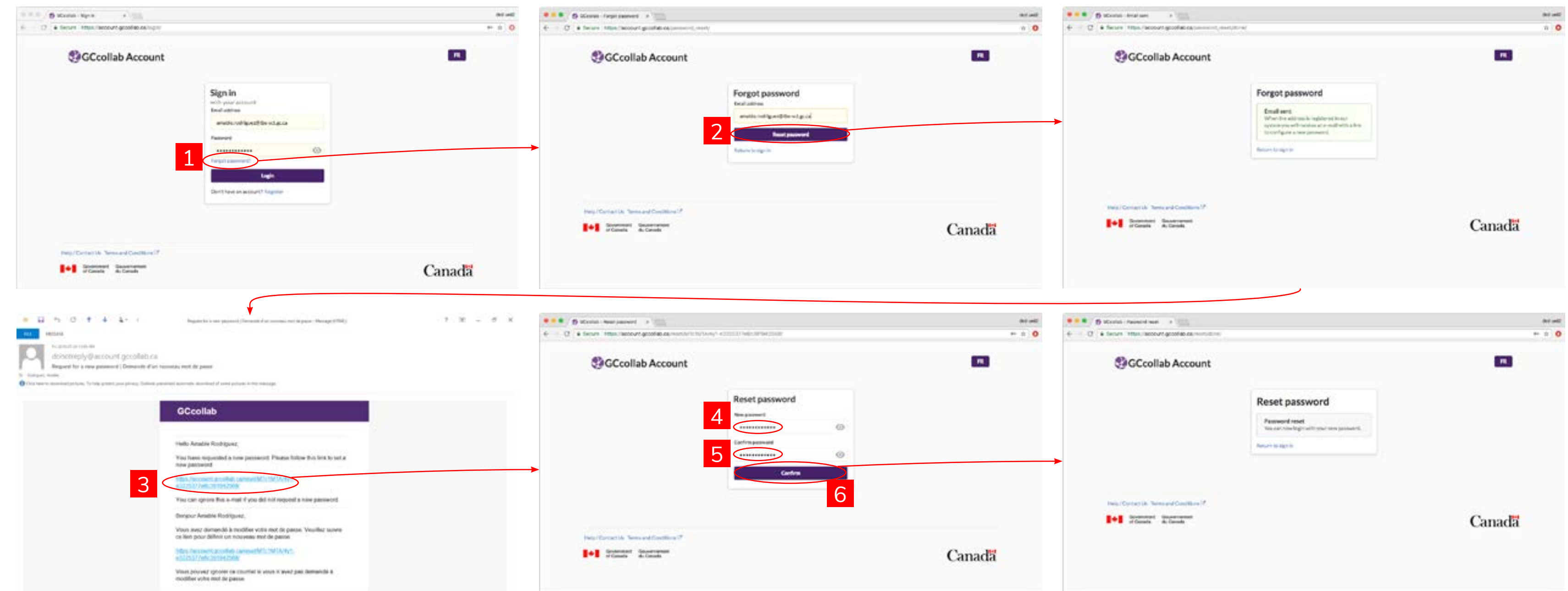
## Case 3: Security questions

How **Apple** make use of the security questions in order to allow the user to reset their password as an alternative athentication method?

# Current state : Recovery email

## GCcollab

Using the user id email to receive reset password link



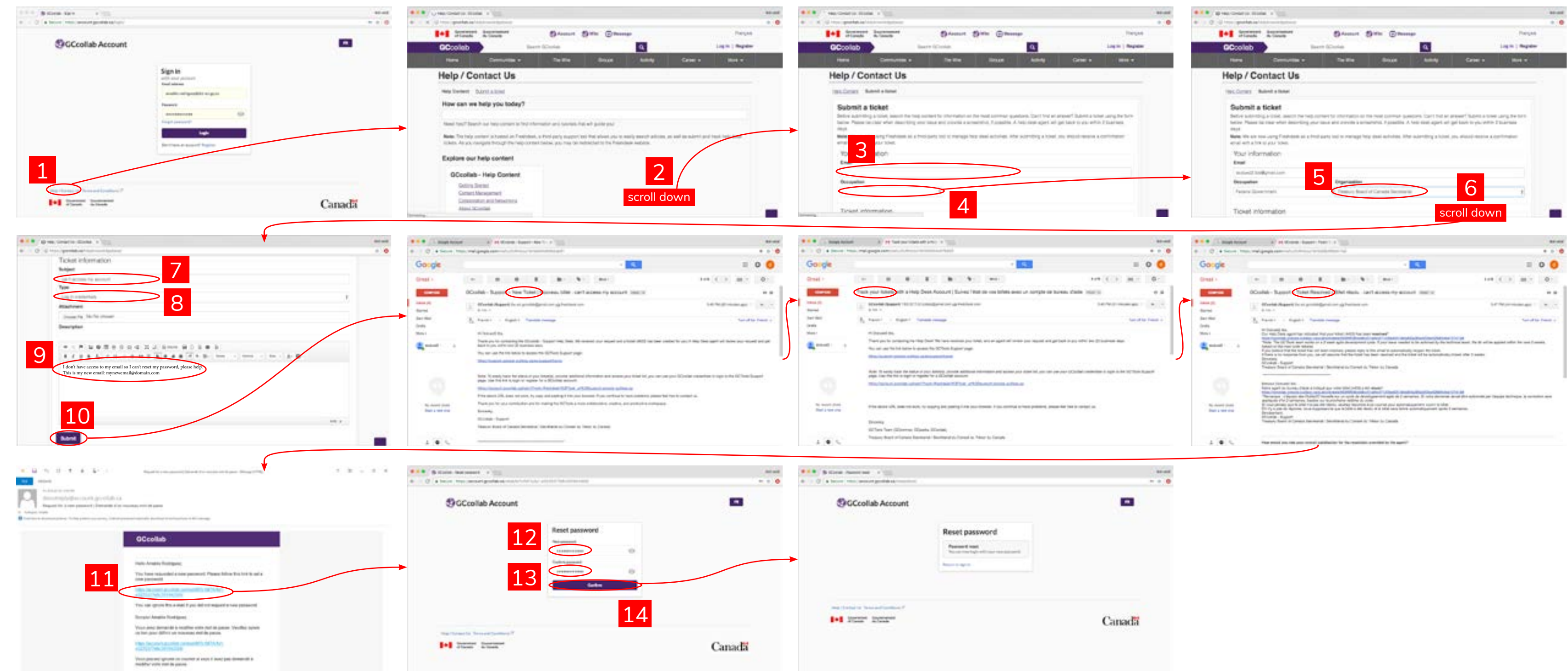


# Current state : No access to email account GCcollab

Asking for help when there is no access to the user id email account:

a) Help-desk receives the ticket, identify the right user profile, update the email account and send the password reset link to this new address ( 1 to 10 )

b) From there the user follows the reset password link to their new email account ( 11 to 14 )





