

Banner 8:

MyInfo PINs and Security Questions



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About MyInfo PINs and Security Questions in Banner 8

Banner 8 offers the ability to increase the minimum complexity required for MyInfo PINs. Where MyInfo PINs previously had to consist of at least 6 numbers, we are now requiring an 8 digit alphanumeric password with a maximum of 15 characters.

When the Banner 8 upgrade goes into effect on October 27th, all MyInfo PINs will be expired. Users will need to change their PINs the next time they log into MyInfo.

Complexity Requirements

New MyInfo PINs must be:

- Between 8 and 15 digits long
- Contain at least one letter (a-z, A-Z)
- Contain at least one number (0-9)
- ** The same set of special characters required by domain, MyPortal and NetID passwords (\$, *, %, @, #, &) are allowed, but not required.

Default MyInfo PIN

Since the minimum MyInfo PIN requirements have changed it is no longer possible to use the mmddyy birth date format as default MyInfo PIN anymore. Initial MyInfo PINs for users, as well as MyInfo PINs that have been reset by the registrar or Helpdesk, will be set to the individual's birth date with a format of ddmonyyyy. For example, 01jan1990.

Important: Since MyInfo PINs are case sensitive the month will have to be entered lower case.

In rare cases individuals do not have a date of birth entered in Banner. In these cases their default MyInfo PIN will be 01janXXXX, with 'XXXX' being the last four digits of their GID.

MyInfo PIN Expiration

MyInfo PINs will expire every 180 days. When 180 days have passed the user will be prompted to change their MyInfo PIN upon login.

Security Questions

MyInfo users will be required to set up two security questions. The security questions exist so that users will have the ability to reset their own MyInfo PINs rather than contact the HR or registrar during regular business hours. The only restriction placed on the answers to security questions is that they have to be at least two digits long.

To Change a MyInfo PIN

An expired MyInfo PIN, or a MyInfo PIN that doesn't meet the minimum complexity requirements, will need to be changed upon login.

1. Enter your GID (or SSN) into the 'User ID Field' and your current MyInfo PIN into the 'PIN' field.
2. Click the Login button.



[SITE MAP](#) [HELP](#) [EXIT](#)

User Login

Please enter your User Identification Number (ID) and your personal identification number (PIN). Your ID may be either your Social Security Number (without any dashes) **or your Student/Employee ID with a preceding dash (-ID)**. **Your initial PIN** is your birthdate entered as 9 digits ddmmyyyy (for example, 01jan1990 *make sure that the month is lowercase*). At your initial login you will be required to change your PIN to protect your privacy and student records. To change your PIN your PIN in the future, select Personal Information Menu. You have 5 tries to Login correctly. If unsuccessful, your PIN will be disabled. You must contact the Registrar's Office (employees should contact the Personnel and Payroll Office) to re-activate your PIN.

When you are finished, please Exit and close your browser to protect your privacy.

IMPORTANT INFORMATION: If you have forgotten your PIN, please enter your User ID and select the Forgot PIN button.

Students who require assistance may contact the Registrar's office, 994-6650. The Registrar staff is available to assist students with registration during regular business hours.

User ID:

PIN:

RELEASE: 8.2

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3. Follow the instructions on the page and enter your old PIN in the top field, and your new PIN twice, once in each of the following fields.
4. Click on the Login button.



[HELP](#) [EXIT](#)

Login Verification Change PIN

Your PIN has expired. Please re-enter your PIN and choose a new 8 or more digit PIN that includes at least one letter (a-z, A-Z) and at least one number (0-9). Please note for security reasons your pin cannot be your birthdate.

Your PIN has expired. Please change it now.

