How to Setup Self Service

Self-service is a function which allows registered users to reset their own password in the event of forgetting, without needing to contact an administrator. This function works by users setting up memorable question and answer pairs which need to be answered correctly to get their password reset.

To make use of self service, each user first needs to setup their security questions:

1. Go to: http://selfservice.klz.org.uk and select the ‘View Account’ tile. This page does NOT require a logon to be able to access it.

2. You will then be prompted to enter your SKWO account name and password:

4. You will then need to enter three questions and answers. The questions are unrestricted and can be anything that you can remember. Bear in mind when choosing your questions that the answers should not be guessable by your friends or colleagues. Your account password may be protecting sensitive and/or restricted information.