# Case 1: Recovery email

## 1.1. Apple

- Apple offers recovery email access as one option for the user to reset their password<sup>1</sup>
- A link is sent to the user's recovery email<sup>1</sup>

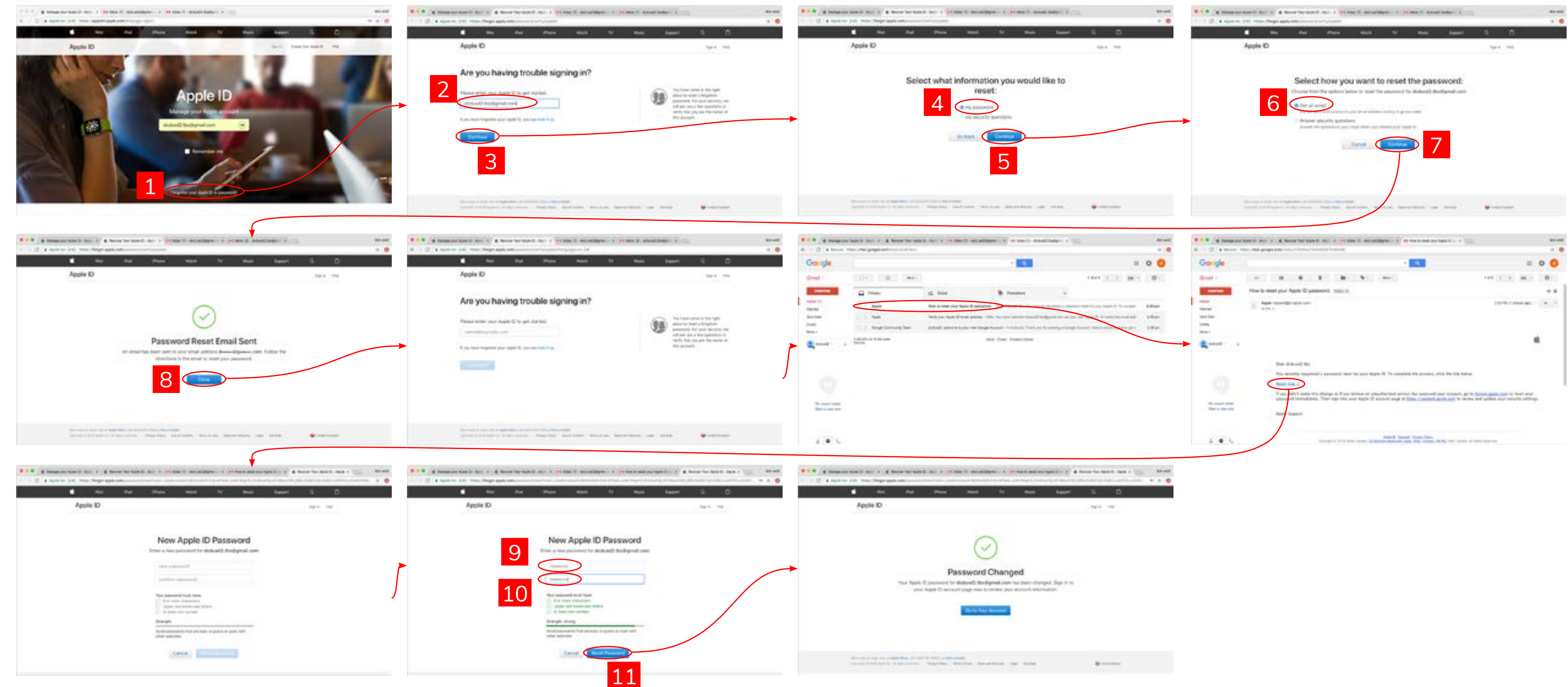
## 1.2. Yahoo

- Yahoo! users can add a recovery email address as an option to reset their password<sup>2</sup>
- A link is sent to the user's recovery email (user can add/replace as many as 10 email addresses on their account)<sup>2</sup>

