Managing Your Password

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About Password Manager

The password manager allows you to manage your own password. You can set up your security information, which is a combination of your user name, city or town of birth, and the answer to the challenge question that you selected at setup. When the need arises you can reset or change your own password and update your security information.

You no longer need to contact club management or ABC Technical Support if you forgot your password or are locked out of your account due to a failure to:

  o Enter the correct user name and password combination within the maximum number of attempts.
  o Answer the challenge question correctly within the maximum number of attempts.

However, if your user account has been locked out or inactive for 90 days or more, you cannot log in or reset your password. You must contact your club management or ABC Technical Support for assistance. The following is an example of the error message.

![Error Message Image]
Setting up Your Security Information

The first time you log in to DataTrak, the Password Manager appears and prompts you to change your password and set up your security information. You must set up your security information in order to use the password reset feature.

Note: You must change your password at this point, but you can ignore the security information (Change Question/Answer) section indefinitely. However, if you do not complete the security information you cannot use the password reset feature.

The following is an example of the Password Manager prompt.

To change your password and set up your security information

1. Type a New Password.
   Your password must be at least seven (7) characters in length, and it must contain at least one number (0-9) and one letter (A-Z).
2. Re-enter your New Password to confirm it.
3. Type Your City or Town of Birth.
4. Select a challenge Question.
   The following are the available challenge questions.
   - In what city did you meet your spouse/significant other?
   - What is the name of your favorite childhood friend?
   - What is your birth date? (for example, 01/01/1900)
   - What is your mother’s birth date? (for example, 01/01/1900)
   - What is your oldest sibling’s middle name?
   - What was your favorite class in school?
5. Type an answer to the challenge question you selected.
   The answer must be from 5 to 50 characters in length.

6. Click OK.
   The dialog box closes and your password is changed. The security information you entered is used when you must reset or change your password.

**Resetting Your Password**

If you have forgotten your password or been locked out of your account, you can reset your own password.

**Note:** You must know your user name in order to reset your password.

*To reset your password*
1. On the login page, type your **User Name**.
2. Click the **Forgot password?** link.
3. Type **Your City or Town of Birth**.

4. Click **Next**.

5. Type an answer to the question you selected when you set up your security information.
6. Type a **New Password**.
   
   Your password must be at least seven (7) characters in length, and it must contain at least one number (0-9) and one letter (A-Z).

7. **Re-enter the New Password** to confirm it.
   
   If the passwords you entered do not match, you will receive a warning.

8. Click **OK**.

   You may make up to six (6) attempts to answer the challenge question correctly.

   - If you successfully answered the challenge question, your record is re-activated. The login page closes and you are logged in to DataTrak.
If your attempts to answer the challenge question are unsuccessful:
- You will receive a warning message the first time you answer incorrectly.

After six failed attempts, you will receive an error message indicating that your user ID has been locked out. DataTrak will set your record to inactive and lock out the reset password field to prevent further attempts.
Updating Your Information

If necessary, you can change your password or security information at any time. For more information, see the following topics:

- Changing Your Password
- Changing Your Security Information

Changing Your Password

Use the Password Manager to change your password.

To change your password

1. Click the Password Manager icon on the menu bar.

The Password Manager dialog box appears.

2. Type your Current Password.
3. Click the **Change Password** check box.
The section expands to allow you to enter a new password.

![Password Manager](image)

4. Type a **New Password**.
   Your password must be at least seven (7) characters in length, and it must contain at least one number (0-9) and one letter (A-Z).

5. **Re-enter your New Password** to confirm it.
6. Click **OK**.
The dialog box closes and your password is changed.

**Changing Your Security Information**

Use the Password Manager to update your security information.

*To change your security information*

1. Click the **Password Manager** icon on the menu bar.
2. Type your **Current Password**.
3. Click the **Change Question/Answer** check box.
The section expands to allow you to change your security information.
4. Type **Your City or Town of Birth**.

5. Select a new challenge **Question**.

6. Type an **Answer** to the challenge question you selected.
   
   The answer must be from 5 to 50 characters in length.

7. Click **OK**.
   
   The dialog box closes and your security information is changed.