New Health PAS-OnLine Security Updates

Security Question Updates

The security questions for new user activation, password reset from the login page and Step 3 of the Trading Partner registration process have been updated from freeform question and answer fields to a more secure predetermined question list with a freeform answer field.

For users that have established accounts prior to the update being deployed, they will be prompted on their first time logging in after the update has been deployed to update their security questions and answers. Please see below samples for additional details on each scenario.

- Step 3 of the registration process
  - The user must now select three unique questions from the pre-populated dropdowns and provide a valid and unique answer for each question. (Please note answer values will be hidden in the answer boxes)
    - Valid answers may contain:
      - At least four characters in length consisting of A-Z, numbers, period (.) and question mark (?)
      - Answers for each question must be unique and cannot be duplicated from other questions
• Step 4 of the registration process
  
  o Here the user can confirm the questions they selected along with the other information entered from prior steps

![Image of Step 4: Confirm Information]

• New User Activation
  
  o User receives a new user account activation email, and clicks on the activation link provided
  
  o On the Trading Partner Representative screen, the user enters in the normal required values as well as the three new security questions and answer fields that are now required and clicks “CONTINUE”

![Image of Trading Partner Representative]

  o An onscreen message appears letting the user know that their account has been successfully created
• Existing users where accounts were created prior to the change being deployed, upon logging in once the update is released to production, they will be prompted to utilize these new security questions or choose “Not Now”. When choosing “Not Now”, the user will need to go under ‘Account Maintenance” and use the “Reset Security Questions” feature after they have logged in.

  o Here is a sample of the updated security questions prompting when an existing user logs in after the update has been deployed. The user will select their security questions and enter their answers then click “Submit” or click “NOT NOW” to create the security questions and answers later.

  o To create or update the security questions, the user will navigate to Account Maintenance tab then select the ‘Reset Security Questions’ link which will prompt a wizard to commit their security question/answer updates.