Re-enter Old PIN:

New PIN:

Re-enter new PIN:


Last web access on Sep 17, 2009 09:42 am

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Error Messages


If the user tries to create a MyInfo PIN that is less than 8 characters long they will be returned to the Login Verification Change PIN screen with the following message:

 **PIN must be between 8 and 15 characters.**

If the user tries to create a MyInfo PIN that does not contain at least one number they will be returned to the Login Verification Change PIN screen with the following message:

 **At least one numeric character is required.**

If the user tries to create a MyInfo PIN that does not contain at least one letter they will be returned to the Login Verification Change PIN screen with the following message:

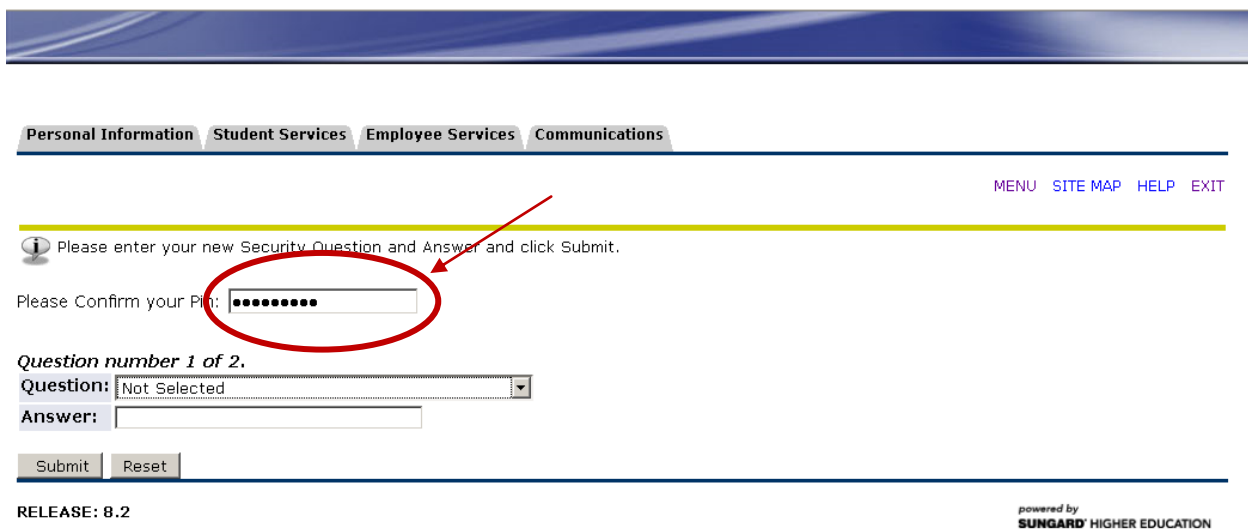
 **At least one alpha character value is required.**

Upon the successful change of the PIN the user will be logged into MyInfo.

To Set Up Security Questions

If the user has not set up at least two security questions, they will be automatically prompted to set them up upon their initial login.

1. Enter your PIN in the PIN confirmation field.



Personal Information Student Services Employee Services Communications

MENU SITE MAP HELP EXIT

Please enter your new Security Question and Answer and click Submit.

Please Confirm your PIN:

Question number 1 of 2.

Question: Not Selected

Answer:

Submit Reset

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2. Select a question from the dropdown menu.

Please enter your new Security Question and Answer and click Submit.

Please Confirm your Pin: [.....]

Question number 1 of 2.

Question: [Not Selected] [v]
Answer: [Not Selected]
What is your mother's middle name?
What was the name of your first pet?
What is your maternal grandmother's first name?
What is your paternal grandfather's first name?
What was the model of your first car?
What is your father's middle name?

Submit

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3. Enter the answer.

Please enter your new Security Question and Answer and click Submit.

Please Confirm your Pin: [.....]

Question number 1 of 2.

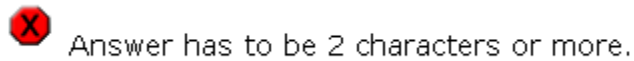
Question: [What is your maternal grandmother's first name?] [v]
Answer: [xxxxxxx]

Submit Reset

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If the user tries to provide an answer that is less than 2 characters long they will receive the following message:



4. Repeat these steps for the second security question.

Please enter your new Security Question and Answer and click Submit.

