

**Instructions for the  
Integrated Travel Manager (ITM) Self Service Password Reset  
(May 2011)**

**How to Complete the Challenge Questions and Responses Setup Process**

| Step      | Action   |
|-----------|--|
| <b>1a</b> | <ul style="list-style-type: none"> <li>➤ Open an Internet Explorer window</li> <li>➤ Point your browser to: <a href="https://itm-prod.rdc.noaa.gov/cgi-bin/90ipi/docprep/login.w">https://itm-prod.rdc.noaa.gov/cgi-bin/90ipi/docprep/login.w</a></li> </ul>                 |
| <b>1b</b> | If the Web Security Page appears, click <b>Continue</b>  |
| <b>2</b>  | <ul style="list-style-type: none"> <li>➤ Enter your <b>User Name</b> and <b>Password</b></li> <li>➤ Click <b>Document Preparation</b></li> </ul> <div style="text-align: right;">  </div> |
| <b>3</b>  | <p>A prompt will appear:</p> <div style="text-align: center;">  </div> <ul style="list-style-type: none"> <li>➤ Click <b>OK</b></li> </ul>  |

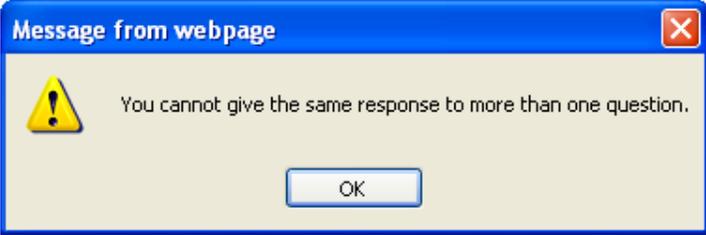
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| Step | Action   |
|------|--|
| 4a   | <p>The <b>Challenge Question</b> screen appears with three (3) question and response areas:</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p><b>Challenge Questions</b></p> <div style="display: flex; justify-content: space-between;"> <div style="background-color: #fce4ec; padding: 5px; width: 60%;"> <p> <b>Quick Tip</b><br/>Challenge Questions cannot be duplicated</p> <p><b>Responses to Challenge Questions</b></p> <ul style="list-style-type: none"> <li>- are not case sensitive</li> <li>- cannot be duplicated</li> <li>- cannot be a word that appears in the Challenge Question</li> <li>- cannot contain phrasing (word for word) from the Challenge Question</li> </ul> </div> <div style="background-color: #cfcfcf; padding: 5px; width: 35%;"> <p>For this Page you can:</p> <p><b>Save</b> Challenge Question Responses</p> <p><b>Reset</b> screen to initial values</p> <p><b>Proceed</b> without saving</p> <p><b>Exit</b> without saving</p> </div> </div> <div style="background-color: #003366; color: white; padding: 2px; margin-top: 5px;"> <p><b>Selected Challenge Questions and Responses</b></p> </div> <div style="margin-top: 5px;"> <p>Challenge Question 1 (select one) <input type="text"/></p> <p>Challenge Response 1 <input type="text"/></p> <p>Challenge Question 2 (select one) <input type="text"/></p> <p>Challenge Response 2 <input type="text"/></p> <p>Challenge Question 3 (select one) <input type="text"/></p> <p>Challenge Response 3 <input type="text"/></p> </div> </div> <p>➤ Select your <b>challenge question(s)</b> using the drop-down listing</p> <ul style="list-style-type: none"> <li>○ <i>You must choose 3 different challenge questions; they cannot repeat.</i></li> </ul> <p>➤ Enter your <b>response(s)</b></p> <ul style="list-style-type: none"> <li>○ <i>Responses are not case sensitive.</i></li> <li>○ <i>You may not use the same response for each question.</i></li> <li>○ <i>The response cannot be a word from the question</i></li> <li>○ <i>The response cannot contain phrasing (word for word) from the question</i></li> </ul> <p><b><u>CHALLENGE QUESTIONS</u></b></p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="background-color: #0070c0; color: white; padding: 2px;">From what high school did you graduate?</p> <p>In what city/town were you born?</p> <p>In what hospital were you born?</p> <p>In what month did your parents marry?</p> <p>In what month was your mother born?</p> <p>In what state did you attend college?</p> <p>What is the make of your first car?</p> <p>What is your father's middle name?</p> <p>What is your oldest sibling's first name?</p> </div> <p>➤ Click the  (<i>Challenge Question Responses</i>) button</p> <div style="background-color: yellow; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> Users have the ability for 30 days from March 7, 2011 to bypass setting up their challenge questions. To do this, click on the <b>Proceed</b> (without saving) button. Starting April 7, 2011, users will no longer have the option to bypass and must complete this step.</p> </div> |