# Case 1: Recovery email

## 1.1. Apple

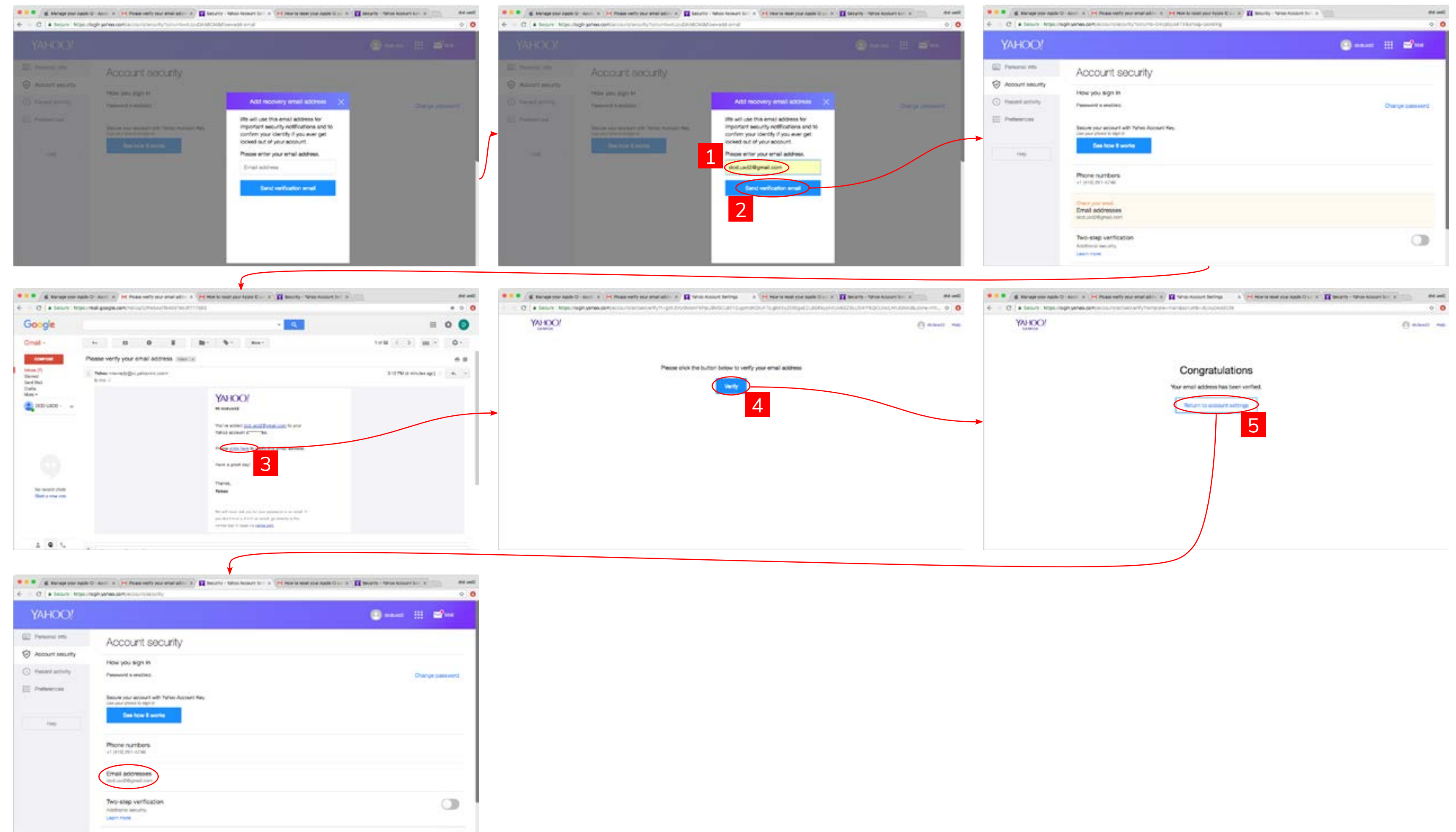
Using the user id email to receive reset password link



# Case 1: Recovery email

## 1.2. Yahoo

### a) Adding a secondary email

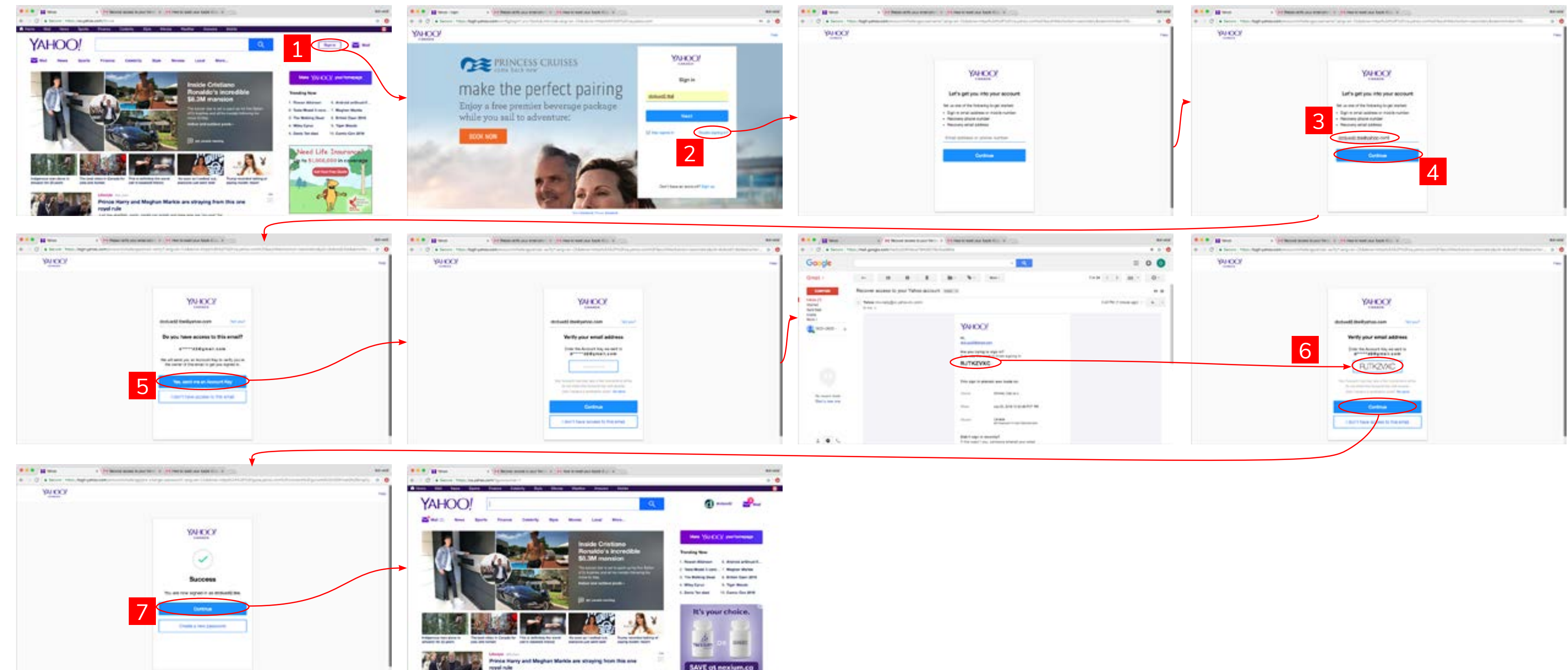




# Case 1: Recovery email

## 1.2. Yahoo

b) Using the recovery email to reset the account password



# Case 2: Phone number

## 2.1. Apple

- Apple offers two-step phone access as an option, so the user can reset their password<sup>1</sup>
- A verification code is sent to the user's additional trusted device to be inputted online (similar concept for their emerging method: "two-factor" authorization for multi-Apple device users, a "recovery key" is sent)<sup>1</sup>

