Password Authentication

Access® Online requires all users to set three authentication questions and answers. This practice increases the security of system access and thus protects the account information in Access Online.

All users select three authentication questions from a list and specify three corresponding answers. They complete this process when they register online or log in for the first time.
After users specify their questions and answers, they can update the questions and answers at any time in the My Personal Information function.

Program Administrators do not select questions and answers when they set up the cardholder’s user profile.

Users also answer one of the questions if they forget their passwords.

When Program Administrators edit login information on user profiles, the Program Administrator can view, but not edit, the questions and answers that cardholders have specified.
Survey

Please take a few minutes to respond to a short survey on our training.