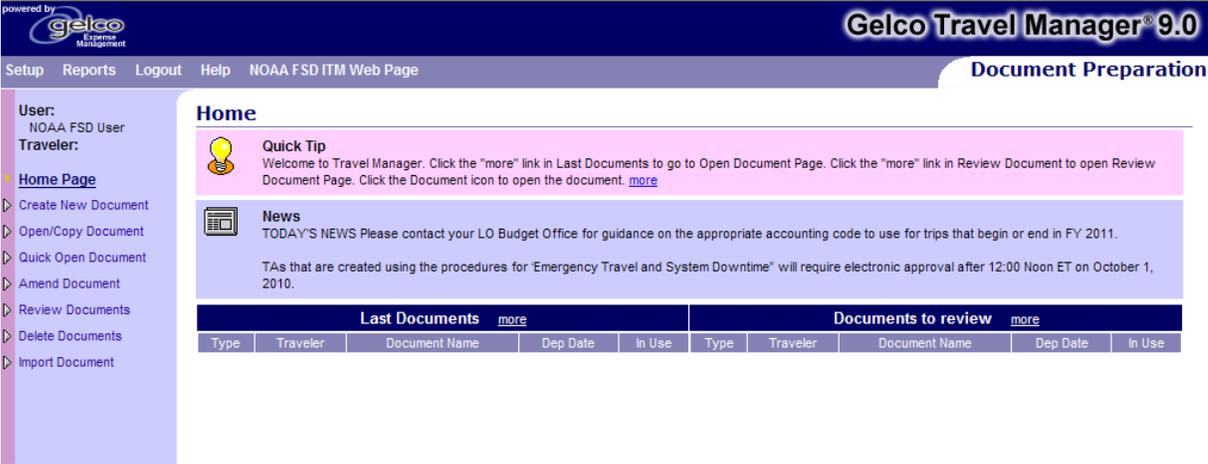
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## How to Complete the Challenge Questions and Responses Setup Process

| Step      | Action   |
|-----------|--|
| <b>4b</b> | <p>The following error messages may appear when attempting to save your Challenge Question Responses:</p> <div data-bbox="266 558 938 806"><p>A dialog box titled "Message from webpage" with a yellow warning icon. The text reads: "The response cannot be contained within the question." There is an "OK" button at the bottom.</p></div> <div data-bbox="266 863 972 1098"><p>A dialog box titled "Message from webpage" with a yellow warning icon. The text reads: "You cannot give the same response to more than one question." There is an "OK" button at the bottom.</p></div> <div data-bbox="266 1150 963 1415"><p>A dialog box titled "Message from webpage" with a yellow warning icon. The text reads: "You cannot select the same question more than once." There is an "OK" button at the bottom.</p></div> <p>You will need to click <b>OK</b> and go back and fix your questions and/or responses.</p> |
| <b>5</b>  | <ul style="list-style-type: none"><li>➤ Depending on the status of your User account, upon completing the Challenge Question and Response setup process, you may be prompted with basic system messages for establishing a new password and/or signature PIN. If this occurs and you require assistance, reference <a href="#">Exercise 1 - Log Into ITM (Updated Dec 2010)</a> located on the Financial Systems Division (FSD), Training Exercises web page.</li><li>➤ If no extenuating circumstances exist, see Step 6.</li></ul>   |

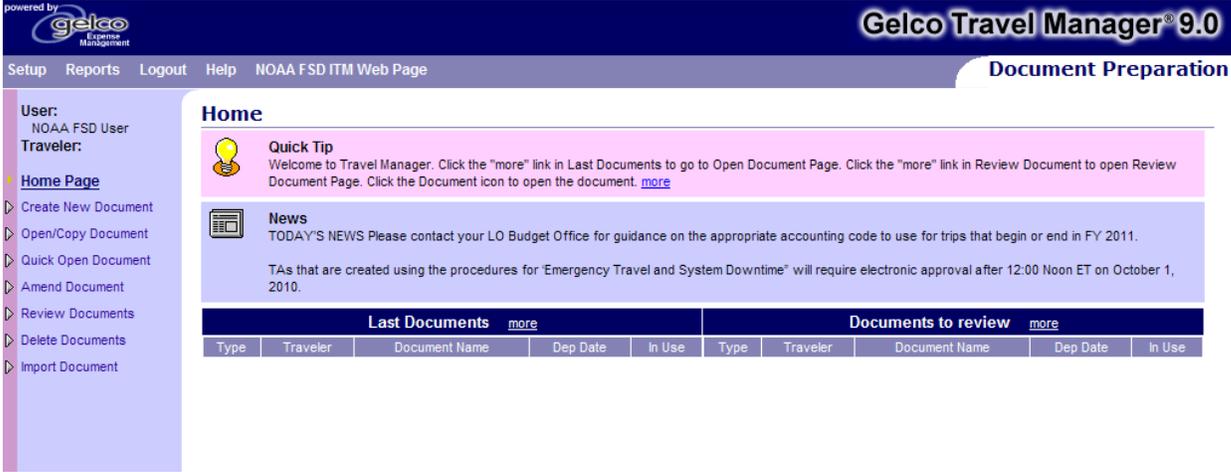
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**How to Complete the Challenge Questions and Responses Setup Process**

| Step | Action  |
|------|---|
| 6    | <p>The <b>HOME</b> screen appears:</p>  <p>➤ The setup process is complete.</p> <p>➤ You may begin working within Travel Manager or Logout.</p> |

