

Self- Service Password Reset – Filling out & changing your questions

Setting up your challenge questions:

1. When you log onto myMount you will receive a prompt to answer challenge questions and to provide an alternate email address that is outside of the Mount. Select the challenge questions that you wish to appear when you need to reset your password and fill out the answers. The answers you provide to your questions are not case sensitive.

[Login - Modify Challenge Questions](#)

Please choose and answer challenge questions and provide an alternate email address in the event you ever forget your password. Select a question from each drop down and give a unique answer for each question, and enter a non-Mount email address to be used for password recovery. If you would like to set up your challenge questions later, click the Later button and you will be asked the next time you log into the portal.

Your Alternate Email Address:

Re-enter Alternate Email Address

In what city or town did you meet your first spouse/partner?

In what city or town did your parents meet?

What is the first name of your eldest cousin on your mother's side?

2. Once you have filled out the questions, select continue. You are able to fill out the questions at a later time, however, if your password expires and you do not have these questions filled out, you will not be able to access your account until you contact the Help Desk. If you select later, you will be prompted to fill out your challenge questions each time you log into myMount until you have selected them.

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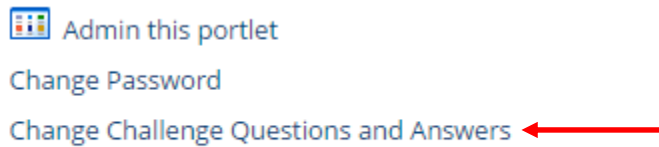
How do I change my questions or answers?

1. Log into myMount and select the technology tab.

2. Select Password Management on the left hand side of the screen.



3. Select Change challenge questions, answers, and alternative email.



4. Select new challenge questions and provide answers or change your alternate email address.

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