

Guide to 2011 User Security Update

Purpose

This document provides details on the user security update to emsCharts.com that was put into place at the beginning of 2011. The primary change is to stay ahead and on top of security issues. The change involves two primary updates: First, users must select a set of three new security questions and answers along with a security image. Second, the users must verify their email account every 90 days.

These two changes will allow users to reset their own passwords securely and provide extra assurance that links in their email are from emsCharts.

Part 1 – Security Questions/Answers & Image

Previously users selected a question and answer to assist in password resets by their software administrator. We have found that a good amount of the time the user has forgotten or misspelled the answer, and the account cannot be reset. Alternatively, the user could have a reset password sent to their email address by their administrator. However, we also found these email addresses could be out of date.

Also, a type of computer attack called “Phishing” can occur when a user receives an email from a fraudulent website masquerading as a legitimate one and asking you to log in or provide them information. To combat this many banks and credit card companies have asked the user to select an “Anti-Phishing” image which is displayed back to the user after the user enters their username but BEFORE prompting to enter their password. This helps ensure the user the link they received is legitimate. (The Anti-Phishing functionality will follow later in the spring.)

Part 2 – Email Validation

As mentioned above, we collected a users email address, however over time the email address became out of date (unused / inaccessible), so we will now be asking users to validate their email addresses every 90 days. This **validation is a one-step process** asking the user to first update their email address or verify the current one, then entering a code (or clicking a link) sent to that email address to validate.

Keeping an updated email address will also assist the user in being able to reset their passwords themselves since the user will not only have to answer their security questions correctly but also login using a temporary password sent to their email address.

See the next sections for screenshots of the security setup and the reset password procedure.

Choosing an Anti-Phishing Image and Security Questions and Verifying your Email address

New users will be prompted to select this information the first time they log in and existing users, after Feb 1st, 2010, will be required to do the same. At any time, a user may update their information by logging in and selecting “Security Settings” from the menu near the bottom left (See Figure 1)

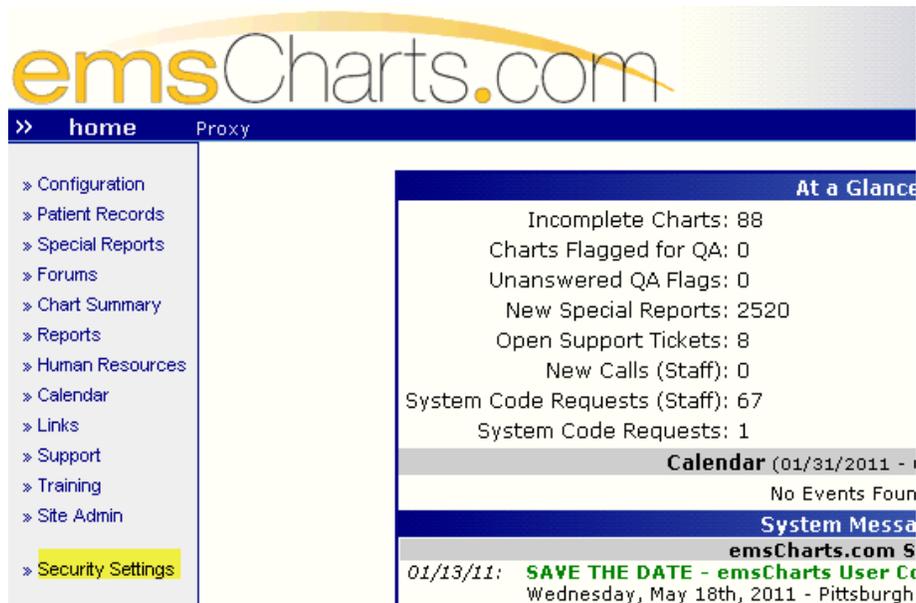


Figure 1 - Homepage, Security Settings Link

The image shows the 'Security Update (User: jwilsonss)' screen. It displays the following information: Current Email: adam@emscharts.com, Last Email Reminder: 01/31/2011 16:46:16, Anti-Phishing Image: Click Here to View, and Anti-Phishing Phrase: ace in the hole. Below this are three security questions with input fields: 'What street did you live on in third grade?', 'What was the name of your elementary / primary school?', and 'What was the first concert you attended?'. Each input field contains a series of dots and has an 'unmask' link next to it. At the bottom, there are two yellow buttons: 'Click Here to Update Anti-Phishing Image, Security Questions, and Email' and 'Click Here to Update Email Only'.

Figure 2 - Security Settings Screen. To manually edit use the links near the bottom. emsCharts will prompt automatically for the information if never entered.



Figure 3 – Step1: Choosing an Anti-Phishing Image.
Use arrows to scroll left/right, select an image and hit Next.

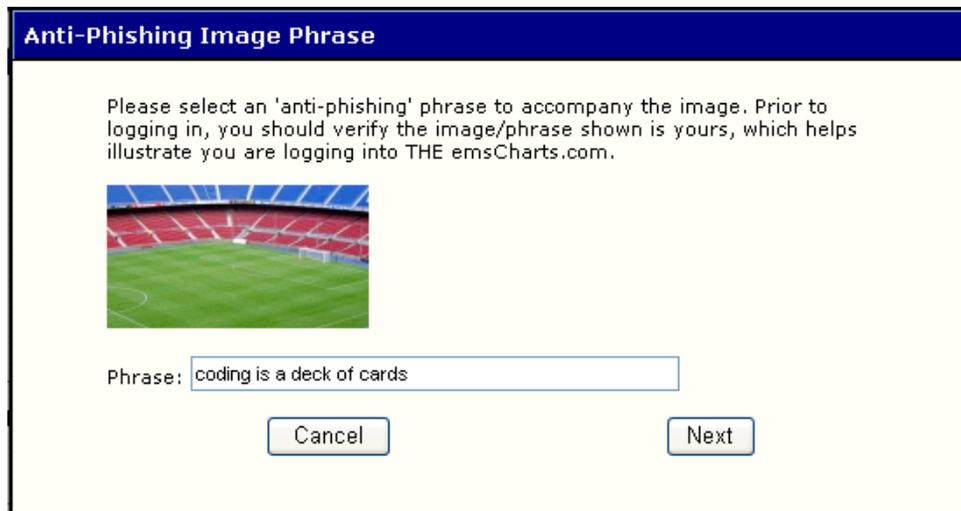


Figure 4 - Step 2: Choosing an Anti-Phishing Phrase.
Type in a phrase which describes your picture.
This helps verify this was the image you chose and not a fraud.