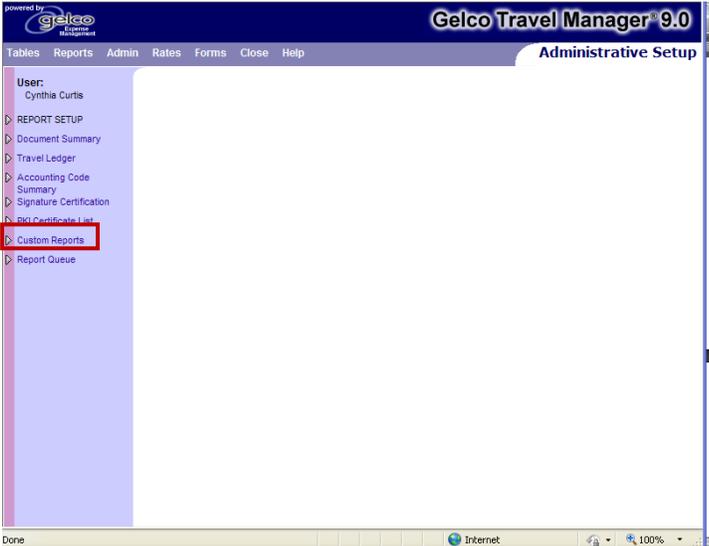
**Instructions for the  
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**How to Maintain your Challenge Questions and Responses**

| Step      | Action   |
|-----------|--|
| <b>1a</b> | <ul style="list-style-type: none"> <li>➤ Open an Internet Explorer window</li> <li>➤ Point your browser to: <a href="https://itm-prod.rdc.noaa.gov/cgi-bin/90ipi/docprep/login.w">https://itm-prod.rdc.noaa.gov/cgi-bin/90ipi/docprep/login.w</a></li> </ul> |
| <b>1b</b> | If the Web Security Page appears, click <b>Continue</b>  |
| <b>2</b>  | <ul style="list-style-type: none"> <li>➤ Enter your <b>User Name</b> and <b>Password</b></li> <li>➤ Click <b>Document Preparation</b></li> </ul>                           |
| <b>3</b>  | <p>Upon first logging in you will come to the <b>Home</b> screen.</p>    |
| <b>4a</b> | <p>From the <i>Menu Toolbar</i> click on <b>Reports</b>.</p>   |

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**How to Maintain your Challenge Questions and Responses**

| Step   | Action   |  |  |
|--|--|--|--|
| <p><b>4b</b></p>   | <p>The <b>Administrative Setup</b> screen will display in a new browser window.</p>  <p>Click on <b>Custom Reports</b>. A listing of available reports will appear. A user's ITM Role assignment (access level) determines which reports are available to a user. Below is a screenshot of various user roles.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><u>USER/GROUP ADMIN/<br/>REVIEWER/APPROVER</u></p> <p><b>NOAA MENU</b></p> <div style="background-color: #FFDAB9; padding: 5px; margin-bottom: 10px;">  <b>Quick Tip</b><br/>Add quicktip         </div> <p><b>Custom Report</b></p> <p><a href="#">Who Am I?</a></p> <p><b>Administrative Utilities</b></p> <p><a href="#">User Configuration Report</a></p> <p><a href="#">SAF Outliers Report</a></p> <p><a href="#">Challenge Question Responses</a></p> </td> <td style="width: 50%; vertical-align: top;"> <p><u>ROUTING ADMIN</u></p> <p><b>NOAA MENU</b></p> <div style="background-color: #FFDAB9; padding: 5px; margin-bottom: 10px;">  <b>Quick Tip</b><br/>Add quicktip         </div> <p><b>Custom Report</b></p> <p><a href="#">Who Am I?</a></p> <p><a href="#">Routing List</a></p> <p><a href="#">Routing Membership</a></p> <p><b>Administrative Utilities</b></p> <p><a href="#">User Configuration Report</a></p> <p><a href="#">SAF Outliers Report</a></p> <p><a href="#">Challenge Question Responses</a></p> </td> </tr> </table> <p>➤ Click <b>Challenge Question Responses</b> link</p> | <p><u>USER/GROUP ADMIN/<br/>REVIEWER/APPROVER</u></p> <p><b>NOAA MENU</b></p> <div style="background-color: #FFDAB9; padding: 5px; margin-bottom: 10px;">  <b>Quick Tip</b><br/>Add quicktip         </div> <p><b>Custom Report</b></p> <p><a href="#">Who Am I?</a></p> <p><b>Administrative Utilities</b></p> <p><a href="#">User Configuration Report</a></p> <p><a href="#">SAF Outliers Report</a></p> <p><a href="#">Challenge Question Responses</a></p> | <p><u>ROUTING ADMIN</u></p> <p><b>NOAA MENU</b></p> <div style="background-color: #FFDAB9; padding: 5px; margin-bottom: 10px;">  <b>Quick Tip</b><br/>Add quicktip         </div> <p><b>Custom Report</b></p> <p><a href="#">Who Am I?</a></p> <p><a href="#">Routing List</a></p> <p><a href="#">Routing Membership</a></p> <p><b>Administrative Utilities</b></p> <p><a href="#">User Configuration Report</a></p> <p><a href="#">SAF Outliers Report</a></p> <p><a href="#">Challenge Question Responses</a></p> |
| <p><u>USER/GROUP ADMIN/<br/>REVIEWER/APPROVER</u></p> <p><b>NOAA MENU</b></p> <div style="background-color: #FFDAB9; padding: 5px; margin-bottom: 10px;">  <b>Quick Tip</b><br/>Add quicktip         </div> <p><b>Custom Report</b></p> <p><a href="#">Who Am I?</a></p> <p><b>Administrative Utilities</b></p> <p><a href="#">User Configuration Report</a></p> <p><a href="#">SAF Outliers Report</a></p> <p><a href="#">Challenge Question Responses</a></p> | <p><u>ROUTING ADMIN</u></p> <p><b>NOAA MENU</b></p> <div style="background-color: #FFDAB9; padding: 5px; margin-bottom: 10px;">  <b>Quick Tip</b><br/>Add quicktip         </div> <p><b>Custom Report</b></p> <p><a href="#">Who Am I?</a></p> <p><a href="#">Routing List</a></p> <p><a href="#">Routing Membership</a></p> <p><b>Administrative Utilities</b></p> <p><a href="#">User Configuration Report</a></p> <p><a href="#">SAF Outliers Report</a></p> <p><a href="#">Challenge Question Responses</a></p>   |  |  |

