
How to configure questions?

Introduction

Soffid allows to the administrator user, or the user with the proper roles, to configure the default questions that will be displayed to the end users.

Those questions will be the default questions, the end users could change them and configure other questions.

To enable the question functionality, the user needs to configure some parameters.

Next, end users must fill in the answers in the Soffid console to finally recover the password on the login page.

Let's take a closer look at these steps.

1. Enable the question functionality

First, go to [Password recovery configuration](#) page.

Now enable this feature and select it as preferred.

▼ Enabled methods

Enable email recovery No

Enable question answer recovery Yes

Enable OTP No

Enable SMS No

Preferred method *
Questions ▼

For more information check the [Enable methods](#) attributes.

2. Configure the question engine

On the same page, configure the question and answer mechanism as required.

▼ Recovery questions

Minimum number of filled-in questions

Questions to answer to unlock

Number to answer to unlock

Allow to unlock account and keep the same password No

Enforce fill-in questions *

For more information check the [Recovery questions](#) attributes.

3. Add the default questions

Now go to the [Default questions](#) tab and add the questions that the end user will have to answer.

Search in Saffid...

Main Menu > Configuration > Security settings > Password recovery configuration

Password recovery questions Default questions

Add new

<input type="checkbox"/>	Question ^
<input type="checkbox"/>	In which city were you born?
<input type="checkbox"/>	What is your favourite instrument?
<input type="checkbox"/>	Who is your best friend?

Displayed rows: 3

For more information check the [Default questions](#) attributes.

4. Add the answers

End users will now have to fill in their answers.

In the Console go to the [My profile](#) page.

You will see the "Password recovery questions" button.

▼ User Info:

Last login:

30/12/2025 09:15

Last IP connection:

172.19.0.1

Now, you can change your password

[Change Password](#)

[Password recovery questions](#)

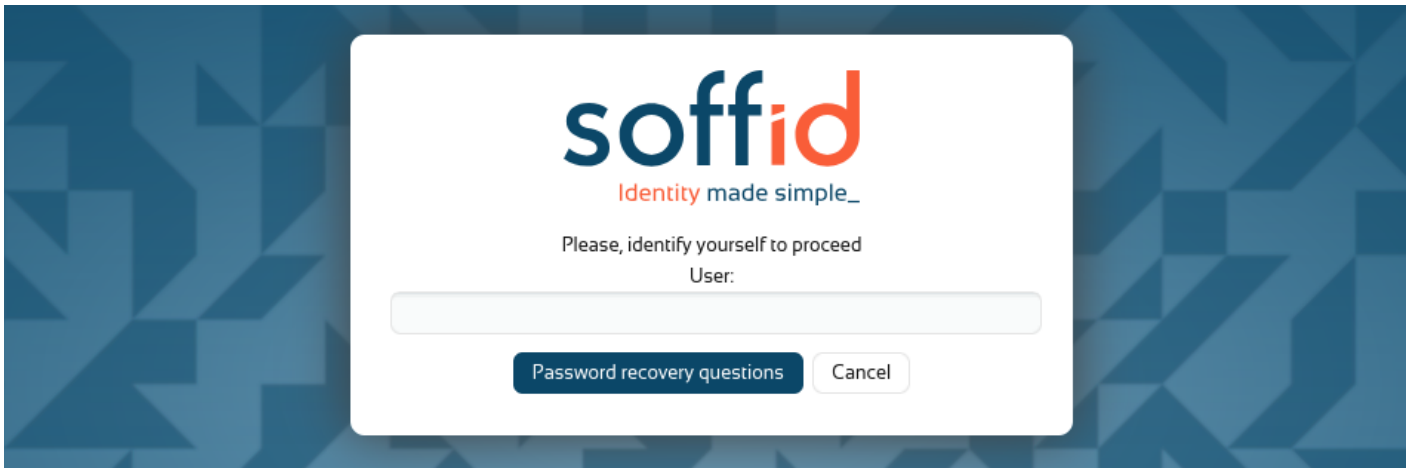
Next we will have to answer at least the number of questions that has been configured.

5. Use password recovery

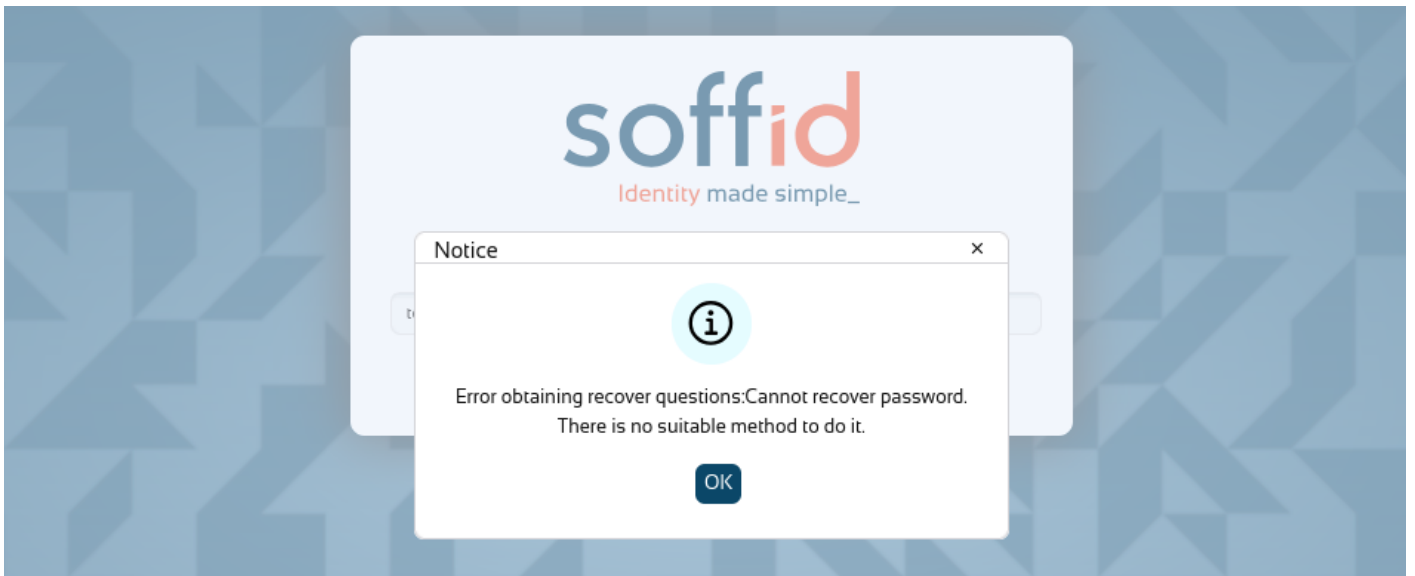
Now that we have everything configured, we may use the "Password recovery" option on the login page.



Introduce the end user.



If you get this error, it is because there are no answers.



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