

Xplan Password Reset User Guide

This guide outlines how to reset your own password within Xplan, as well as setting up security questions

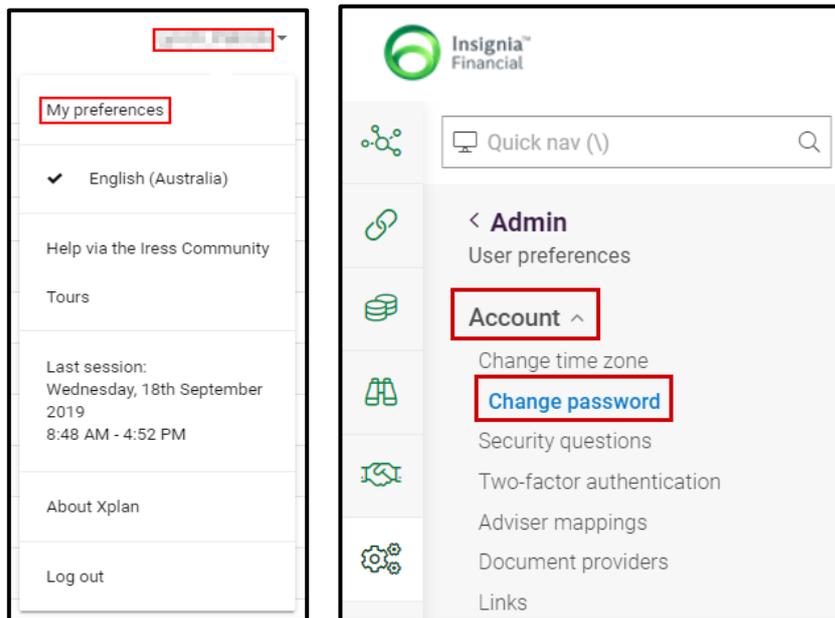
24/04/2023

Table of contents

Changing your password	2
Resetting your own password	3
Setup the security questions	3
Reset your own password	5

Changing your password

If you are logged into Xplan you can change your own password by going to **My Preferences > Account > Change Password**.



You then need to enter your current password and then type your new password twice for confirmation. Once the new password has been entered you need to hit **Save**.

The image shows a screenshot of the 'Change Password' form in the Xplan interface. The form has a title bar with 'Change Password' and a close button. Below the title bar, there is a 'User Id' field with a blurred value. The main form contains three input fields: 'Current Password', 'New Password', and a confirmation field labeled '(type again to confirm)'. A red box highlights the three password input fields. In the top right corner, there is a 'Save' button highlighted in a red box.

Resetting your own password

There may instances when you cannot remember your Xplan password.

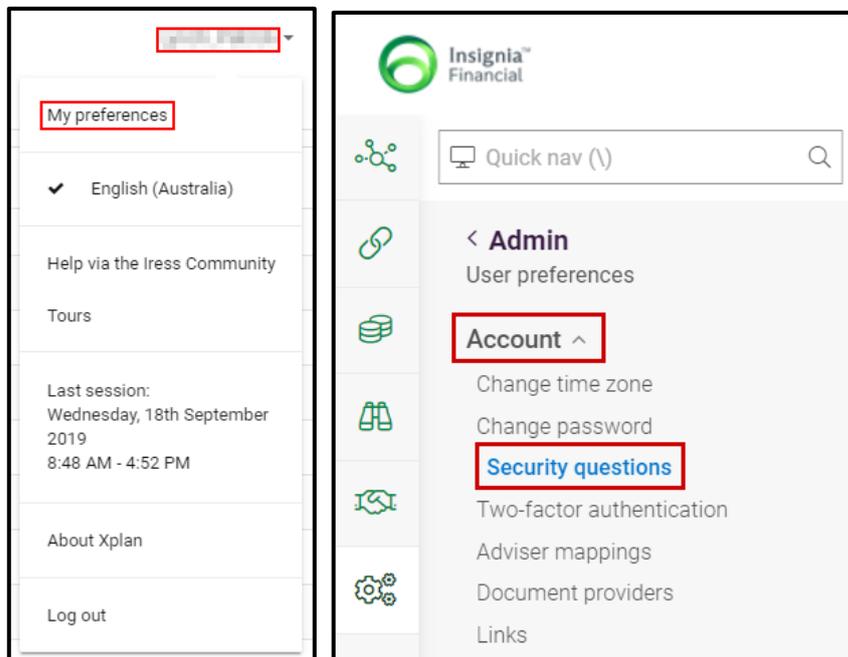
Before guessing four times and locking your account, you can use the Forgotten Password Recovery Option. To use this option, you will need to have pre-set your own individual security questions. When Password Reset is used, the entered answers must match completely the answers set up in your security questions.



Note: You are unable to use this option if you have a locked/deactivated account.

Setup the security questions

Enter your preferences menu by selecting the dropdown arrow next to your name at the top right then select **My Preferences > Account > Security Questions**



The security questions and answers screen will open. Select **Edit** to set up 2 of your own questions and answers. Once done, select **Save** to apply your questions.

Security questions for password reset

Save Cancel

Security questions and answers

By adding these personalised security questions, you will be able to set up answers that you can remember when you want to reset your password.
Enter 2 of your own questions and answers in the Question and Answer fields respectively.

Security questions
E.g.: What was your favourite subject at high school?
In which city was your first job?
What street did you live on when you were in your final year of school?