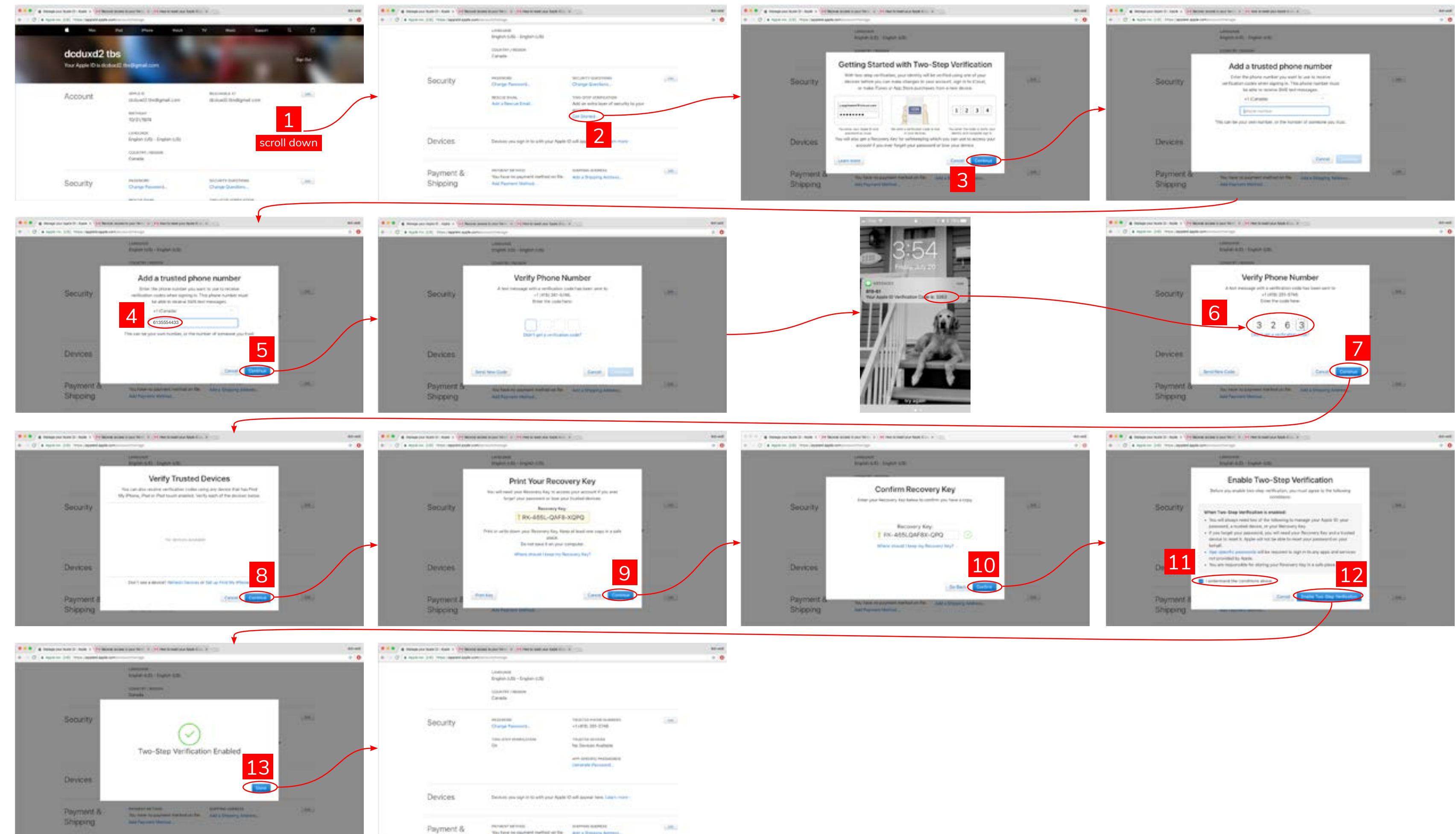
## 2.2. Google

- Google will request a phone number for two-step verification processes to protect against unauthorized device use<sup>3</sup>
- A verification code is sent to the user's device to be inputted online (code is unique mix of numbers meant for one-time use)<sup>3</sup>