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**How to Maintain your Challenge Questions and Responses**

| Step                 | Action  |                      |  |                      |                      |                      |  |                      |                      |                      |  |                      |                      |
|----------------------|---|----------------------|--|----------------------|----------------------|----------------------|--|----------------------|----------------------|----------------------|--|----------------------|----------------------|
| 5a                   | <p>The <b>Challenge Questions</b> screen appears:</p> <ul style="list-style-type: none"> <li>• The Challenge Question fields will display the current selections.</li> <li>• For security purposes, previously established Challenge Responses will not be displayed.</li> </ul> <p><b>Challenge Questions</b></p> <div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p> <b>Quick Tip</b></p> <p>Challenge Questions cannot be duplicated</p> <p>Responses to Challenge Questions</p> <ul style="list-style-type: none"> <li>- are not case sensitive</li> <li>- cannot be duplicated</li> <li>- cannot be a word that appears in the Challenge Question</li> <li>- cannot contain phrasing (word for word) from the Challenge Question</li> </ul> </div> <div style="width: 35%; border: 1px solid #ccc; padding: 5px;"> <p style="text-align: center; font-weight: bold;">For this Page you can:</p> <p><b>Save</b> Challenge Question Responses</p> <hr/> <p><b>Reset</b> screen to initial values</p> <p><b>Proceed</b> without saving</p> <p><b>Exit</b> without saving</p> </div> </div> </div> <p><b>Selected Challenge Questions and Responses</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Challenge Question 1</td> <td>What is your oldest sibling's first name? <input type="text"/></td> </tr> <tr> <td>Challenge Response 1</td> <td><input type="text"/></td> </tr> <tr style="background-color: #e6f2ff;"> <td>Challenge Question 2</td> <td>In what hospital were you born? <input type="text"/></td> </tr> <tr style="background-color: #e6f2ff;"> <td>Challenge Response 2</td> <td><input type="text"/></td> </tr> <tr> <td>Challenge Question 3</td> <td>In what month was your mother born? <input type="text"/></td> </tr> <tr> <td>Challenge Response 3</td> <td><input type="text"/></td> </tr> </table> | Challenge Question 1 | What is your oldest sibling's first name? <input type="text"/> | Challenge Response 1 | <input type="text"/> | Challenge Question 2 | In what hospital were you born? <input type="text"/> | Challenge Response 2 | <input type="text"/> | Challenge Question 3 | In what month was your mother born? <input type="text"/> | Challenge Response 3 | <input type="text"/> |
| Challenge Question 1 | What is your oldest sibling's first name? <input type="text"/>  |                      |  |                      |                      |                      |  |                      |                      |                      |  |                      |                      |
| Challenge Response 1 | <input type="text"/>  |                      |  |                      |                      |                      |  |                      |                      |                      |  |                      |                      |
| Challenge Question 2 | In what hospital were you born? <input type="text"/>  |                      |  |                      |                      |                      |  |                      |                      |                      |  |                      |                      |
| Challenge Response 2 | <input type="text"/>  |                      |  |                      |                      |                      |  |                      |                      |                      |  |                      |                      |
| Challenge Question 3 | In what month was your mother born? <input type="text"/>  |                      |  |                      |                      |                      |  |                      |                      |                      |  |                      |                      |
| Challenge Response 3 | <input type="text"/>  |                      |  |                      |                      |                      |  |                      |                      |                      |  |                      |                      |
| 5b                   | <ul style="list-style-type: none"> <li>➤ To modify your Challenge Questions/Responses, select a new Challenge Question and/or provided an updated response.</li> <li>➤ Click the <b>Save</b> (<i>Challenge Question Responses</i>) button.</li> </ul> <div style="background-color: #ffff00; padding: 10px; margin-top: 10px;"> <p><b>Note: As a reminder:</b></p> <ul style="list-style-type: none"> <li>○ <i>Each Question must be unique</i></li> <li>○ <i>Each Response must be unique</i> <ul style="list-style-type: none"> <li>○ <i>Responses are not case sensitive</i></li> <li>○ <i>The response cannot be a word from the question</i></li> <li>○ <i>The response cannot contain phrasing (word for word) from the question</i></li> </ul> </li> </ul> </div>  |                      |  |                      |                      |                      |  |                      |                      |                      |  |                      |                      |

