

Resetting Your PAWS (Self Service Banner) PIN with Security Questions

PAWS users can reset their own PINs by following these steps.

1. Enter your J Number and PIN to login into PAWS (Self-Service Banner).

If the PIN is forgotten, the [Forgot PIN?](#) button will allow you to access a stored Security Question and enter the Answer. If the Answer to the Security Question is known, you will be asked to reset your PIN.



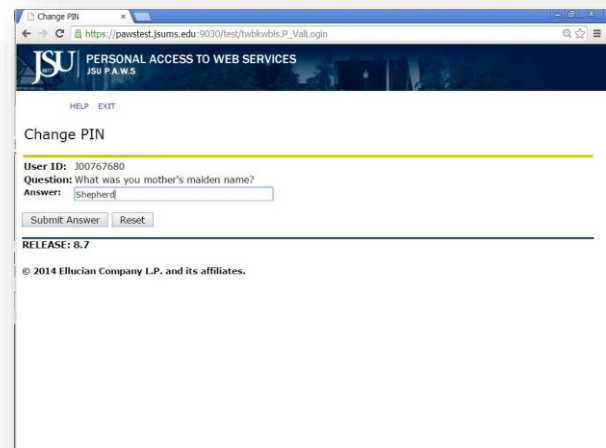
A screenshot of the PAWS login page. The header shows the JSU logo and 'PERSONAL ACCESS TO WEB SERVICES JSU P.A.W.S.'. The main content area prompts the user to enter their User Identification Number (ID) and Personal Identification Number (PIN). It includes a 'Forgot PIN?' button. The footer contains a release date of 8.7 and a copyright notice for 2014 Ellucian Company L.P.

PERSONAL ACCESS TO WEB SERVICES
JSU P.A.W.S.

Please enter your User Identification Number (ID) and your Personal Identification Number (PIN). When finished, select Login.
Please Note: ID is Case Sensitive
To protect your privacy, please Exit and close your browser when you are finished.

User ID:
PIN:

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A screenshot of the 'Change PIN' page. The header is the same as the login page. The main content area shows the user's ID (300767680) and a security question: 'What was your mother's maiden name?'. The user has entered 'Shepherd' as the answer. There are 'Submit Answer' and 'Reset' buttons. The footer shows a release date of 8.7 and a copyright notice for 2014 Ellucian Company L.P.

Change PIN

User ID: 300767680
Question: What was your mother's maiden name?
Answer:

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A screenshot of the 'Reset PIN' page. The header is the same as the previous pages. The main content area shows a message: 'Your PIN has to be reset. Please change it now.' Below this, there are fields for 'New PIN' and 'Re-enter new PIN', and a 'Reset PIN' button. The footer shows a release date of 8.7 and a copyright notice for 2014 Ellucian Company L.P.

HELP EXIT

● Your PIN has to be reset. Please change it now.

New PIN:
Re-enter new PIN:

Last web access on Oct 24, 2014 05:38 pm

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- If the Question and Answer are not stored yet in Banner, and you know your J number and PIN, the first screen will ask you to select a Security Question and an Answer to that question. In the future, you could use the stored Security Question and Answer to reset your PIN.

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Personal Information Student

Search Go

MENU SITE MAP HELP EXIT

Security Question and Answer

Please enter your new Security Question and Answer, then Submit Changes.

Please Confirm your Pin:

Question: What was your mother's maiden name?

Answer:

OR

Question:

Answer:

Submit Reset

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- If you do not know the PIN, you will still need to contact Banner Support Services by email bannerpaws@jsu.edu or calling (601) 979-0898 to have your PIN manually reset. Once that is done, on your next login to PAWS, the first screen will ask you to select a Security Question and an Answer to that question.

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Personal Information Volunteer Employee WebTailer Administration

Search Go

MENU SITE MAP HELP EXIT

Security Question and Answer

Please enter your new Security Question and Answer, then Submit Changes.

Please Confirm your Pin:

Question: What was your mother's maiden name?

Answer:

Submit Reset

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After you log into PAWS, you could also review your Security Question and Answer by doing the following:

- Go to the Personal Information tab and click Change Security Question.

Personal Information

JSU P.A.W.S. Personal Access to Web Services

Personal Information Student Financial Aid

Search Go

RETURN TO MENU SITE MAP HELP EXIT

Personal Information

- Answer a Survey
- Change Security Question
- View Addresses and Phones
- Update Addresses and Phones
- View E-mail Addresses
- Directory Profile
- View Emergency Contacts
- Update Emergency Contacts
- Update Marital Status
- Name Change Information
- Social Security Number Change Information
- Change your PIN
- Need to update your PIN? Change it here.
- JSU Emergency System Information Update
- View JSU Emergency System Information

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2. Once you get to the Security Question and Answer screen, please review your Question and Answer, then click Submit.

The Question and Answer will help you retrieve your PIN if you need it in the future.

The screenshot shows a web browser window with the title "Security Question and Answer". The browser's address bar shows "Page", "Safety", and "Tools" menus. The page header features the JSU logo (1872) and the P.A.W.S. logo (Personal Access to Web Services). Below the header is a navigation bar with tabs for "Personal Information", "Student", and "Financial Aid". A search bar with a "Go" button is located on the left. On the right, there are links for "MENU", "SITE MAP", "HELP", and "EXIT". The main content area is titled "Security Question and Answer" and contains a yellow horizontal line. Below the line, a message states: "Please enter your new Security Question and Answer, then Submit Changes." A "Please Confirm your Pin:" field is present. The form includes two sets of "Question:" and "Answer:" fields. The first set has a dropdown menu for the question (currently "Not Selected") and an empty answer field. The second set has a text input for the question ("What is you dad's first name") and a text input for the answer ("Michael"). At the bottom of the form are "Submit" and "Reset" buttons. The footer of the page reads "RELEASE: 8.7".