# Case 2: Phone number

## 2.1. Apple

a) Adding a recovery phone number as part of two-step verification

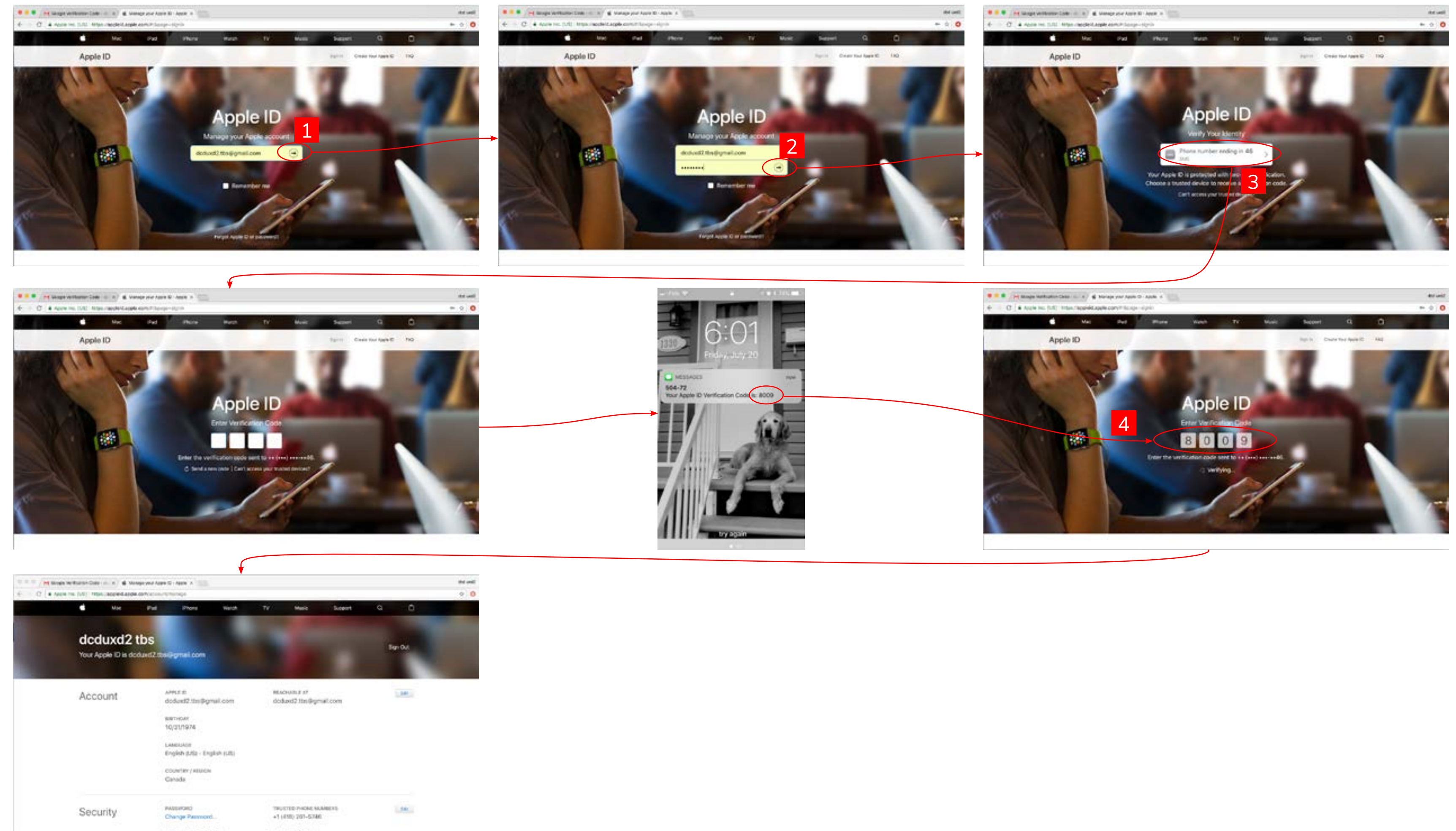




# Case 2: Phone number

## 2.1. Apple

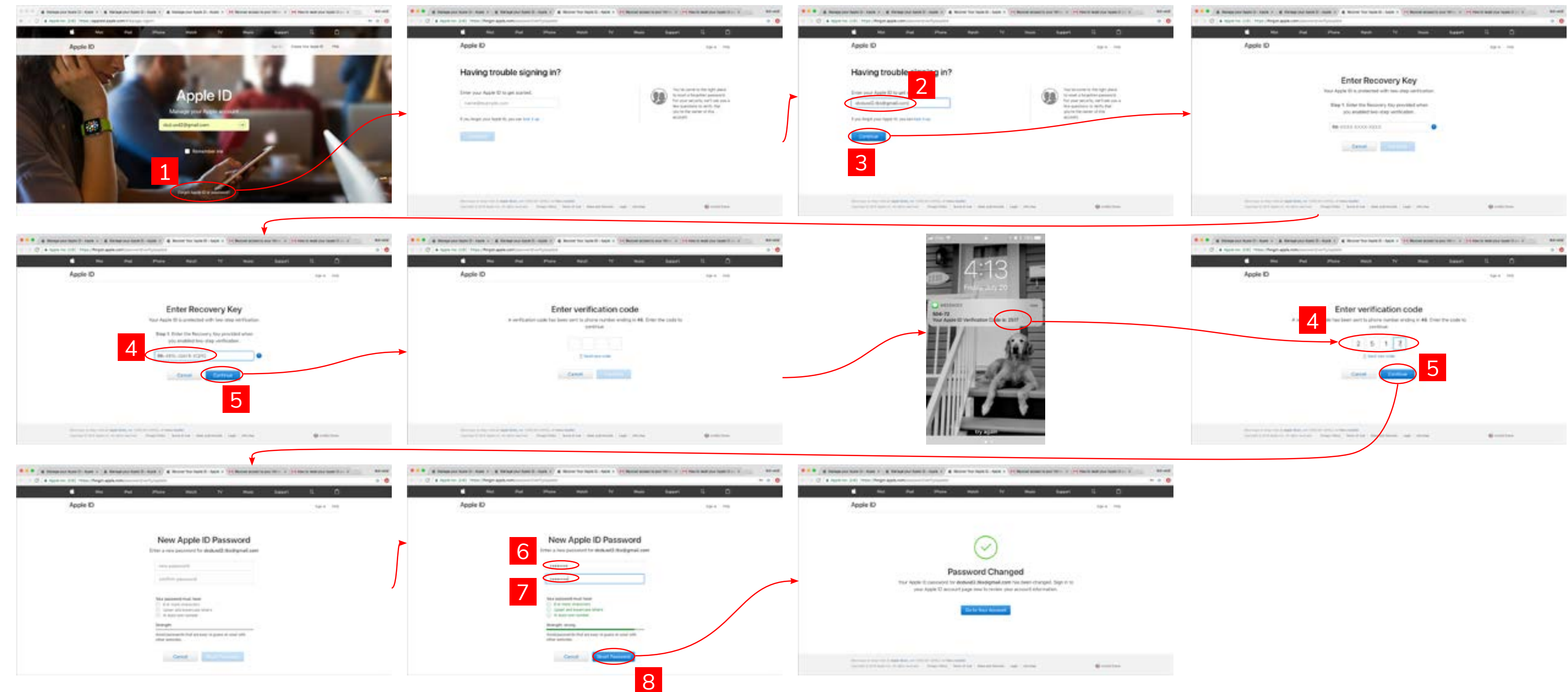
b) Login in using phone number as part of two-step verification



