c) Password Administration:

i. Individual passwords will need to be reset every 90-days.

ii. It is recommended that users reset their passwords several days prior so that it does not expire.

iii. The JPL Directory Service has introduced a new self-service password reset capability for the JPL Password.

iv. In response to customer requests for simplified password management, the self-service option is now available 24x7 via the URL: https://dir.jpl.nasa.gov/ui/.

v. It provides a secure, immediate solution if you happen to forget your password, eliminating the need to call 4-HELP [818-354-4357] for assistance.

vi. To use the reset capability, you must have logged into the URL above in advance and entered Challenge and Responses that will serve to authenticate/credibly identify you.

vii. Following currently accepted industry standards, the JPL Directory now has one Challenge and Response of your own choosing and five institutionally selected Challenges for which you provide your personal answers. Please be aware that your answers don't have to be factually true, but must be easy for you to remember when you reply to the Challenges.

    a) Whenever you reset your JPL Password, you will always be presented with your self-chosen Challenge and two randomly selected institutional Challenges.

    b) More information about Challenge and Responses is at http://dir.jpl.nasa.gov/user/challenge.html.

viii. It is highly recommended that users take advantage of the password reset capability by setting your Challenge and Responses right away. It's quick, easy, secure, and can save you time in the future. As an alternative, assisted password resets continue to be provided when you call 4-HELP [818-354-4357].

ix. A URL link to the JPL Directory Service password reset capability is located on the SPS Portal under "General Info", submenu "Password Administration".