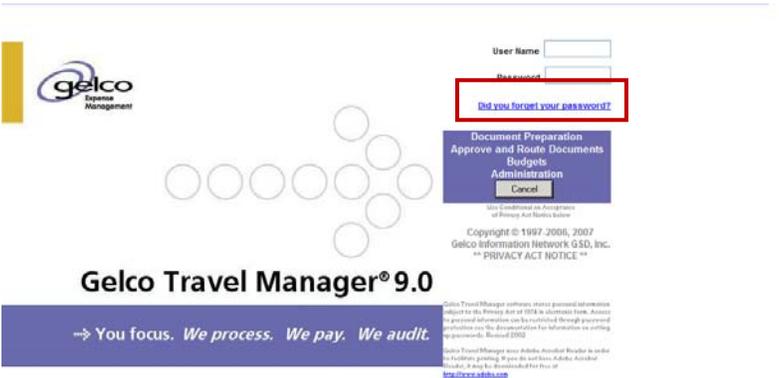
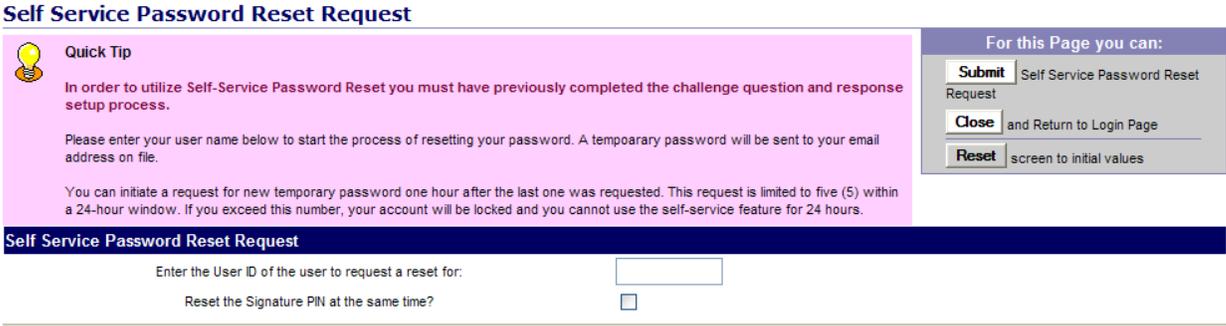
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## How to Maintain your Challenge Questions and Responses

| Step | Action   |
|------|--|
| 6    | <p>Your screen will go blank which indicates your updates were successfully changed.</p>  <p>The screenshot shows the 'Administrative Setup' screen in Gelco Travel Manager 9.0. The user is identified as 'NOAA FSD User'. The menu toolbar includes 'Tables', 'Reports', 'Admin', 'Rates', 'Forms', 'Close', and 'Help'. The 'Close' button is highlighted with a red box. The left sidebar contains a list of menu items: 'REPORT SETUP', 'Document Summary', 'Travel Ledger', 'Accounting Code Summary', 'Signature Certification', 'PKI Certificate List', 'Custom Reports', and 'Report Queue'.</p> <ul style="list-style-type: none"><li>➤ Close out the <b>Administrative Setup</b> screen by clicking <b>Close</b> from the <i>Menu Toolbar</i>.</li><li>➤ You will then be returned back to the <b>Home</b> screen.</li></ul> |

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**How to Initiate a Self-Service Password Reset**

| Step      | Action   |
|-----------|--|
| <b>1a</b> | <ul style="list-style-type: none"> <li>➤ Open an Internet Explorer window</li> <li>➤ Point your browser to: <a href="https://itm-prod.rdc.noaa.gov/cgi-bin/90ipi/docprep/login.w">https://itm-prod.rdc.noaa.gov/cgi-bin/90ipi/docprep/login.w</a></li> </ul>   |
| <b>1b</b> | If the Web Security Page appears, click <b>Continue</b>  |
| <b>2</b>  | <ul style="list-style-type: none"> <li>➤ Click <b>Did you forget your password?</b></li> </ul>    |
| <b>3</b>  | <p>The <b>Self Service Password Reset Request</b> screen appears:</p> <ul style="list-style-type: none"> <li>➤ In the <b>Enter the User ID of the user to request a reset for:</b> field enter your <b>UserID</b></li> <li>➤ <b>Optional</b> – If you have also forgotten your Signature PIN, click the box located next to <b>Reset the Signature PIN at the same time?</b></li> <li>➤ Click the <input type="button" value="Submit"/> (<i>Self Service Password Reset Request</i>) button.</li> </ul>  |

