



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
600 Washington Street • Boston, MA 02111


DEVAL L. PATRICK
Governor

TIMOTHY P. MURRAY
Lieutenant Governor

JUDYANN BIGBY, M.D.
Secretary

JULIA E. KEHOE
Commissioner

Field Operations Memo 2010-7
January 20, 2010

To: Transitional Assistance Office Staff
From:  John Augeri, Assistant Commissioner for Field Operations
Re: Security Enhancement to the EPPIC System

Overview

EPPIC (Electronic Payment Processing Information Control System) is the Electronic Benefit Transfer (EBT) system through which all SNAP clients and the majority of cash assistance clients access their benefits with the use of an EBT card. Certain DTA employees access EPPIC for a variety of business uses, including but not limited to card issuance, program management, program accounting and client services.

Currently, EPPIC users must call the Help Desk to reset passwords when they are lost or forgotten. New functionality will be deployed on January 21, 2010, that will enable EPPIC users to reset their own passwords once they correctly answer a self-selected secret question. By using this “Secret Question - Password Reset” function, users will now have the ability to reset their password without having to contact the Help Desk for assistance.

**EPPIC Users:
Required Action**

The first time users log-on to the EPPIC Administrative Terminal on or after January 22, 2010, they will be required to select and answer their secret question from a dropdown menu of optional security questions, such as “What city were you born in?”

After selecting their secret question and setting the answer, staff with EPPIC access will have the ability to reset their own password if lost or forgotten, once they successfully answer their secret question.

Job Aid: *EPPIC Secret Questions* Attachment A is a job aid that shows EPPIC Users how to Select, Use and Change a Secret Password. It has also been posted to Job Aids folder in DTA Online.

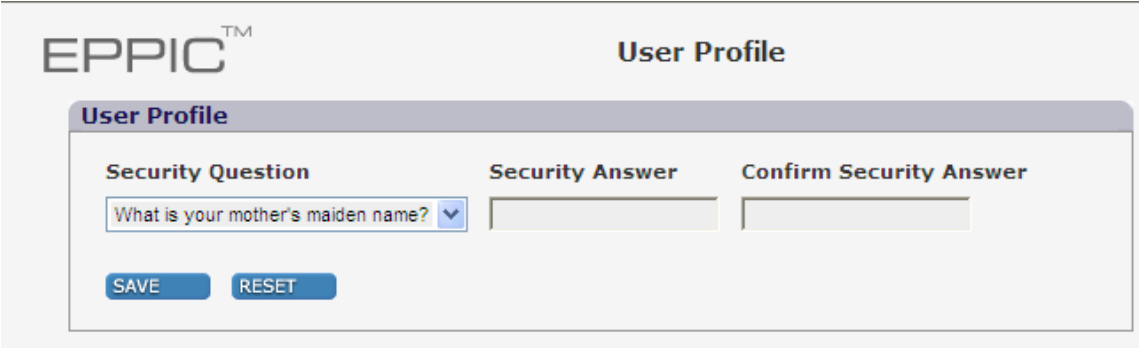
Questions If you have any questions, please have your Hotline designee call the Policy Hotline.

1 Selecting your Secret Question

Upon first logging onto the **EPPIC Administrative Terminal (AT)**, the user will be asked to select a security question. This security question allows the user to change his/her password if they are unable to remember their password without having to call the Help Desk to have their password reset.

Upon implementation, the user will select a security question and security answer. The questions below are contained in the drop down menu for the user to select from.

1. What is your mother's maiden name?
2. What was your first pet's name?
3. What is your father's middle name?
4. What high school did you attend?
5. What city were you born in?



The screenshot shows the EPPIC User Profile interface. At the top left is the EPPIC logo, and at the top right is the text "User Profile". Below this is a form titled "User Profile" with three columns: "Security Question", "Security Answer", and "Confirm Security Answer". The "Security Question" column contains a dropdown menu with the text "What is your mother's maiden name?". The "Security Answer" and "Confirm Security Answer" columns contain empty text input fields. At the bottom of the form are two buttons: "SAVE" and "RESET".

FIGURE 1 USER PROFILE

1. User selects a question from the drop down and enters an answer in the Security Answer field. Since the answer is masked the user is required to confirm the answer, before selecting **Save**.

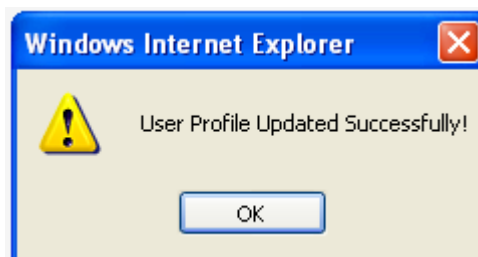


FIGURE 2 USER SECURITY CONFIRMATION BOX

2. A pop-up screen appears, announcing that the profile was successfully set.

2 Using Your Secret Question

If the user forgets his/her password, the user can:

1. Select the “Forgot Password” link on the login screen.

* **Note:** The screen shot below does not contain the link and will be updated upon deployment of the feature.



