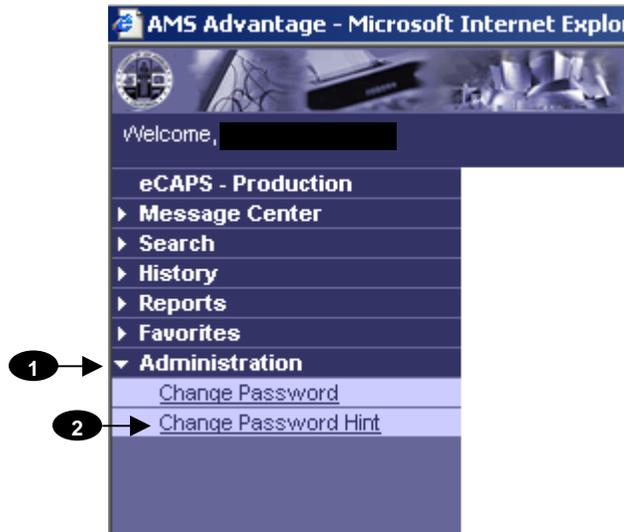


CREATING AND USING THE PASSWORD HINT FEATURE IN ECAPS

Creating a Password Hint:

1. From the **eCAPS Menu**, click on **“Administration”**.
2. Click on the **“Change Password Hint”** link from the drop down menu.



3. Click on the **“Password Hint”** drop down menu and select a question (i.e. *“What is your mother’s maiden name?”*).
4. Enter your eCAPS password.
5. Enter the answer to the question you selected.
6. Repeat your answer for confirmation.
7. Click on the **“Change Password Hint”** button.

Change Password Hint

A screenshot of the "Change Password Hint" form. It contains four input fields: "Password Hint:" with a dropdown menu showing "What is your mother's maiden name?", "Password:" with asterisks, "Reply:" with asterisks, and "Verify Reply:" with asterisks. Below the fields are two buttons: "Change Password Hint" and "Cancel". A red circle with the number "3" and an arrow points to the Password Hint dropdown. A red circle with the number "4" and an arrow points to the Password field. A red circle with the number "5" and an arrow points to the Reply field. A red circle with the number "6" and an arrow points to the Verify Reply field. A red circle with the number "7" and an arrow points to the Change Password Hint button.

8. You should now see a message at the top of the screen **“Password hint was successfully changed.”**

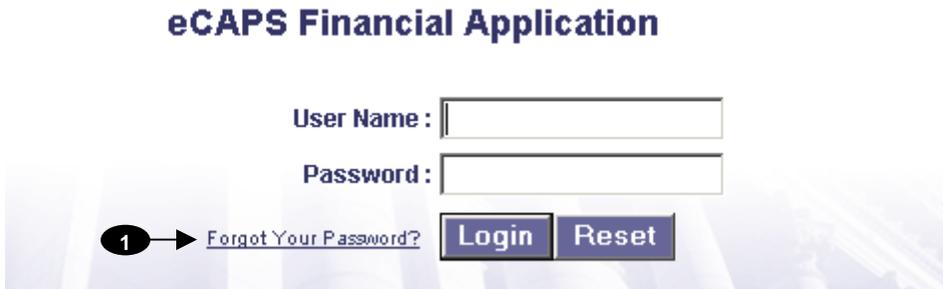


CREATING AND USING THE PASSWORD HINT FEATURE IN ECAPS

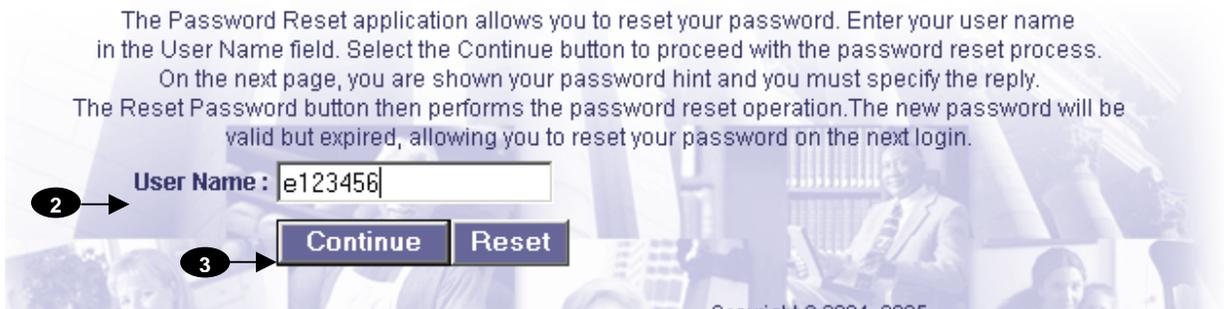
USING THE PASSWORD HINT FEATURE:

If you forget your password, you can reset your password by answering your secret question. The eCAPS application will then send you an email message with a temporary password.