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**How to Initiate a Self-Service Password Reset**

| Step      | Action  |
|-----------|---|
| <b>4a</b> | <p>If a user <u>is</u> eligible for Self Service Password Reset the following prompt will display:</p> <div data-bbox="302 527 1409 768" style="border: 1px solid blue; padding: 5px;"><p><b>Message from webpage</b> <span style="float: right;">✕</span></p><p> A temporary password has been emailed to the email address on record with the subject line 'ITM Self-Service Request'. You will be prompted to change your password upon logging in and successfully responding to your challenge questions.</p><p style="text-align: center;"><input type="button" value="OK"/></p></div> <p>➤ Click <b>OK</b><br/>➤ Go to <b>Step 5</b></p>  |
| <b>4b</b> | <p>If a user is <u>not</u> eligible for Self Service Password Reset one of the following messages will display:</p> <div data-bbox="256 1052 1425 1287" style="border: 1px solid blue; padding: 5px;"><p><b>Message from webpage</b> <span style="float: right;">✕</span></p><p> This account is not eligible for self service reset. For assistance email the NOAA Client Services Help Desk at ClientServices@noaa.gov and request an ITM9.0 password reset</p><p style="text-align: center;"><input type="button" value="OK"/></p></div> <p>This message displays if the user:</p> <ul style="list-style-type: none"><li>• Has not established challenge question and responses</li><li>• Does not have a valid email address on file.</li></ul> <p>The user would then be required to email the NOAA Client Services Help Desk to request an ITM 9.0 password reset.</p> |

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| Step     | Action  |
|----------|---|
|          | <div data-bbox="256 453 717 735" data-label="Image"> </div> <p>This message displays when the timeframe for requesting a self service reset request has not been met or has been exceeded</p> <div data-bbox="246 884 1502 1062" data-label="Text" style="background-color: yellow;"> <p><b>Note:</b> As stated in the Quick Tips at the top of the screen, you can initiate a request for new temporary password one hour after the last one was requested. This request is limited to five (5) within a 24-hour window. If you exceed this number, your account will be locked and you cannot use the self-service feature for 24 hours.</p> </div> |
| <b>5</b> | <p>Leaving your Internet browser up:</p> <ul style="list-style-type: none"> <li>➤ Go to your email</li> <li>➤ View the message with the Subject Line: <b>ITM Self-Service Request</b> <ul style="list-style-type: none"> <li>○ The Sender and Recipient will be the email address on file for the UserID the self service request was submitted for.</li> </ul> </li> </ul> <div data-bbox="256 1312 1502 1696" data-label="Image"> </div> <ul style="list-style-type: none"> <li>➤ Copy the temporary password</li> <li>➤ Go back to the <b>ITM Login</b> Screen</li> </ul>  |

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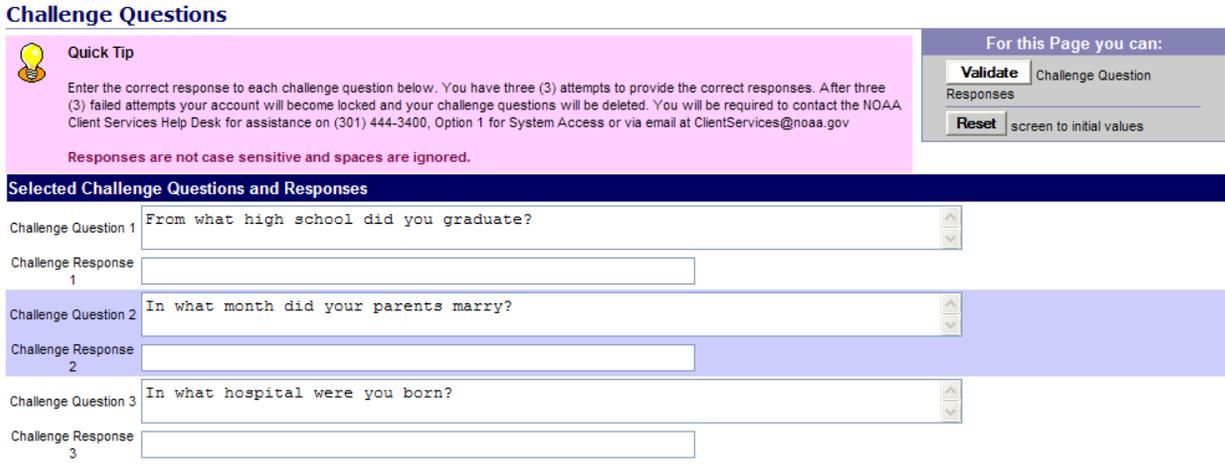
**How to Initiate a Self-Service Password Reset**

| Step | Action  |
|------|---|
| 6    | <p>From the ITM Login screen:</p> <ul style="list-style-type: none"> <li>➤ Enter your <i>User Name</i></li> <li>➤ Paste or type in the <i>temporary password</i> from the email</li> <li>➤ Click <i>Document Preparation</i></li> </ul> |
| 7    | <p>A prompt will appear:</p>  <ul style="list-style-type: none"> <li>➤ Click <b>OK</b></li> </ul>   |



