Changing Your Password & Security Question

1. Access your user profile, by selecting “View My Profile” from the user profile drop down menu.

2. From the profile menu, under “Update Security Settings”, select “Change Password”.

   ![View My Profile Menu]

   ![Change Password Option]
3. To change your password, enter your old password and your desired new password. Users will have to confirm their new password by entering it twice.

4. A confirmation will appear after updating your password successfully.
5. When users change their password, they are also advised to change their security question. In the case that a user forgets their password, users will be able to change update their password and gain access to ShopBlue by answering the security question. From the profile menu, under “Update Security Settings”, select “Change Security Question or Answer”.

![Change Security Question or Answer](image)

6. Select the desired question that you would like to be your security question. If none of the questions apply, you may have the option to create your own security question.

![Change Security Question or Answer](image)
7. After you have selected the desired security question, enter the appropriate security answer. Users will have to confirm their security password by entering it twice. **Note: if you select to define your own security question, you will required to enter that in addition to the security answer.**

8. A confirmation will appear after updating your security question and security answer.