Question number 2 of 2.

Question: Not Selected

Answer:

Submit Reset

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5. Upon successful creation of the two security questions, the user will be logged into MyInfo.

To Change a MyInfo PIN Using Security Questions

If a user has forgotten their MyInfo PIN, they may use the security questions that they have set up to create a new MyInfo PIN.

1. Enter your GID into the User ID field and click the Forgot PIN button

User Login

Please enter your User Identification Number (ID) and your personal identification number (PIN). Your ID may be either your Social Security Number (without any dashes) or your Student/Employee ID with a preceding dash (-ID). Your initial PIN is your birthdate entered as 9 digits ddmonyyyy (for example, 01jan1990 *make sure that the month is lowercase*). At your initial login you will be required to change your PIN to protect your privacy and student records. To change your PIN your PIN in the future, select Personal Information Menu. You have 5 tries to Login correctly. If unsuccessful, your PIN will be disabled. You must contact the Registrar's Office (employees should contact the Personnel and Payroll Office) to re-activate your PIN.

When you are finished, please Exit and close your browser to protect your privacy.

IMPORTANT INFORMATION: If you have forgotten your PIN, please enter your User ID and select the Forgot PIN button.

Students who require assistance may contact the Registrar's office, 994-6650. The Registrar staff is available to assist students with registration during regular business hours.

User ID: -xxxxxxxxx

PIN:

Login Forgot PIN?


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2. In the Answer field provide the answer that you set up for the first question and hit the 'Submit Answer' button.

[HELP](#) [EXIT](#)

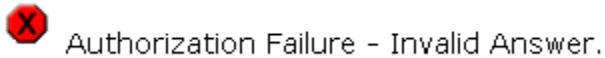
Security Answer

 Please provide the correct answer to your security question and then click Submit Answer.
You will then be asked to enter a new PIN for future access.

User ID: [REDACTED]
Question: What is your maternal grandmother's first name?
Answer: [REDACTED]

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If the user provides an incorrect answer they will receive the following message:




3. Repeat step 2 for the second security question.

Once both security questions have been answered correctly, the user will be taken to the PIN reset screen.

[HELP](#) [EXIT](#)

 Your PIN has to be reset. Please change it now.

 Your PIN must be 8 characters long and contain at least one letter (a-z, A-Z) and at least one number (0-9). When finished, click Reset PIN.

New PIN:
Re-enter new PIN:

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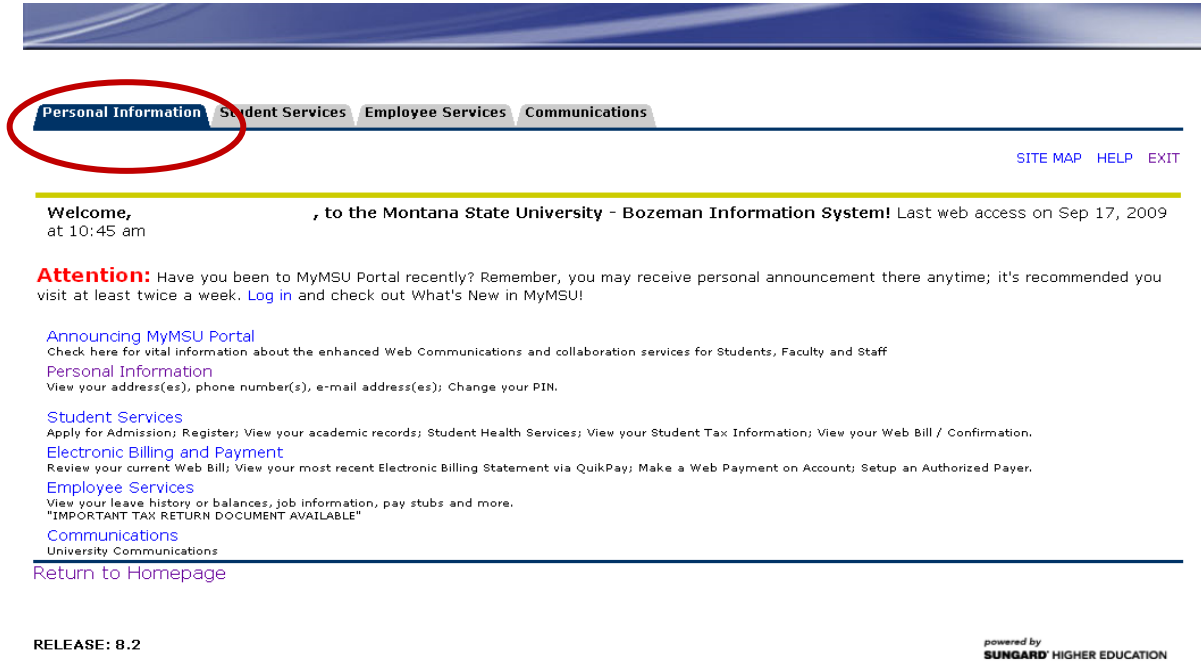
4. Enter a new PIN that complies with the complexity standards into the fields provided and press the 'Reset PIN' button.

