

Password Reset/Secondary Security Question Notification

In an effort to improve Oxford Networks “Forgot Password” self-help feature, we are adding a mandatory second Security Question to all user accounts. Previously, end users had been required to enter the last 4 digits of their phone number in order to use this feature. This caused problems for some end users who were unsure of which phone number we had on file for their accounts. Users will be required to answer both of their security questions to complete the password reset.

All current users, upon their first login to ONmail, will be prompted with a Security Question wizard. Users must select a secondary security question, and will not be able to exit the wizard until this step is complete.

All new users will be prompted with the traditional New Account Setup wizard, but will be required to set two Security Questions, instead of one. End users may select from the following list of available Questions:

- Mother’s Maiden Name
- Last 4 digits of SSN
- Name of High School
- Favorite Pet’s Name
- Last 4 Characters of Driver’s License Number
- Primary Frequent Flyer Number
- Childhood Dream Job
- Middle Name of Your Youngest Child
- Make and Model of Your First Car
- Grandfather’s Occupation

NOTE: Users that access their account on a monitor that has its screen resolution set to 800 x 600 will not be able to complete the wizard. We recommend that their screen resolution be reset to 1024 X 768.

If you have any questions about these changes, please contact:

Oxford Networks Support
1-800-520-9911 or email
techhelp@oxfordnetworks.net

Thank You,
Oxford Networks Support Team



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