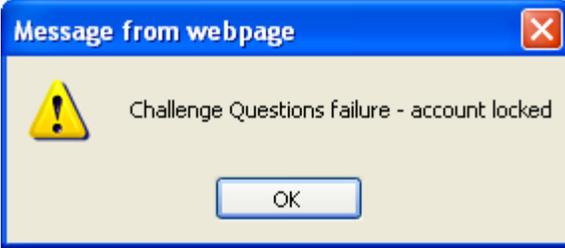
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| Step      | Action   |
|-----------|--|
| <b>8</b>  | <p>The <b>Challenge Questions</b> screen appears with your questions already displayed:</p>  <p><b>Challenge Questions</b></p> <p><b>Quick Tip</b><br/>Enter the correct response to each challenge question below. You have three (3) attempts to provide the correct responses. After three (3) failed attempts your account will become locked and your challenge questions will be deleted. You will be required to contact the NOAA Client Services Help Desk for assistance on (301) 444-3400, Option 1 for System Access or via email at ClientServices@noaa.gov</p> <p>Responses are not case sensitive and spaces are ignored.</p> <p><b>For this Page you can:</b><br/> <input type="button" value="Validate"/> Challenge Question Responses<br/> <input type="button" value="Reset"/> screen to initial values</p> <p><b>Selected Challenge Questions and Responses</b></p> <p>Challenge Question 1 From what high school did you graduate?<br/> Challenge Response 1 <input type="text"/></p> <p>Challenge Question 2 In what month did your parents marry?<br/> Challenge Response 2 <input type="text"/></p> <p>Challenge Question 3 In what hospital were you born?<br/> Challenge Response 3 <input type="text"/></p> <ul style="list-style-type: none"> <li>➤ Answer each of the questions</li> <li>➤ Click the <input type="button" value="Validate"/> (<i>Challenge Question Responses</i>) button</li> </ul> |
| <b>8a</b> | <p>If after clicking the <b>Validate</b> button and your responses are correct you will receive the following message:</p>  <p><b>Message from webpage</b></p> <p>! Password has expired - please enter a password now.</p> <p>OK</p> <ul style="list-style-type: none"> <li>➤ Click <b>OK</b></li> <li>➤ Go to <b>Step 9</b></li> </ul>  |

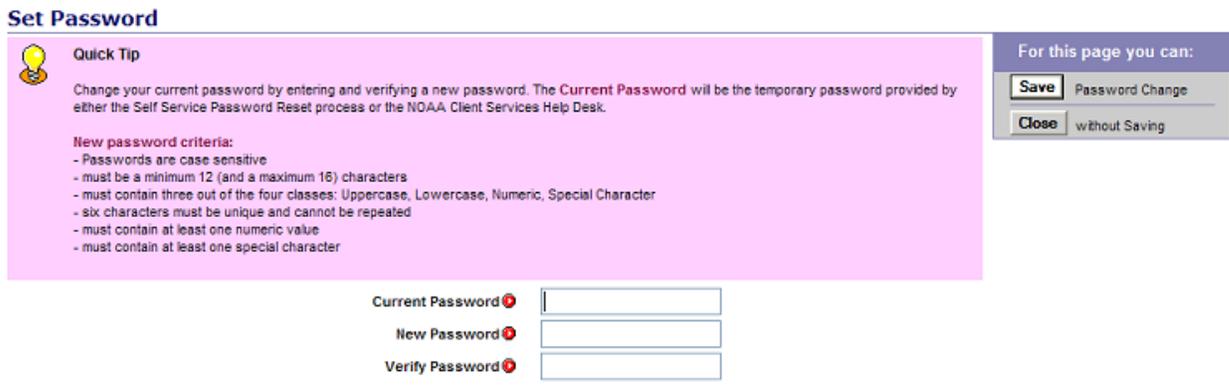
*Instructions for the  
Integrated Travel Manager (ITM) Self Service Password Reset  
(May 2011)*

**How to Initiate a Self-Service Password Reset**

| Step      | Action  |
|-----------|---|
| <b>8b</b> | <p>If any of the questions are answered incorrectly you will receive the following error message:</p>  <p>➤ Click <b>OK</b></p>  |
| <b>8c</b> | <p>It will then return back to the <b>Challenge Questions</b> screen where you will need to attempt to answer your responses again.</p> <p>Each time you do not answer correctly, you will receive a new number at the end of the message prompt. After the third failed attempt you will receive the following message:</p>  <p>➤ If you are able to successfully answer all three (3) challenge questions, see Step 8a.<br/>➤ If you fail to answer your challenge questions and receive the <i>Challenge Questions failure - account locked</i> prompt, see the Note below.</p> |

