



## Security Questions

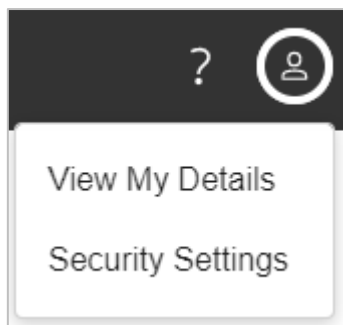
**You set your answers to the security questions the first time you log in.**

After this, every subsequent logon will display a security question to answer, chosen at random from the ones set the very first time you logged in.

### **Change your security questions if you *can* log in**

**Step 1** Log in to MyView

**Step 2** Click on the 'account' button in the top right of the screen



**Step 3** You will see a drop-down menu underneath the 'account' button. Click on 'Security Settings'

**Step 4** Set answers to the three security questions: a memorable place, a memorable name, and a memorable word.

**Step 5** Enter your password

**Step 6** Click the 'Submit' button

**Step 7** You will see a small message confirming that your details have been changed.

### **Change your security questions if you *cannot* log in**

If you cannot remember the answers to your security questions, or if you have tried to log in more than three times and your account is locked, follow the process below. This will allow you to reset your security questions.



### If your account is *not* locked:

**Step 1** Log in to MyView as normal and on the next screen click 'Forgotten your answers?'

**Security questions**

Please complete the following security question so that we can ensure your answer matches data that is held on your Human Resources record. Your answers are case sensitive.

**A memorable place**

  
  
[Forgotten your answers?](#)

**Step 2** You should then receive an email with a link to reset your answers. (Note: this link is only valid for 10 minutes)

**Step 3** Click the link and you will be taken to a 'change your answers' page in MyView.

**Change your answers**

Please enter your current username and password to verify your details, as well as the answers to the security questions listed.

**Payroll No or UserID**

**Password**

**A memorable place**

**A memorable name**

**A memorable word**

**Step 4** Enter your employee number/ username and password as normal



**Step 5** Enter your *new* answers to the 3 security questions

**Step 6** Click the 'Submit' button

**Step 7** Your answers to the security questions will then have changed.

### **If your account *is* locked:**

➤ **University of Nottingham staff**

Please contact the IT Service Desk on 0115 95 16677 or via the [IT Self Service Portal](#).

➤ **University of Nottingham casuals and associates, and Non-University of Nottingham staff (e.g., Unitemps)**

Please use the 'Forgotten your password' link to reset your account. See the '**Logging on**' section for detailed instructions.

If you need more support, please contact the IT Service Desk on 0115 95 16677 or via the [IT Self Service Portal](#).