



State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF INFORMATION SERVICES

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ISIS Memorandum 06-006

To: Employee Administrators
Time Administrators
ISIS Travel Users
Technical Coordinators

Subject: Change to Password Maintenance

A change to LEO Password Maintenance is being implemented effective **Wednesday August 24, 2005**. This change affects all users of ISIS HR, ISIS Travel and LEO who use Password Maintenance to change their passwords. This typically occurs when someone forgets their password or makes an error that locks their ID. Password Maintenance currently allows users to create their own personal question for verification of identity. In the new system users will choose from a pre-defined list of questions.

In order to implement this change, all existing personal questions will be deleted effective August 24. While employee passwords will not change or be expired as a result of this enhancement, and it is not mandatory to go through Password Maintenance to continue using LEO or ISIS, we recommend that everyone do so in a timely manner.

The first time employees use Password Maintenance after this change is implemented, they will be required to verify their identity. They will do this by entering their date of birth and the last four digits of their social security number, just as they did when they first began using LEO. They will be prompted to select a new personal question from the pre-defined list and enter an answer with no spaces. The questions available are as follows:

- What was your first car?**
- What is your Mother-in-law's maiden name?**
- What was the name of the first school you attended?**
- Where did you meet your spouse?**
- What was your favorite teacher's name?**
- What was the name of your first pet?**
- What was the name of your childhood best friend?**

Please advise all employees of this change prior to August 24. This will allow employees time to consider their selection prior to logging on and to choose a question/answer which will ensure safety of their personal information.

Questions may be directed to the ISIS Help Desk at (225) 342-2677, option 3, option 2.

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