How do I Change my Challenge Question

You can change your Challenge Question in eConnect at any time on the Update My Challenge Question screen (requires log in). You must be able to answer your current Challenge Question in order to use this screen.

**Online Steps**

- Log in to eConnect
- Select Update My Challenge Question from the current credit student menu.
- Enter your current Answer
- Click **SUBMIT**

**Possible Error Messages**

- This does not match the answer on file for your Challenge Question. Please try again: Type the answer again remembering the answer is case sensitive.
- If you cannot remember the answer to your Challenge Question, you must have it manually reset.

Note: After six (6) attempts with an incorrect Challenge Question, your account will get disabled for 45 minutes.
• Select a different question and answer (remember answers are case sensitive)

For security reasons, you are required to have a challenge question on file in eConnect. This should NOT be the same as your eConnect password or hint or be an answer that someone could easily guess.

Note: If you forget your Challenge Question answer, you will be required to reset it manually.

Please choose a challenge question, enter the answer (case sensitive) and press Submit to continue.

You will always be REQUIRED to answer to your challenge question in order to access the following screens:
- “Update My Challenge Question”
- “DCCCD Money Card Address Verification”
- “What is My Activation Word?”
- “Order a Money Card Replacement”

Checking this box means you have enabled Enhanced Security and will also be required to provide the answer to your Challenge Question each time you access the following additional eConnect screens:
- “My Payroll Information”
- “My Current Wage Information”
- “My Tax Shelter Information”
- “My Leave Information”
- “Review My Staff’s Leave Information”
- “My Faculty Leave Banking Information”
- “My W-2 Form”
- “Change my E-mail Address”
- “My Payroll Preview”
- “Time Entry”
- “Approval for Supervisors”

*If you forget your challenge question or password, you will be required to request a manual reset.
• Click **SUBMIT**

![My Challenge Question: Results]

This screen verifies you have updated your challenge question. Be sure to remember the answer.

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**Manual Request for a Challenge Question Reset**

If you forget your eConnect Challenge Question, please follow the procedure below for requesting a manual reset. For security reasons, both your eConnect Password and Challenge Question will be reset.

**Manual Reset**

If you have a district-assigned GroupWise e-mail account:

- Send an e-mail from your GroupWise e-mail account to: [REGISTRY ADDITIONS](mailto:REGISTRY ADDITIONS) requesting a reset of your eConnect password. Please provide:
  - Name
  - Student/Employee ID#
  - Date of Birth
  - Type: **EMPLOYEE** or **FACULTY** (very important)

(Note: For security reasons, requests will only be accepted if sent from your own district-assigned GroupWise e-mail account.)

- **Upon receipt of the information, please allow one business day for processing your request.**
- Once your request has been processed, you will be required to **setup** your account before you log in.
- If you have a valid e-mail address, you will receive an e-mail confirmation when your account has been setup.
If you do NOT have a district assigned GroupWise e-mail account:

- Contact your division secretary or your campus evening administration.
- You will need to provide them with your name, your Employee (i.e., Colleague) ID or Social Security Number, and the course(s) you are currently teaching or most recently taught.
- **Upon receipt of the information, please allow one business day for processing your request.**
- Once your request has been processed, you will be required to setup your account before you log in.
- If you have a valid e-mail address, you will receive an e-mail confirmation when your account has been setup.

If you have any additional questions, please contact your [HR office](#).

💡 **Security Tip:** Never send confidential/sensitive information such as Social Security Number (SSN) or credit card/bank account information via e-mail, even as an attachment. These methods of communication can be intercepted and are not considered secure.