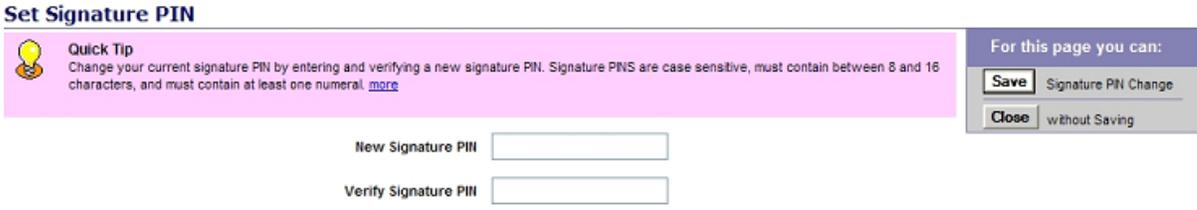
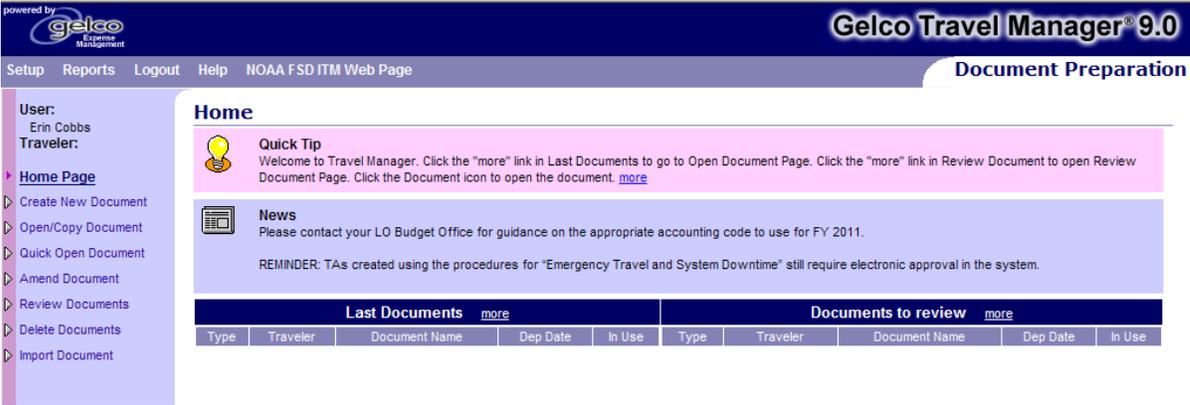
**Instructions for the  
Integrated Travel Manager (ITM) Self Service Password Reset  
(May 2011)**

**How to Initiate a Self-Service Password Reset**

| Step | Action  |
|------|---|
|      | <p><b>Note:</b> As stated in the Quick Tips at the top of the screen, after 3 failed attempts of validating your responses and receiving errors your account will become locked and your challenge questions will be deleted. You will then need to contact the NOAA Client Services Help Desk via email to have your password reset.</p> <p>Then the next time you login with the temporary password provided to you by the NOAA Client Services Help Desk, you will be prompted to create your Challenge Questions &amp; Responses again.</p> |
| 9    | <p>The <b>Set Password</b> screen will appear:</p>  <p>➤ In the Current Password field type in the <b>temporary password</b> that was emailed to you.</p> <p>➤ Enter a <b>New Password</b></p> <p>➤ Verify the <b>New Password</b></p> <p>➤ Click the <b>Save</b> (<i>Password Changes</i>) button</p>   |
| 10   | <p>➤ If you requested to have your Signature PIN reset in addition to your password reset, go to <b>Step 11</b>.</p> <p>➤ If you only requested to have your password reset, <b>go to step 12</b>.</p>  |

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**How to Initiate a Self-Service Password Reset**

| Step      | Action  |
|-----------|---|
| <b>11</b> | <p>The <b>Set Signature PIN</b> screen appears:</p>  <ul style="list-style-type: none"> <li>➤ Enter your new <b>Signature PIN</b> in the <b>New Signature PIN</b> field</li> <li>➤ Enter your new <b>Signature PIN</b> in the <b>Verify Signature PIN</b> field</li> <li>➤ Click <b>Save</b> (<i>Signature PIN Change</i>) button</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>✓ <i>Signature PINs must contain eight to sixteen alphanumeric characters, including at least one numeric character.</i></li> <li>✓ <i>Signature PINs are case-sensitive and maintained separately from the password.</i></li> <li>✓ <i>Signature PINs do not expire and do not change unless the user changes their PIN or requests the Client Services Help Desk perform a reset.</i></li> </ul> <p><i>The Signature PIN is used to electronically stamp documents in the system</i></p> |
| <b>12</b> | <p>The <b>Home</b> screen will appear:</p>    |