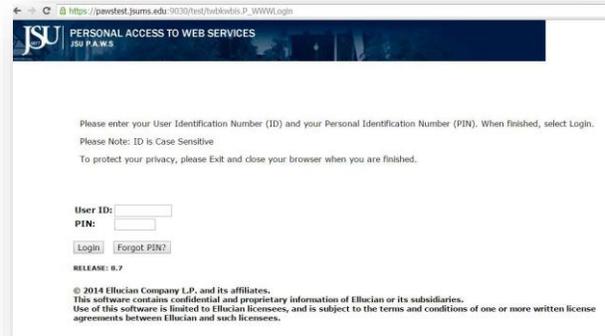


Resetting Your PAWS (Self Service Banner) PIN with Security Questions

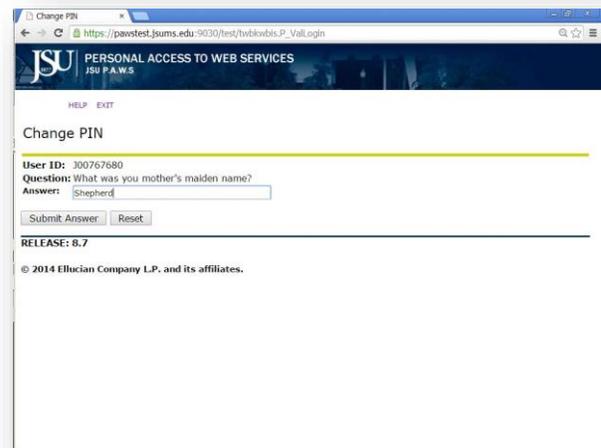
PAWS users can reset their own PINs by following these steps.

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 browser address bar shows the URL: https://pawtest.jsu.edu:9030/test/hvbkvbs.P_WWWLogin. The page header includes the JSU logo and the text "PERSONAL ACCESS TO WEB SERVICES JSU P.A.W.S.". The main content area contains the following text: "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." Below this text are two input fields: "User ID:" and "PIN:". To the right of the "PIN:" field is a button labeled "Forgot PIN?". Below the input fields are two buttons: "Login" and "Forgot PIN?". At the bottom of the page, it says "RELEASE: 8.7" and "© 2014 Ellucian Company L.P. and its affiliates. This software contains confidential and proprietary information of Ellucian or its subsidiaries. Use of this software is limited to Ellucian licensees, and is subject to the terms and conditions of one or more written license agreements between Ellucian and such licensees."

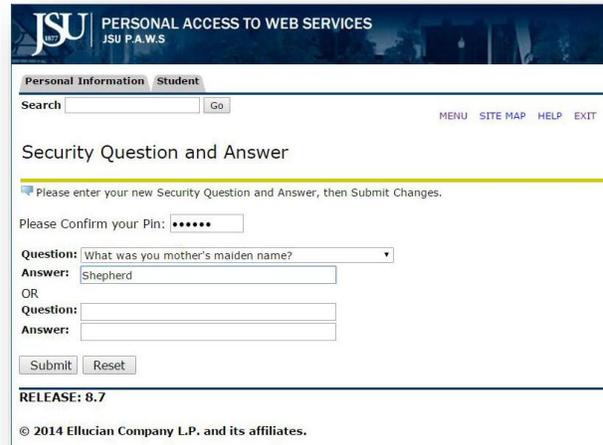


A screenshot of the "Change PIN" page. The browser address bar shows the URL: https://pawtest.jsu.edu:9030/test/hvbkvbs.P_ValLogin. The page header includes the JSU logo and the text "PERSONAL ACCESS TO WEB SERVICES JSU P.A.W.S.". Below the header are links for "HELP" and "EXIT". The main heading is "Change PIN". Below this, the "User ID:" is displayed as "300767680". The "Question:" is "What was your mother's maiden name?". The "Answer:" field contains the text "Shepherd". Below the answer field are two buttons: "Submit Answer" and "Reset". At the bottom of the page, it says "RELEASE: 8.7" and "© 2014 Ellucian Company L.P. and its affiliates."

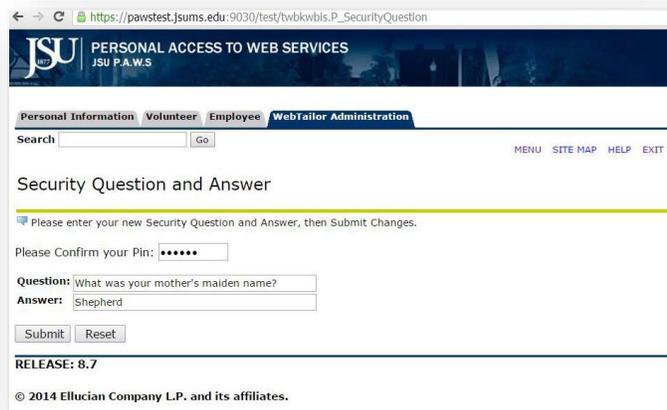


A screenshot of the "Reset PIN" page. The browser address bar shows the URL: https://pawtest.jsu.edu:9030/test/hvbkvbs.P_PncSecurityAnswer. The page header includes the JSU logo and the text "PERSONAL ACCESS TO WEB SERVICES JSU P.A.W.S.". Below the header are links for "HELP" and "EXIT". A red error message at the top states: "Your PIN has to be reset. Please change it now." Below this message are two input fields: "New PIN:" and "Re-enter new PIN:". Below these fields is a button labeled "Reset PIN". Below the button, it says "Last web access on Oct 24, 2014 05:38 pm". At the bottom of the page, it says "RELEASE: 8.7" and "© 2014 Ellucian Company L.P. and its affiliates."