Once the MyInfo PIN has been successfully reset the user will be taken to their MyInfo account.

To Change A MyInfo PIN Once Logged In

While MyInfo PINs are expired automatically every 180 days, users do have the ability to change their MyInfo PIN from within their MyInfo account whenever they would like.

1. Once logged into MyInfo, click on the 'Personal Information' tab.



[Personal Information](#) [Student Services](#) [Employee Services](#) [Communications](#)

[SITE MAP](#) [HELP](#) [EXIT](#)

Welcome, _____, to the Montana State University - Bozeman Information System! Last web access on Sep 17, 2009 at 10:45 am

Attention: Have you been to MyMSU Portal recently? Remember, you may receive personal announcement there anytime; it's recommended you visit at least twice a week. [Log in](#) and check out What's New in MyMSU!

[Announcing MyMSU Portal](#)
Check here for vital information about the enhanced Web Communications and collaboration services for Students, Faculty and Staff

[Personal Information](#)
View your address(es), phone number(s), e-mail address(es); Change your PIN.

[Student Services](#)
Apply for Admission; Register; View your academic records; Student Health Services; View your Student Tax Information; View your Web Bill / Confirmation.

[Electronic Billing and Payment](#)
Review your current Web Bill; View your most recent Electronic Billing Statement via QuikPay; Make a Web Payment on Account; Setup an Authorized Payer.

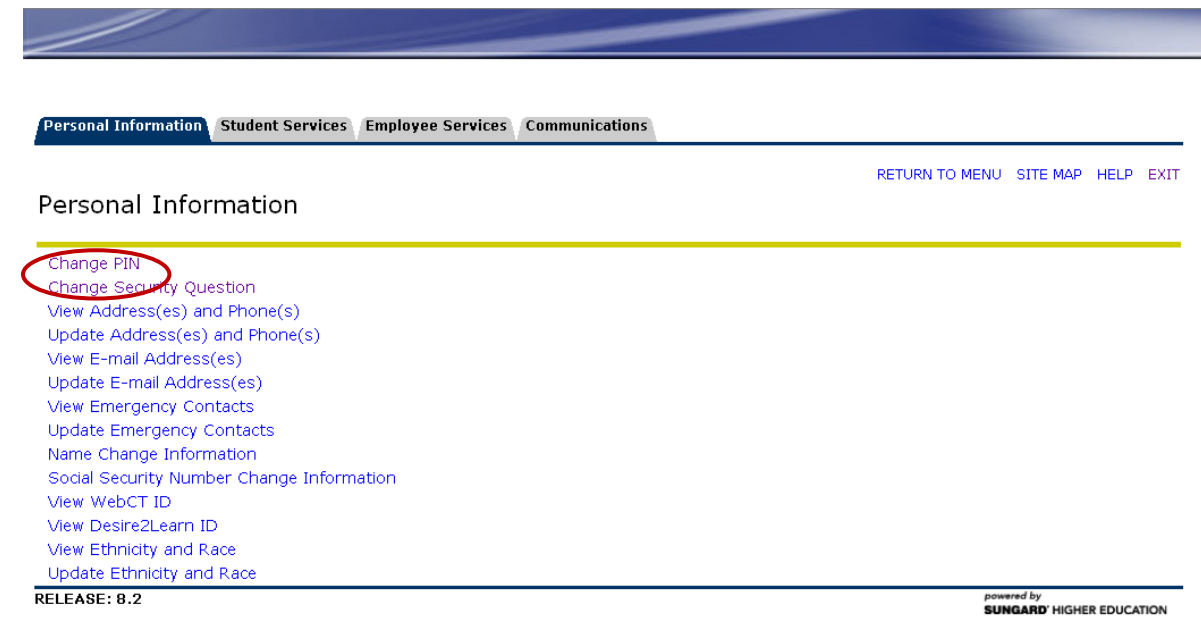
[Employee Services](#)
View your leave history or balances, job information, pay stubs and more.
"IMPORTANT TAX RETURN DOCUMENT AVAILABLE"

