



ALTERNATIVE CHALLENGE & RESPONSE

To verify users calling Service Desk, a Challenge & Response process is used to confirm the caller's identity. When you call, Service Desk will ask three (3) questions for which you need to have supplied confidential responses. The correct responses to these questions will be required to verify your identity before a password reset can be performed.

Most clients must use the self-service website to store their Challenge & Response information, which will also allow them to reset their Windows (AD) password without the assistance of Service Desk. For a smaller group of clients, it is not possible to use this website and they will need to use this form.

Your responses to the questions do not have to be factual, but you do have to be able to remember what you wrote on this form. As an example, if you don't have a favorite color, you can make one up, but you have to be able to remember your answer.

REMEMBER: This is the key to your accounts – do not share these answers with anyone

You must provide responses for all 3 questions:

- 1. What is your favorite color? _____ *Please*
- 2. What is the first car you drove? _____ *print*
- 3. What is your favorite vacation spot? _____ *clearly*

First Name Last Name Initial Primary User ID

Primary Facility Department

Work Telephone, Extension Signature Date
Not your personal or home telephone

Authorizer's Name Signature Date
Authorizer signature must be made by your supervisor or manager, IT or HR Designate, or private clinic approver

After obtaining an authorizing signature, please scan and email your form to ICT Service Desk mailbox at ICTServiceDesk@nshealth.ca. You can also fax your completed form to 902-425-7788.

Your information will be filed in a secure manner that will restrict access to those in the Service Desk who need them for caller verification. **Please ensure this original form is securely stored or discarded.**