- 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.

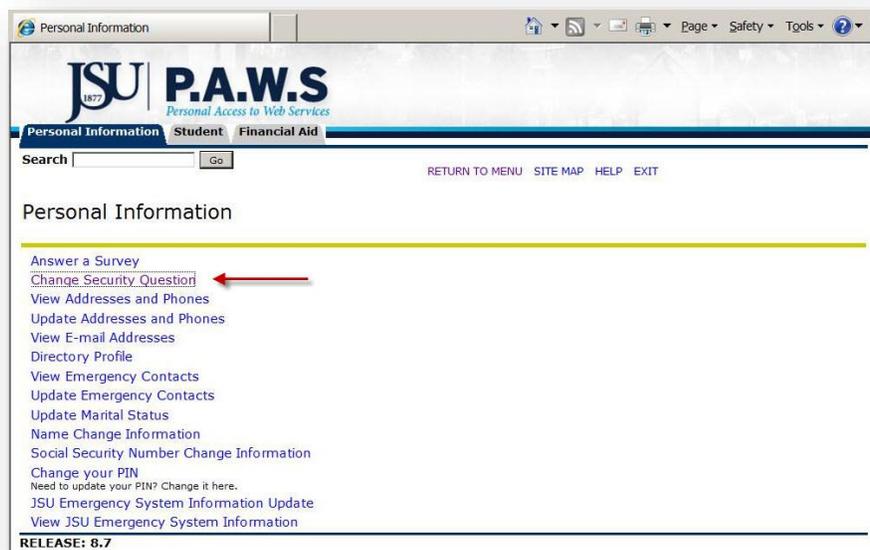


- If you do not know the PIN, you will still need to contact Banner Support Services by email bannerpaws@jsu.edu or calling (601) 979-0898 to have your PIN manually reset. Once that is done, on your next login to PAWS, the first screen will ask you to select a Security Question and an Answer to that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



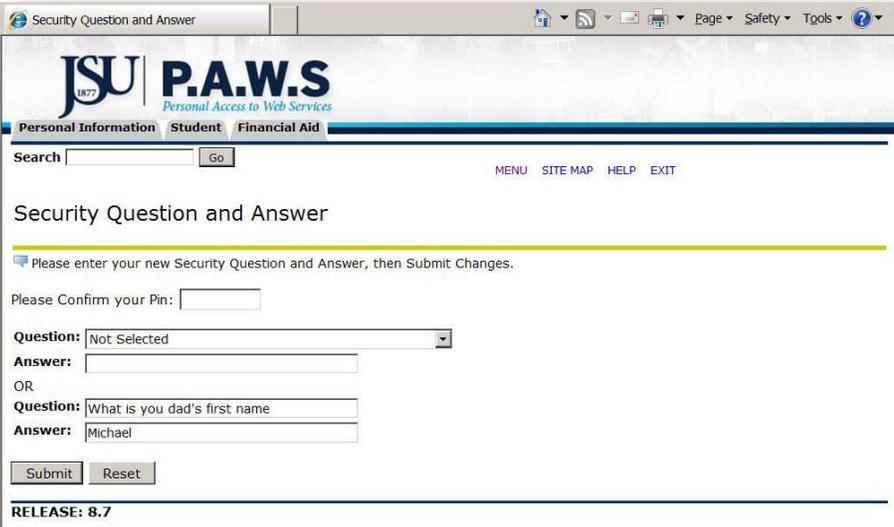
After you log into PAWS, you could also review your Security Question and Answer by doing the following:

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



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 titled "Security Question and Answer". The page header includes the JSU logo (1877) and "P.A.W.S. Personal Access to Web Services". Navigation tabs for "Personal Information", "Student", and "Financial Aid" are visible. A search bar with a "Go" button and links for "MENU", "SITE MAP", "HELP", and "EXIT" are present. The main heading is "Security Question and Answer". Below it, a message states: "Please enter your new Security Question and Answer, then Submit Changes." There is a "Please Confirm your Pin:" field. Two options are provided: 1) A dropdown menu for "Question:" with "Not Selected" chosen, followed by an "Answer:" text field. 2) An "OR" separator, followed by a "Question:" text field containing "What is you dad's first name" and an "Answer:" text field containing "Michael". At the bottom, there are "Submit" and "Reset" buttons. The footer of the page reads "RELEASE: 8.7".