[Communications](#)
University Communications

[Return to Homepage](#)

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2. Click the 'Change PIN' Link



[Personal Information](#) [Student Services](#) [Employee Services](#) [Communications](#)

[RETURN TO MENU](#) [SITE MAP](#) [HELP](#) [EXIT](#)

Personal Information

[Change PIN](#)
[Change Security Question](#)
[View Address\(es\) and Phone\(s\)](#)
[Update Address\(es\) and Phone\(s\)](#)
[View E-mail Address\(es\)](#)
[Update E-mail Address\(es\)](#)
[View Emergency Contacts](#)
[Update Emergency Contacts](#)
[Name Change Information](#)
[Social Security Number Change Information](#)
[View WebCT ID](#)
[View Desire2Learn ID](#)
[View Ethnicity and Race](#)
[Update Ethnicity and Race](#)

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3. Enter the old PIN in the first field, and the desired new PIN once in each of the following fields. Once this is done, click the 'Change PIN' button.

Personal Information Student Services Employee Services Communications

MENU SITE MAP HELP EXIT

Change PIN

You must enter your old PIN and your new PIN. Re-enter your new PIN for verification. Your PIN **must be 8 characters long and contain at least one letter (a-z, A-Z) and at least one number (0-9)**. When finished, click Change PIN.

Enter Old PIN:

Enter New PIN:

Re-enter New PIN:

Change PIN Reset

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4. When the MyInfo PIN has been successfully changed the user will return to the Personal Information screen with a message indicating that the MyInfo PIN has been changed.

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RETURN TO MENU SITE MAP HELP EXIT

Personal Information

Your changes were saved successfully

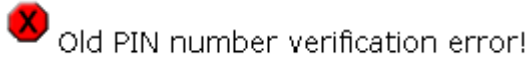
- Change PIN
- Change Security Question
- View Address(es) and Phone(s)
- Update Address(es) and Phone(s)
- View E-mail Address(es)
- Update E-mail Address(es)
- View Emergency Contacts
- Update Emergency Contacts
- Name Change Information
- Social Security Number Change Information
- View WebCT ID
- View Desire2Learn ID
- View Ethnicity and Race
- Update Ethnicity and Race

