

# Forgotten Password Replacement

## Overview

You can now set up a secure system to allow GoldCare GoldCare users to manage their passwords without assistance from your System Administrator or your support desk. You can set the new system up for all your GoldCare users, or only for the users you choose - such as external users of specific web features.

## Training Information

GoldCare users of GoldCare may now be able to manage their passwords without assistance from System Administrators or the Support Desk. The system may be set up for all GoldCare users, or only for the users chosen by System Administrators (for example, external users of specific web features).

At first login under the new system, users must change their password, and supply the answers to security questions.

If the system is activated for all users, existing users will be prompted to complete their profile when they login and all users will be prompted every day to update their security profile until it is updated.

Once the profile is complete, users who forget their password can confirm their identity, receive a new temporary password, and then adjust their password themselves.

The following three procedures are part of the Forgotten Password function:

- [Setting your own password and User Profile \(new users\)](#)
- [Updating your user profile \(existing users\)](#)
- [Resetting forgotten passwords \(all users\)](#)

## Setting your own User Profile and password (new users)

If you are a new User of GoldCare, the following will need to be done:

- Request a User ID from your System Administrator and provide an email address.
- Once the System Administrator sets up your User ID, you will be provided with a path to the GoldCare login. You will then receive an email which will contain a temporary password.
- You will have a set amount of time (a day or two) in which you must login and update your profile and then change your password.

To complete your user profile and reset your password:

1. Using the path provided by your System Administrator, go to the GoldCare login page. The Web Login page appears:

## Access GoldCare

Edit Profile

[Change Password](#)   [Forgot Password](#)

2. *User ID and Password:* enter the User ID given to you by the System Administrator and enter the temporary Password that was sent to you in the email.
3. Check **Edit Profile** and click **Login**. A User Profile Maintenance page appears:

**User Profile Maintenance**

A complete user profile must include a valid email address, one phone number, and 5 answers to security questions.

USER.ID: AASGC

Email Address:  Confirm Email Address:

Home Phone:  Mobile Phone:

Question	Answer
WHAT IS YOUR MOTHERS MAIDEN NAME?	<input type="text"/>
WHAT WAS YOUR FIRST PETS NAME?	<input type="text"/>
WHAT IS YOUR OLDEST SIBLINGS BIRTHDATE MONTH AND YEAR (EG. JAN 1942)?	<input type="text"/>
WHAT SCHOOL DID YOU ATTEND FOR SIXTH GRADE?	<input type="text"/>
What make and model was your first car?	<input type="text"/>
In what city did you buy or rent your first home?	<input type="text"/>

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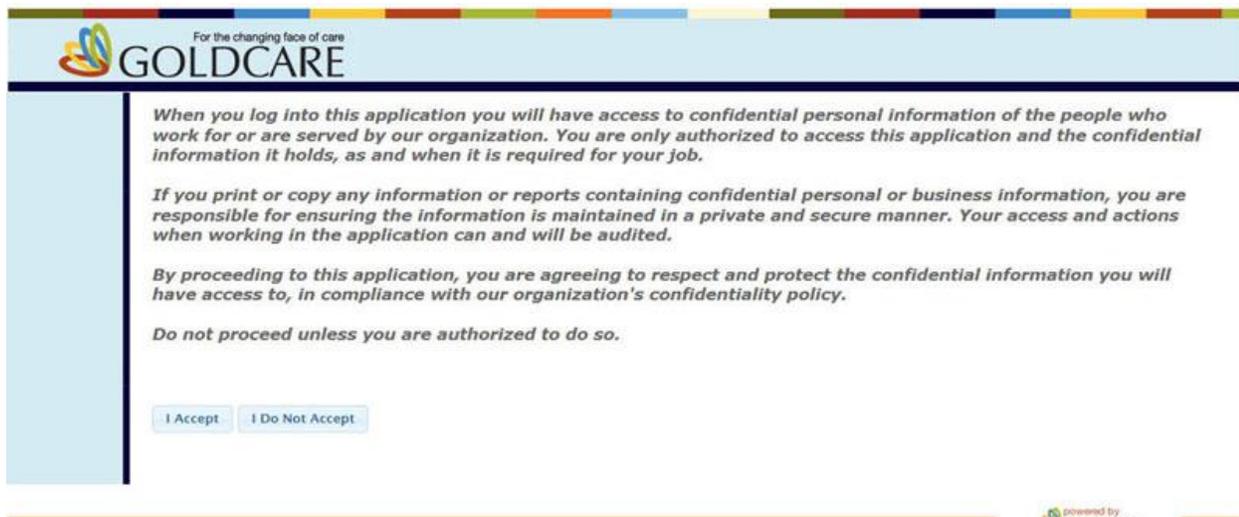
4. *Email Address:* enter your email address. (This will default to the Email Address you gave to your System Administrator.)
5. *Confirm Email Address:* re-enter your email address. (This will default to the Email Address you gave to your System Administrator.)
6. *Home Phone:* enter your home telephone number (you must provide at least one telephone number).
7. *Mobile Phone:* enter your Mobile telephone number (you must provide at least one telephone number).
8. *Question and Answer:* select a question and then enter an answer for all of the questions required for you to access Change Password and Forgot Password (the number of questions required is determined by your System Administrator). You will