Password Reset Question 1	<input type="text" value="Type your question here"/>
Password Reset Answer 1	<input type="text"/>
Password Reset Question 2	<input type="text" value="Questions need to be different"/>
Password Reset Answer 2	<input type="text"/>

Security questions for password reset

Edit

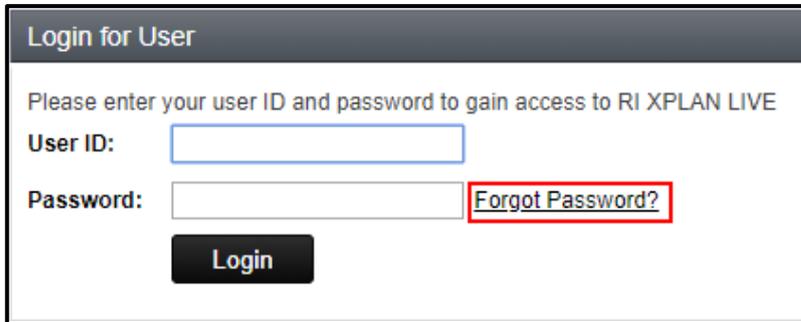
Security questions and answers

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Enter 2 of your own questions and answers in the Question and Answer fields respectively.

Password Reset Question 1	Daughters name
Password Reset Answer 1	*****
Password Reset Question 2	Sons name
Password Reset Answer 2	*****

Reset your own password

On the Xplan login screen, select the Forgot Password link



Login for User

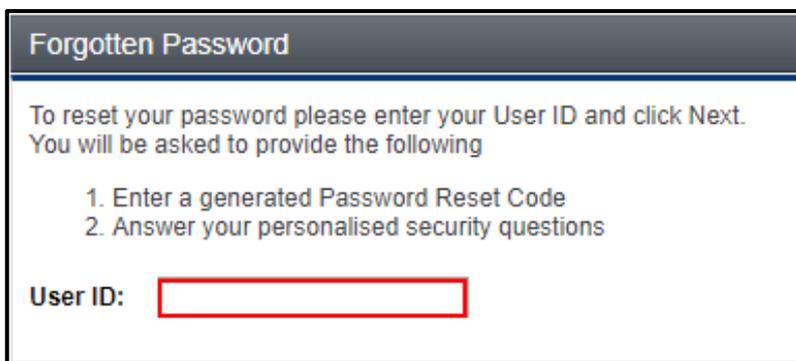
Please enter your user ID and password to gain access to RI XPLAN LIVE

User ID:

Password: [Forgot Password?](#)

Login

Enter your Xplan User ID that is used to login



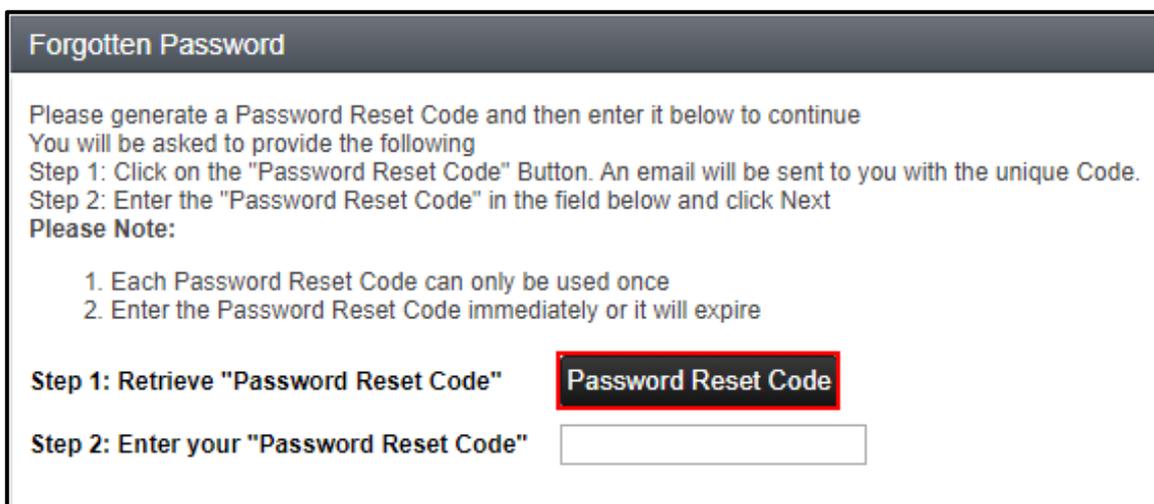
Forgotten Password

To reset your password please enter your User ID and click Next.
You will be asked to provide the following

1. Enter a generated Password Reset Code
2. Answer your personalised security questions

User ID:

Select **Password Reset Code**, a code will be emailed to the registered email recorded in XPLAN – it can only be emailed



Forgotten Password

Please generate a Password Reset Code and then enter it below to continue
You will be asked to provide the following

Step 1: Click on the "Password Reset Code" Button. An email will be sent to you with the unique Code.
Step 2: Enter the "Password Reset Code" in the field below and click Next

Please Note:

1. Each Password Reset Code can only be used once
2. Enter the Password Reset Code immediately or it will expire

Step 1: Retrieve "Password Reset Code" **Password Reset Code**

Step 2: Enter your "Password Reset Code"

Answer your security questions

Password Reset Question and Answers

Please answer the following questions and click next. Answers are not case sensitive.

Question 1 First Primary School

Answer 1

Question 2 Name of First Pet

Answer 2

You can now create your new password

Forgotten Password

Please enter your new password and confirm, then click Next

New Password

Confirm New Password

For further assistance please contact Advice Tech Support.