# Case 2: Phone number

## 2.1. Apple

c) Recovering access using phone number

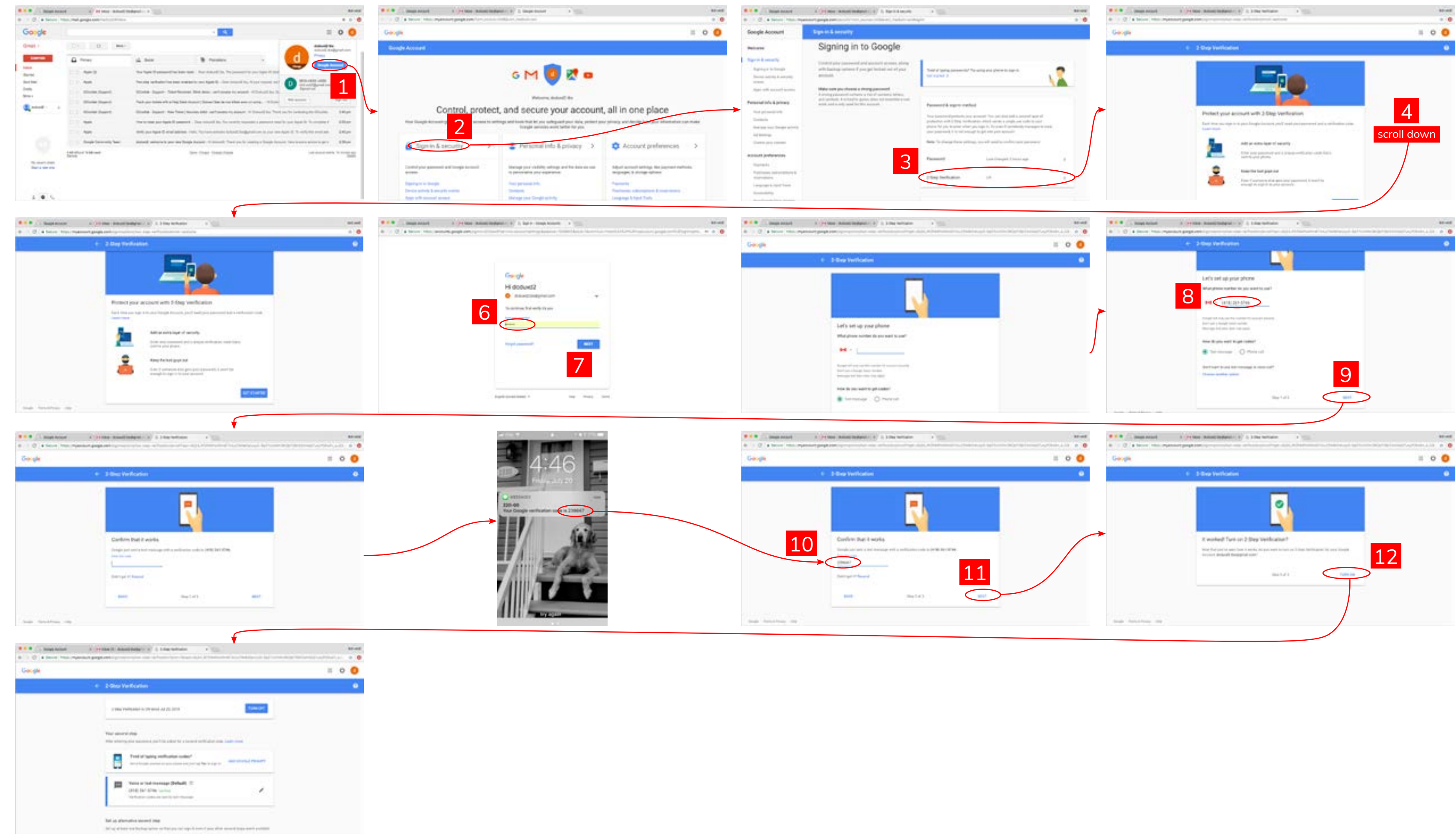




# Case 2: Phone number

## 2.2. Google

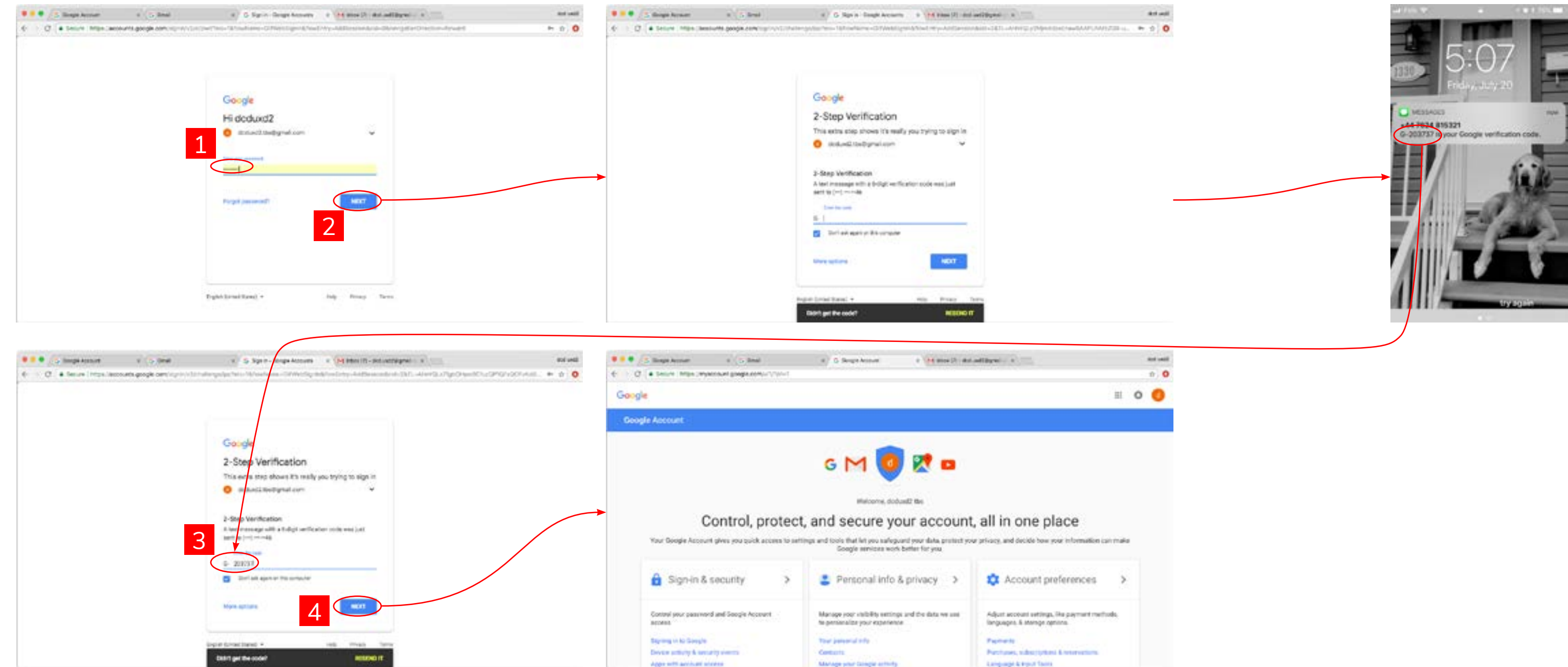
a) Adding a recovery phone number as part of two-step verification



