How to configure questions?

Introduction

Soffid allows to the administrator user, o 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.

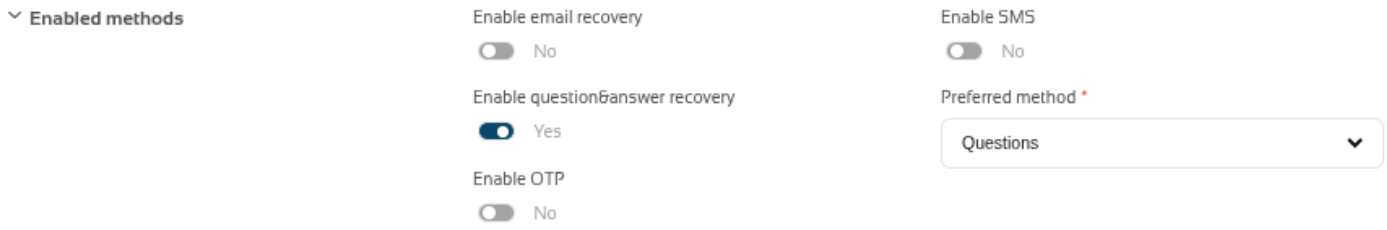
Next, end users must fill in the answers in the Soffid console to finally revocer the password on the login page.

Let's take a closer look at these steps.

1. Enable the question funcionality

First, go to Password recovery configuration page.

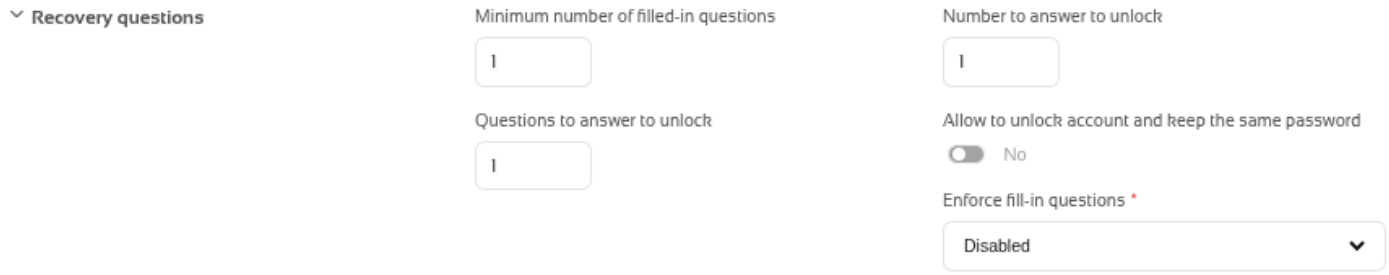
Now enable this feature and select it as preferred.



For more informatión check the Enable methods attributes.

2. Configure the question engine

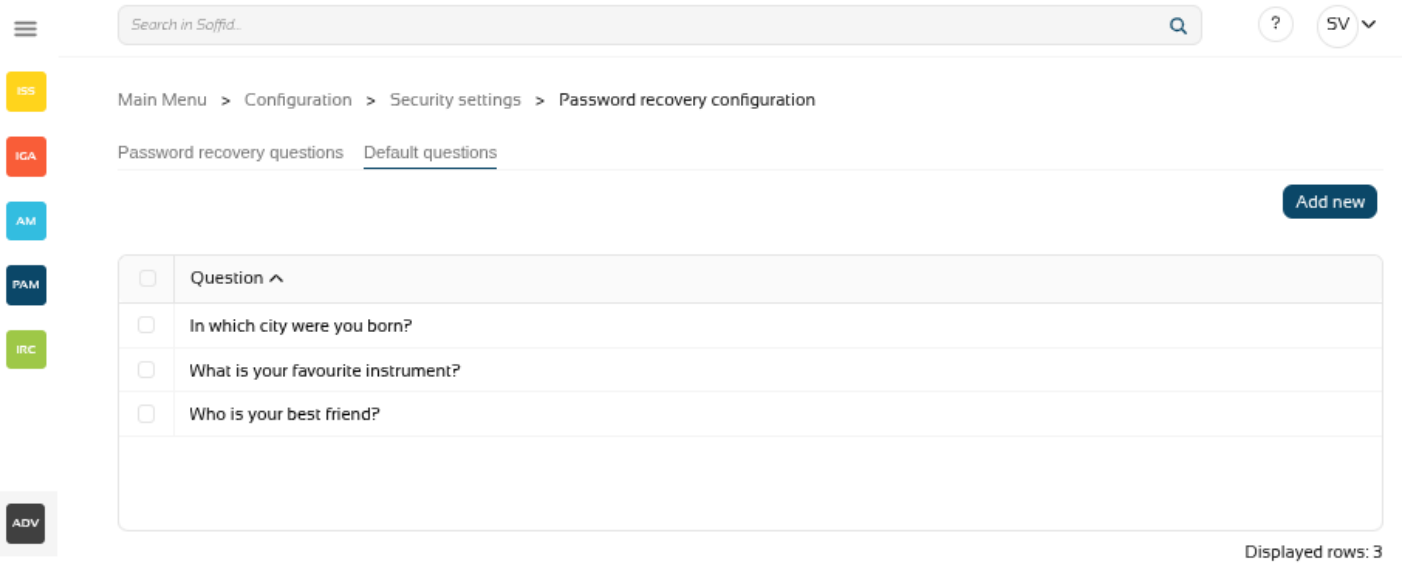
On the same page, configure the question and answer mechanism as required.



For more informatión 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.



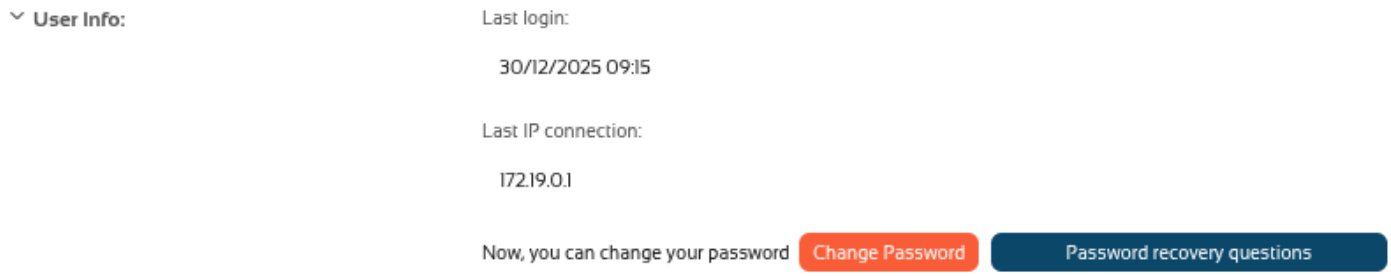
For more informatión check the Default questions attributes.

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.



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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