PASSWORD CHANGE INFORMATION

NORTH DAKOTA INFORMATION TECHNOLOGY DEPARTMENT

SFN 52378 (11-2009)

Information Technology Department requires individuals to complete this form and return it to the ITD Service Desk. This information will be used to verify identification when anyone calls ITD and requests ITD personnel to reset passwords. Please mail to ITD Customer Services, 600 E. Boulevard Ave, Bismarck, ND, 58505-0100 or fax to (701) 328-3000.

This is a challenge question system to provide additional security for password changes. ITD personnel will not reset passwords until the person requesting the change has provided the following information.

Instructions:

Please type or print clearly when completing the form below. If any fields are left blank, we will not be able to process the request in a timely manner.

When you create your Challenge Questions, create questions with answers that are easy to remember. A good Challenge Question is something you know the answer to, not something additional you have to remember like an alpha-numeric password.

Tips for creating strong Challenge Questions:

Avoid creating questions that:

- Have a limited number of answers (Example: "What is your favorite color?") or very predictable answers (Example: Yes/No questions like, "Is the sky blue?").
- Have answers many people could know.
- Have your public information, such as name, telephone number, etc., as the answer (Example: What is my current zip code?).

Good examples of challenge questions are:

- What street did you live on in seventh grade?
- In what city did you meet your spouse/significant other?

☐ Add ☐ Change ☐ Delete

Department Name		Department Number
Last Name	First Name	Middle Initial

Challenge Question 1
Answer 1
Challenge Question 2
Answer 2

Signature	Date

Please contact the ITD Service Desk at 328-4470 or 1-877-328-4470, or visit www.nd.gov/support if you have any questions in completing this form.