# Case 2: Phone number

## 2.2. Google

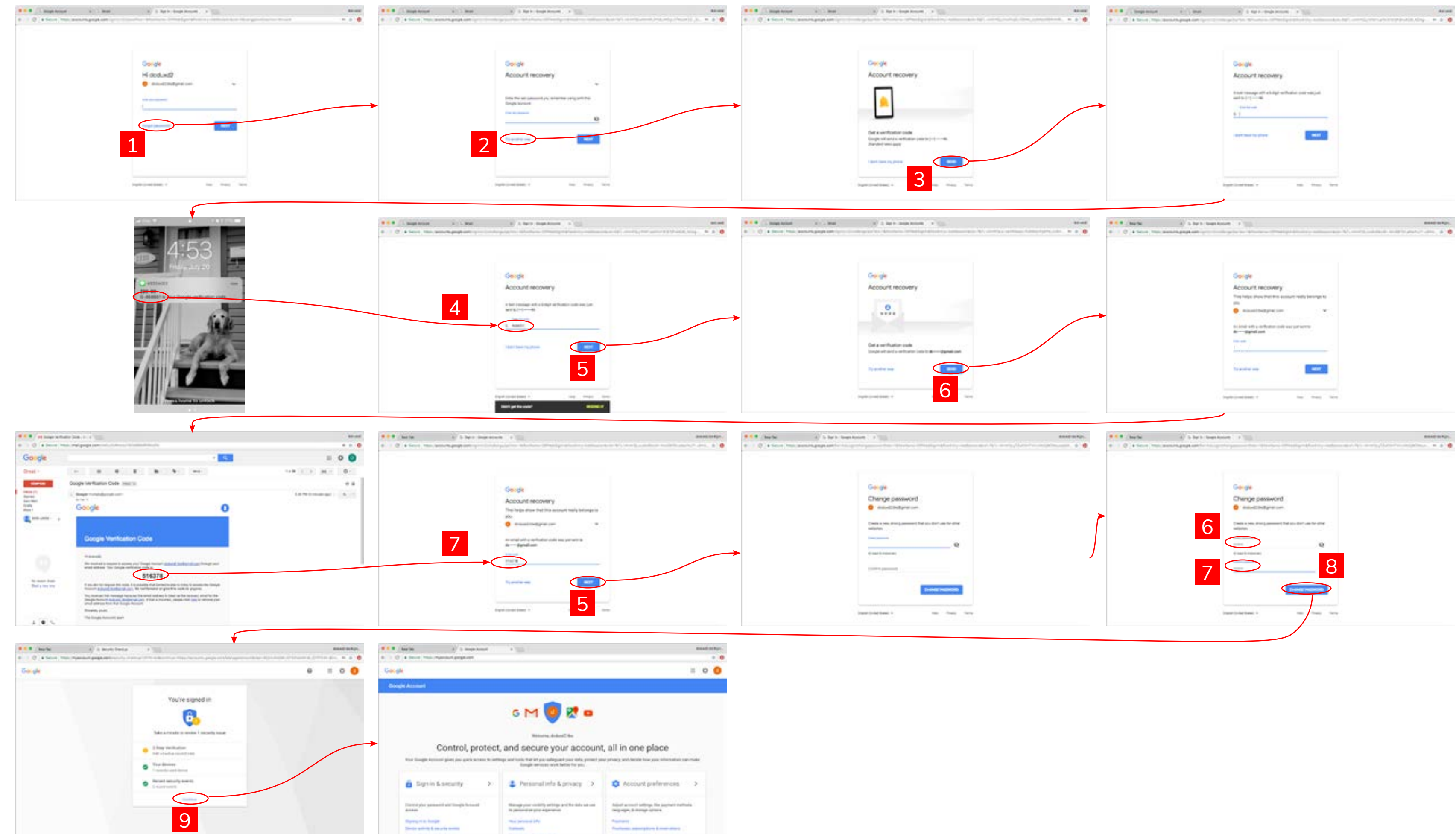
b) Login in using phone number as part of two-step verification



# Case 2: Phone number

## 2.2. Google

c) Recovering access using phone number





# Case 3: Security questions

## Apple

- Apple offers security questions as one option to reset their password<sup>1</sup>
- The user must answer a set of questions with the correct response to receive access to the ability to make their desired password changes<sup>1</sup>

## TD web-banking (no task flow were done)

- Regardless of attached phone/email contacts, TD web-banking demands five security questions (answers include letters, no spaces etc.) be answered to protect against unauthorized account use<sup>4</sup>
- The user must answer a set of questions with the correct response (no additional characters) to receive access to the ability to make their desired changes<sup>4</sup>
- Note: TD is moving towards two-step verification with emphasis on text or voice etc.<sup>4</sup>



# Case 3: Security questions

## Apple

a) Adding security questions

The first screenshot shows the 'Select New Security Questions' dialog box. It contains three questions with corresponding answer fields. The second screenshot shows the same dialog box with the following questions and answers selected: 'What is the last name of your favorite celebrity?' (Gen), 'What is your dream job?' (UX Designer), and 'What is the name of the street where you grew up?' (O'Connor). The 'Continue' button is highlighted. The third screenshot shows the 'Account' page with the following details: Apple ID: dcdudx2.tbs@gmail.com, Reachable At: dcdudx2.tbs@gmail.com, Birthday: 10/31/1974, Language: English (US) - English (US), Country / Region: Canada. The 'Security' section is visible at the bottom.

