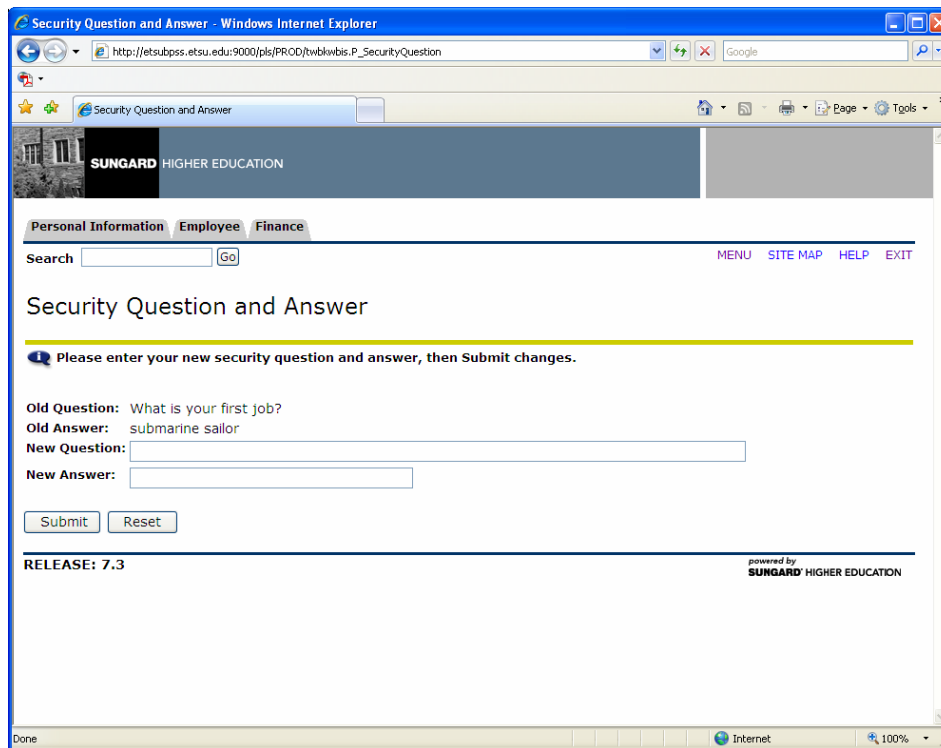


## GoldLink Self-Service Security Question.

GoldLink Self-Service Users:

A frequently asked question is “Why do I keep getting a security question and answer box when I try to login to GoldLink Self Service?”

This is a feature of the GoldLink self-service system. The security question is a common method of verifying ones identity in the event that somebody forgets their pin. The system allows you to change your pin value if you can answer the question.



The screenshot shows a web browser window titled "Security Question and Answer - Windows Internet Explorer". The address bar displays the URL: [http://etsubpss.etsu.edu:9000/pls/PROD/twblwblbis.P\\_SecurityQuestion](http://etsubpss.etsu.edu:9000/pls/PROD/twblwblbis.P_SecurityQuestion). The page header includes the SUNGARD HIGHER EDUCATION logo and navigation tabs for "Personal Information", "Employee", and "Finance". A search bar and a "Go" button are present. The main content area is titled "Security Question and Answer" and contains a message: "Please enter your new security question and answer, then Submit changes." Below this, the "Old Question" is "What is your first job?" and the "Old Answer" is "submarine sailor". There are input fields for "New Question:" and "New Answer:". At the bottom of the form are "Submit" and "Reset" buttons. The footer of the page includes "RELEASE: 7.3" and "powered by SUNGARD HIGHER EDUCATION".

The questions should be simple and easy to remember?

Examples:

- What is your mother's maiden name?
- What is your father's middle name?
- What is your favorite musical group?
- What television show did you watch frequently as a child?
- What was your first job?
- Who is your favorite author?

The answer should also be something easy to remember using one or two words.

Note that the answer is case sensitive. It is recommended that your security question be changed from time to time just as you would your password.

Please take the time now to login into your self-service account and change your security questions on the personal information tab using the guidelines above.