be asked to answer one or more of these questions when you use the Change Password or Forgot Password functions.

9. Make changes, as required. Then, click **OK**. A User Profile Maintenance confirmation page appears:



10. Your profile is now updated. Click **Continue**
11. A GoldCare Privacy Statement page appears.



12. Choose an option:
  1. If you do not agree with the privacy statement, click **I Do Not Accept** . You will be logged off of GoldCare and the browser window will close.
  2. If you agree with the privacy statement, click **I Accept** and go to Step 13.
13. You are now logged on to GoldCare

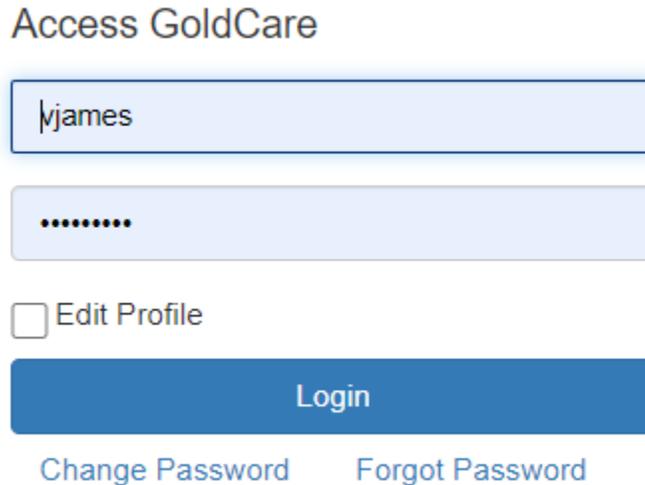
## Updating your User Profile (current users)

You can now update your user profile anytime you want. If your site has activated Forgot Password, you will be prompted every day to update your profile until you do so. Updating your profile may include any or all of the following:

- Entering an Email address
- Entering at least one telephone number
- Entering answers for a series of questions that you may be required to answer when you use Change Password or Forgot Password

To update your user profile:

1. Go to the GoldCare login page. The Web Login page appears:



Access GoldCare

vjames

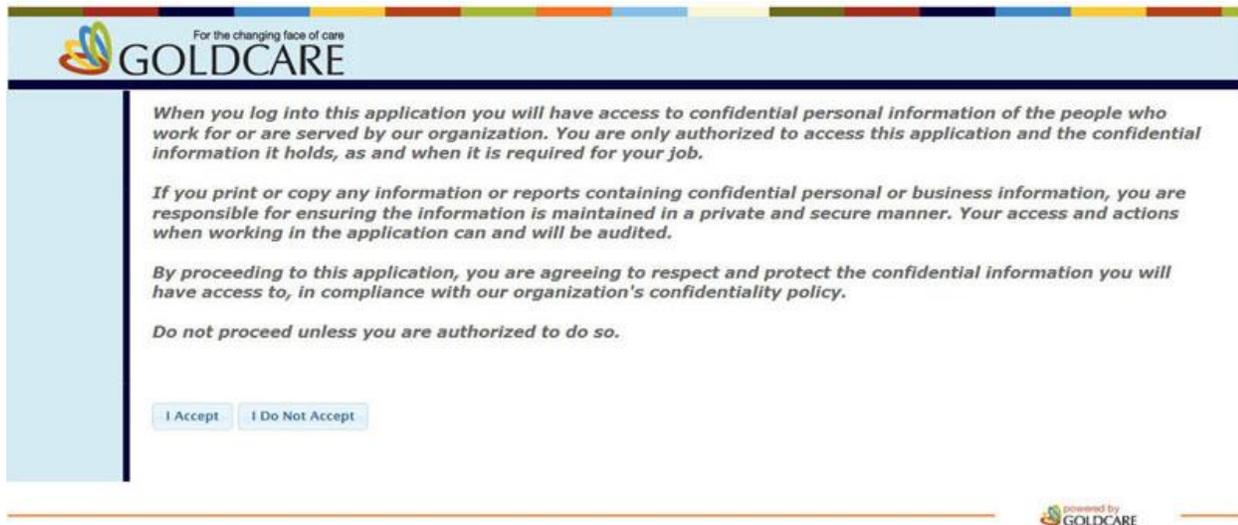
.....

Edit Profile

Login

[Change Password](#)   [Forgot Password](#)

2. *User ID and Password*: enter your User ID and Password. You may be prompted to update your profile.
3. Check **Edit Profile** and click **Login**. A GoldCare Privacy Statement page appears:



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**GOLDCARE**

*When you log into this application you will have access to confidential personal information of the people who work for or are served by our organization. You are only authorized to access this application and the confidential information it holds, as and when it is required for your job.*

*If you print or copy any information or reports containing confidential personal or business information, you are responsible for ensuring the information is maintained in a private and secure manner. Your access and actions when working in the application can and will be audited.*

*By proceeding to this application, you are agreeing to respect and protect the confidential information you will have access to, in compliance with our organization's confidentiality policy.*

*Do not proceed unless you are authorized to do so.*

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4. Choose an option:
  1. If you do not agree with the privacy statement, click **I Do Not Accept** . You will be logged off of GoldCare and the browser window will close.
  2. If you agree with the privacy statement, click **I Accept** and go to Step 5.

5. A User Profile Maintenance page appears:

**User Profile Maintenance**

A complete user profile must include a valid email address, one phone number, and 5 answers to security questions.

USER.ID: AASGC

Email Address:  Confirm Email Address:

Home Phone:  Mobile Phone:

Question	Answer
WHAT IS YOUR MOTHERS MAIDEN NAME?	Answer Supplied
WHAT WAS YOUR FIRST PETS NAME?	Answer Supplied
WHAT IS YOUR OLDEST SIBLINGS BIRTHDATE MONTH AND YEAR (EG. JAN 1942)?	Answer Supplied
What make and model was your first car?	Answer Supplied
In what city did you buy or rent your first home?	Answer Supplied
WHAT IS YOUR MOTHERS MAIDEN NAME?	

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6. *Email Address*: enter your email address.
7. *Confirm Email Address*: re-enter your email address.
8. *Home Phone*: enter your home telephone number (you must provide at least one telephone number).
9. *Mobile Phone*: enter your Mobile telephone number (you must provide at least one telephone number).
10. *Question* and *Answer*: the Questions that you use for access to Change Password and Forgot Password are already selected. The Answer column will have Answer Supplied for each question to indicate that you have already provided an answer for each of the questions required to access the Change Password and Forgot Password functions. You can change any of these answers or select new questions and add new answers at any time.
11. Make changes, as required. Then, click **OK**. Your profile is now updated.
12. You are now logged to GoldCare.