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Error Message

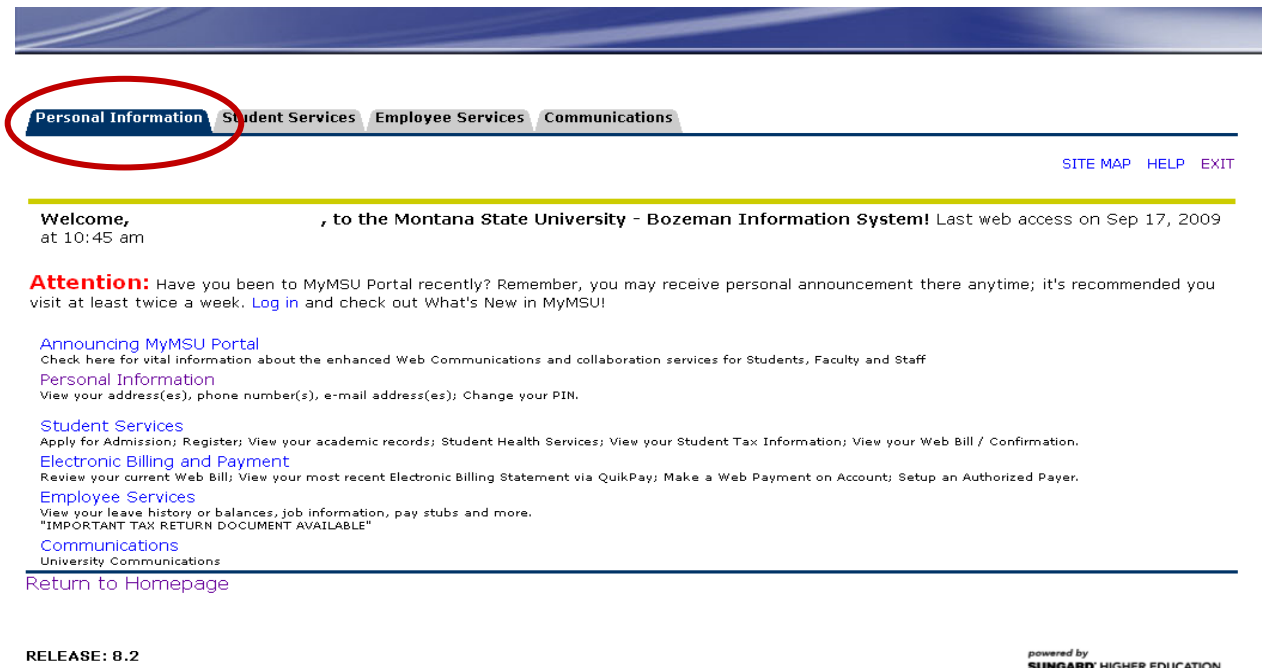
If a user enters a new MyInfo PIN that does not meet the minimum PIN requirements they will receive a message indicating what needs to be changed. If the user enters an incorrect PIN in the 'Enter Old PIN' field they will receive the following message:



To Change Security Questions/Answers Once Logged In

If a user wishes to change their security questions, or the answers to their existing security questions, they may do so once logged into their MyInfo account.

1. Click the Personal Information tab.



[Personal Information](#) [Student Services](#) [Employee Services](#) [Communications](#)

[SITE MAP](#) [HELP](#) [EXIT](#)

Welcome, _____, to the Montana State University - Bozeman Information System! Last web access on Sep 17, 2009 at 10:45 am

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[Announcing MyMSU Portal](#)
Check here for vital information about the enhanced Web Communications and collaboration services for Students, Faculty and Staff

[Personal Information](#)
View your address(es), phone number(s), e-mail address(es); Change your PIN.

[Student Services](#)
Apply for Admission; Register; View your academic records; Student Health Services; View your Student Tax Information; View your Web Bill / Confirmation.

[Electronic Billing and Payment](#)
Review your current Web Bill; View your most recent Electronic Billing Statement via QuikPay; Make a Web Payment on Account; Setup an Authorized Payer.