FIGURE 3 USER LOGIN PAGE

2. The **User Security Question** page opens.



FIGURE 4 SECURITY QUESTION USER ID PROMPT

3. The user types User ID, and selects **Submit**.
4. The **User Security Question** page opens.



FIGURE 5 USER SECURITY QUESTION

5. The user selects their question and then types the answer to the question in the field titled **Security Answer**. When complete the user selects **Submit**.
6. If the answer and question match the user's selected question the **User Reset Password** screen opens.

The screenshot shows a web application interface for EPPIC. At the top left is the EPPIC logo with a trademark symbol. To its right is the page title "User Reset Password". Below this is a form titled "Reset Password" with a light blue header. The form contains the instruction "Enter your new password and confirmation to reset your password." followed by two input fields: "New Password" and "Confirm Password". At the bottom of the form are two buttons: "Submit" and "Cancel".

FIGURE 6 USER RESET PASSWORD

7. The user types the new password twice in the fields provided, and selects **Submit**.
8. A pop-up screen appears, announcing that the password has successfully been reset.

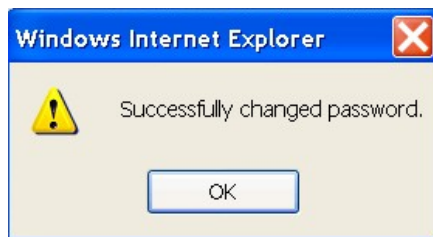


FIGURE 7 USER CHANGE PASSWORD CONFIRMATION

9. The user is returned to login page to log on to the application with new password.

3 Changing Your Secret Question

If the user wishes to change his/her secret question, the user can:

1. Select the “User Profile” button on the main toolbar.



2. The **Security Question** page opens.

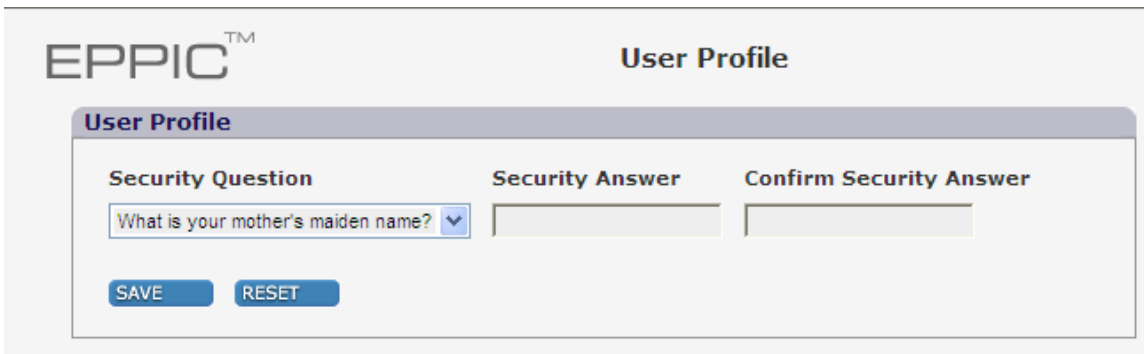
The screenshot shows the 'User Profile' page in the EPPIC system. The page title is 'User Profile'. Below the title is a form titled 'User Profile' with three columns: 'Security Question', 'Security Answer', and 'Confirm Security Answer'. The 'Security Question' column has a dropdown menu with the text 'What is your mother's maiden name?'. The 'Security Answer' and 'Confirm Security Answer' columns have empty text input fields. Below the input fields are two buttons: 'SAVE' and 'RESET'.

FIGURE 8 USER SECURITY QUESTION

3. The user selects a question from the drop down and enters an answer in the **Security Answer**. Since the answer is masked the user is required to confirm the answer, before selecting **Save**.

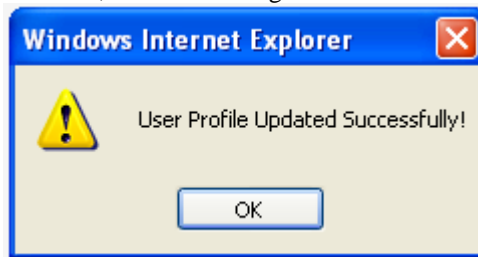


FIGURE 9 USER SECURITY CONFIRMATION BOX

4. A pop-up screen appears, announcing that the profile was successfully updated.

4 If you forget both your Password and Secret Question

If the user forgets both his/her password and security question, they must call the Help Desk to request a password reset. Once their password is reset, the user will select a new security question as described on page 1 of this job aid.