## Using Forgot Password (all users)

Depending on your system setup, now, when you forget your Login password for GoldCare, you may be able to click Forgot Password at Web Login, confirm your identity and then receive a temporary password by email. You can then change your temporary password to another Password of your choosing. For more information, contact your System Administrator.

Note that to use this function, your Profile must be updated with: an email address, at least one telephone number and have security questions set up. If this is not set up, contact your System Administrator.

To reset your password when you forget your GoldCare Password:

1. Go to the GoldCare login page. The Web Login page appears:

## Access GoldCare

Edit Profile

[Change Password](#)   [Forgot Password](#)

2. Click **Forgot Password**. A Forgot Password requested by user page appears:

## Recover your password

3. *User ID*: enter your user ID
4. *Email Address*: enter your email address.
5. Click **OK**. A Verify User page appears.

Question	Answer
WHAT IS YOUR MOTHERS MAIDEN NAME?	<input type="text"/>
WHAT WAS YOUR FIRST PETS NAME?	<input type="text"/>
WHAT IS YOUR OLDEST SIBLINGS BIRTHDATE MONTH AND YEAR (EG. JAN 1942)?	<input type="text"/>

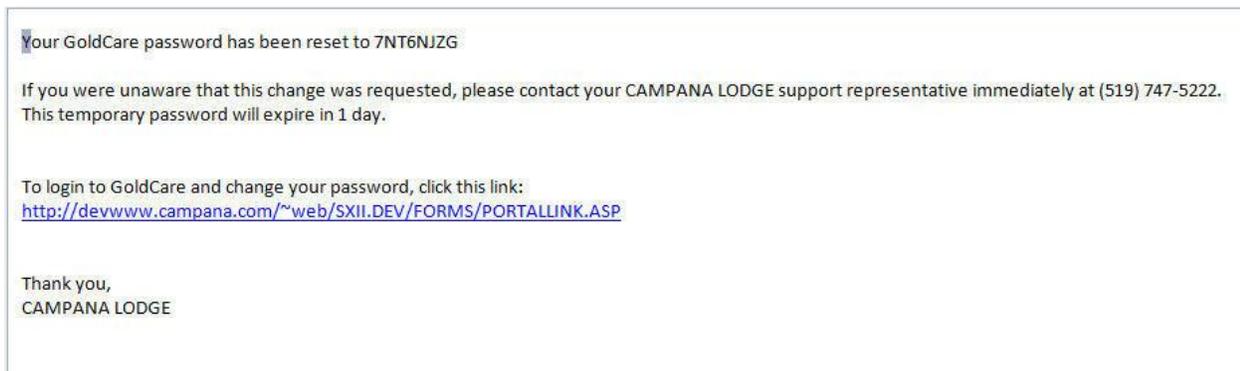
6. Answer the Question(s) provided. If you cannot answer the questions correctly, you will have to contact your System Administrator or Support desk to provide you with

your password or a temporary password. GoldCare will not permit you to change your password without answering the questions.

7. Click **OK**. If you answered the questions correctly, GoldCare provides a confirmation message:



8. Click **OK**. GoldCare sends an email with a Temporary Password. The following is a sample of an email that might be sent:



9. Go to the GoldCare login page. The Web Login page appears:

Access GoldCare

Edit Profile

[Change Password](#)   [Forgot Password](#)

10. *User ID*: enter your User Id

11. *Password*: enter the temporary password that you received. Click **OK**. A Verify User page appears:

12. *Question*: answer the questions to verify your identity. If you cannot answer the questions, you will have to contact your System Administrator or Support Desk to update your password.
13. When you are done, click **OK**. A User Profile Confirmed message appears:



14. Click **OK**.
15. The change Password Login window appears;

16. *User ID*: enter your GoldCare user ID.
17. *Password*: enter the temporary password provided in the email.
18. *New Password*: enter your new password.
19. *Re-type New Password*: enter your new password again.
20. To save the new password, click **OK**. If the passwords typed in the *New Password* and *Re-type New Password* fields are not the same, a message appears indicating that they do not match. Try to enter your new password again.
21. The Web Login page reappears.
22. You should now be able to Login using your new password.