[Employee Services](#)
View your leave history or balances, job information, pay stubs and more.
"IMPORTANT TAX RETURN DOCUMENT AVAILABLE"

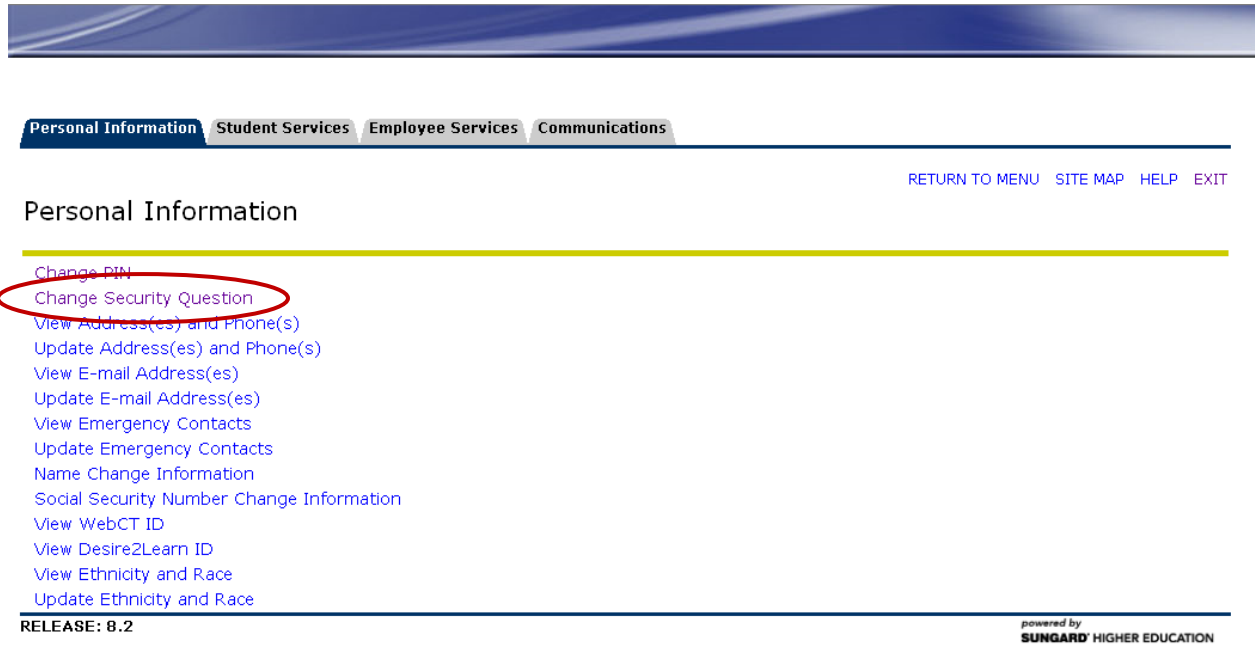
[Communications](#)
University Communications

[Return to Homepage](#)

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2. Click the Change Security Question link.



Personal Information Student Services Employee Services Communications

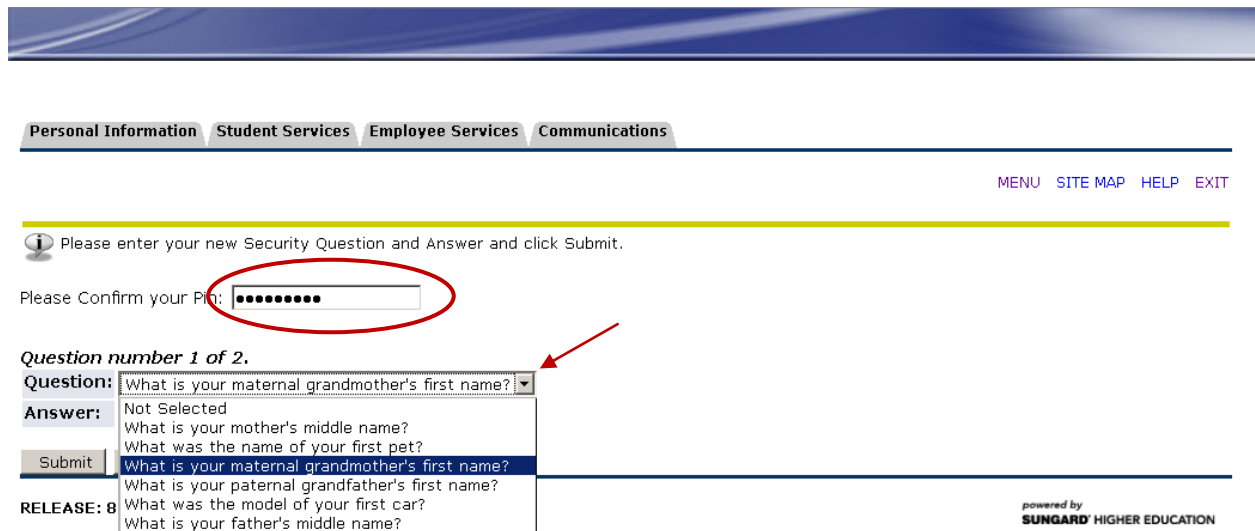
[RETURN TO MENU](#) [SITE MAP](#) [HELP](#) [EXIT](#)