1. In the eCAPS Log-in Screen, click on the “Forgot your password?” link.



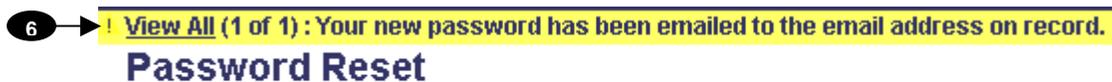
2. In the **User Name** box, type an “e” in lower case followed by your **County Employee Number** (example: e123456)
3. Click **Continue**. Do not click on the “Reset” button.



4. In the **Password hint reply** box, answer your secret question.
5. Click on the “Reset Password” button.



6. You should now see a message at the top of the screen “Your new password has been emailed to the email address on record”.

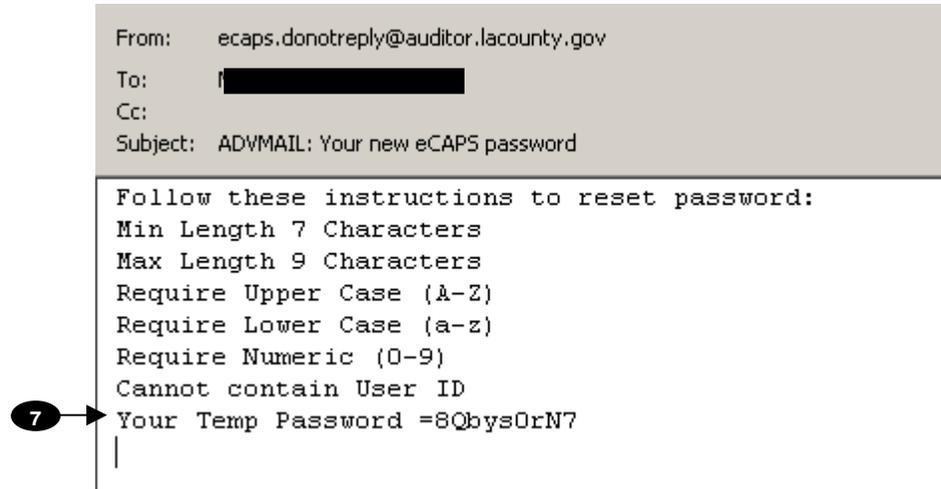


If you see any error messages, make corrections as necessary. The cause of any errors will be shown in yellow.

CREATING AND USING THE PASSWORD HINT FEATURE IN ECAPS

7. You should receive an email from the Auditor Controller that will include a temporary password. The temporary password replaces your old password. Please note that the equal sign “=” is not part of your password.

Example:



8. Return to the eCAPS application, in the “**User Name**” box, enter an “e” followed by your **Employee number** (i.e. “e123456”).
9. In the “**Password**” box, enter the temporary password provided to you in the email from the Auditor (step 7 above i.e. 8Qbys0rN7)
10. Click on the “**Login**” button.



CREATING AND USING THE PASSWORD HINT FEATURE IN ECAPS

You should receive a password expiration message.

11. Enter your **User Name**.
12. Enter the **temporary password** that was provided to you in the email from the Auditor.
13. Enter a **new password** of your choice following the instructions in the email in steps 7.
14. Repeat your **password** of choice for confirmation.
15. Click on the **“Login”** button.

The screenshot shows a web form titled "Your password has expired." with the following fields and buttons:

- Step 11: User Name : [Redacted]
- Step 12: Old Password : [Temporary password mask]
- Step 13: New Password : [New password mask]
- Step 14: Confirm New Password : [New password mask]
- Step 15: Login and Reset buttons

Congratulations! You have successfully created a new password.