**Select New Security Questions**

Security Question 1  
answer

Security Question 2  
answer

Security Question 3  
answer

These security questions will help us verify your identity when you need to access your account or reset your password.

Cancel Continue

**What is the last name of your favorite celebrity?**  
Gen

**What is your dream job?**  
UX Designer

**What is the name of the street where you grew up?**  
O'Connor

These security questions will help us verify your identity when you need to access your account or reset your password.

Cancel Continue

**Account**

Apple ID: dcdudx2.tbs@gmail.com  
Reachable At: dcdudx2.tbs@gmail.com  
Birthday: 10/31/1974  
Language: English (US) - English (US)  
Country / Region: Canada

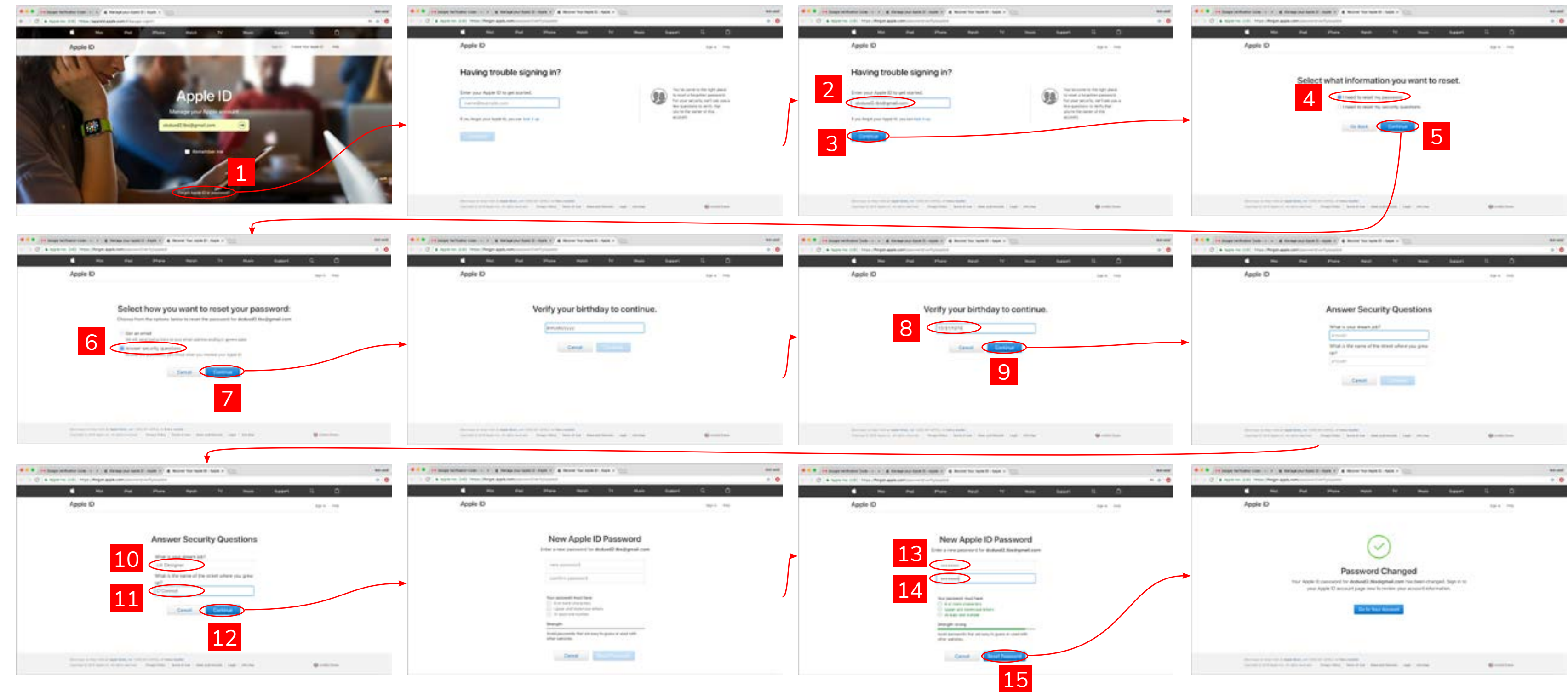
**Security**

PASSWORD  
Change Password...  
Last changed July 20, 2018  
Done

# Case 3: Security questions

## Apple

b) Answering security questions to reset password



# Results and Recommendations

Key messages from prior conversations with **Legal**:

- Legal services has confirmed that we possess the legal authority to run the GCTools as a whole

Key messages from recent conversations with the **Information and Privacy Policy Division (IPPD)**:

- IPPD highlights that we should limit the collection of personal information to what is necessary.
- IPPD suggests that we explore/consider options that would not require collection of additional personal information.
- IPPD highlights that regardless of the consent to collect, we must determine our legal authority to collect.
- IPPD posed one option to consider: the security questions.
- IPPD suggests consultations with legal, IT Security, and Cyber Security.

# References

**1** Apple reset password support page

<https://support.apple.com/en-ca/ht201487>

**2** Yahoo help page on how to add additional recovery methods

<https://help.yahoo.com/kb/SLN2058.html?guccounter=1>

**3** Google page about stronger security on Google accounts

<https://www.google.com/landing/2step/#tab=how-it-works>

**4** TD FAQ page, answer about what happens if user forgets answer to security questions

<http://td.intelliresponse.com/easyweb/index.jsp?requestType=Normal-Request&id=742&question=What+if+I+forget+the+answers+to+my+TD+IdentificationPlus+questions>