Personal Information

- [Change PIN](#)
- [Change Security Question](#)
- [View Address\(es\) and Phone\(s\)](#)
- [Update Address\(es\) and Phone\(s\)](#)
- [View E-mail Address\(es\)](#)
- [Update E-mail Address\(es\)](#)
- [View Emergency Contacts](#)
- [Update Emergency Contacts](#)
- [Name Change Information](#)
- [Social Security Number Change Information](#)
- [View WebCT ID](#)
- [View Desire2Learn ID](#)
- [View Ethnicity and Race](#)
- [Update Ethnicity and Race](#)


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3. Enter your MyInfo PIN in the field provided and select a question from the drop down menu.



Personal Information Student Services Employee Services Communications

[MENU](#) [SITE MAP](#) [HELP](#) [EXIT](#)

 Please enter your new Security Question and Answer and click Submit.

Please Confirm your PIN:

Question number 1 of 2.

Question:

Answer:

Submit

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4. Enter the desired answer to the selected security question.

The screenshot shows a navigation bar with 'Personal Information', 'Student Services', 'Employee Services', and 'Communications'. On the right, there are links for 'MENU', 'SITE MAP', 'HELP', and 'EXIT'. Below the navigation bar, a message icon indicates: 'Please enter your new Security Question and Answer and click Submit.' A 'Please Confirm your Pin:' field with seven dots is visible. The first security question is displayed: 'Question number 1 of 2. Question: What is your maternal grandmother's first name?'. The 'Answer:' field contains 'xxxxxxx' and is circled in red. Below the answer field are 'Submit' and 'Reset' buttons. At the bottom left, it says 'RELEASE: 8.2' with a red arrow pointing to the 'Submit' button. At the bottom right, it says 'powered by SUNGARD HIGHER EDUCATION'.

5. Repeat these steps for the second security question.

The screenshot shows the same navigation bar and links as the previous screenshot. The message icon indicates: 'Please enter your new Security Question and Answer and click Submit.' The second security question is displayed: 'Question number 2 of 2. Question: Not Selected'. The 'Answer:' field is empty. Below the answer field are 'Submit' and 'Reset' buttons. At the bottom left, it says 'RELEASE: 8.2'. At the bottom right, it says 'powered by SUNGARD HIGHER EDUCATION'.

6. Once both security questions have been successfully set up, the user will be returned to the initial MyInfo screen.

What To Do if Both the MyInfo PIN and Security Answers Are Forgotten

If an individual doesn't remember their MyInfo PIN or the answers to their security questions, they should contact the following in order to have their MyInfo PIN reset:

Campus:	Students Contact:	Employees Contact:
MSU Billings	Registrar's Office: (406) 657-2158	Human Resources Office: (406) 657-2278
MSU Bozeman	Registrar's Office: (406) 994-2601	Human Resources Office: (406) 994-3651
MSU Great Falls	Registrar's Office: (406) 771-4420	Payroll Office: (406) 771-4308
MSU Northern	Registrar's Office: (406) 265-3703	Payroll Office: (406) 265-3710

Note: Users who need their passwords reset should be reminded to update their security questions upon logging into MyInfo.