The screenshot shows a dialog box titled "New Security Question Setup" with a blue header. The main area has a light yellow background and contains the following text: "In order to allow the user to reset their own password, please select 3 new sets of security question and answers. You must answer 2 of 3 correctly when requesting to reset your password." Below this text are three numbered sections, each with a "Question:" label, a dropdown menu, and an "Answer:" label with a text input field. Section #1: Question: "What street did you live on in third grade?", Answer: "asdfd". Section #2: Question: "Where did you vacation last year?", Answer: "YES". Section #3: Question: "What school did you attend for sixth grade?", Answer: "sdfas". At the bottom of the dialog are two buttons: "Cancel" and "Next".

Figure 5 - Step 3: Choose 3 new security questions and answers

The screenshot shows a dialog box titled "Please Verify Your Email Address" with a blue header. The main area has a light yellow background and contains the following text: "Please verify that the following email address is correct." followed by "Upon verifying, a validation key will be sent to this email address for validation." Below this text is a text input field containing "xxx@emscharts.com". At the bottom of the dialog are two buttons: "Cancel" and "Verify".

Figure 6 - Step 4: Verify or enter your email address and follow the prompts.

Please Enter Email Validation Code

A validation code and link was sent to your email.

1. You may check your email now and copy/type the **latest** code below and hit SUBMIT.
2. Or, you can click CLOSE and use the link in your email within 1 day.

PHONE USERS: use option 1. If you do not see the email, please check your SPAM / JUNK folders and your email FILTER rules.

Figure 7 - Step 5: There will be two options for validating. Follow the prompts.

Please select 1 option.

1. ONLY if the **Email validation window is still open**, please copy/paste the following validation code to approve your email address: **8C8J9HF1JU8W**
(If you use this option, ignore the link below).
2. Alternatively, **you can click the following link:**
http://new-swdev.emscharts.com/pub/verify_email.cfm
Clicking the link will validate your email and you do not need to type in the code on the website and you can click CLOSE if the window is still open.

Thank you,
emsCharts, Inc.

Figure 8 - User will receive email containing code & link. Choose 1 option! If you choose option 1, enter that code in the box in Figure 7 above. See Figure 10 for the link.

This email was sent by emsCharts.com upon request for an email address update. The username above is in the process of changing the email associated on this account to the following:

Thank you,
emsCharts, Inc.

This email was sent by emsCharts.com upon request for an email address update. If you did not make this request, please contact your software administrator and/or emsCharts at www.emscharts.com OR 1-866-647-8282.

Figure 9 - If you CHANGE your email address, the old email will get a message such as this.

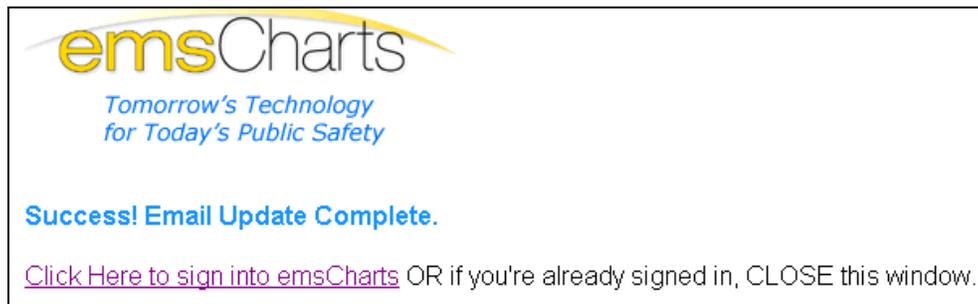


Figure 10 - You'll see this if you click the Validation Link - No need for the code.

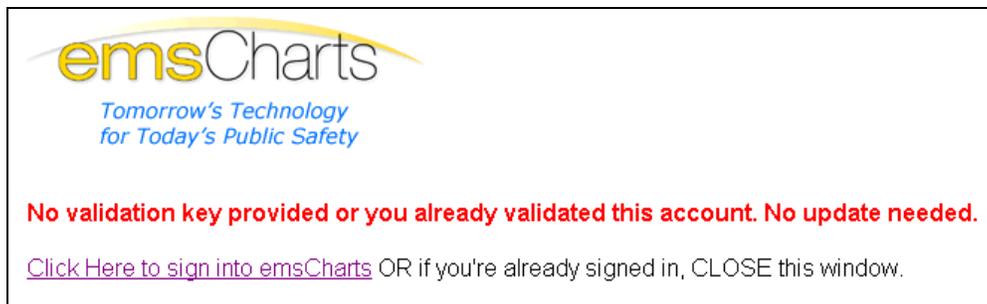


Figure 11 - If you got this you already validated or double clicked no need for anything else!

Resetting Your Password

Users will now be able to reset their own password from www.emscharts.com by using the link found in Figure 12 below. The following screenshots illustrate the process which users will have to go through to reset their password.

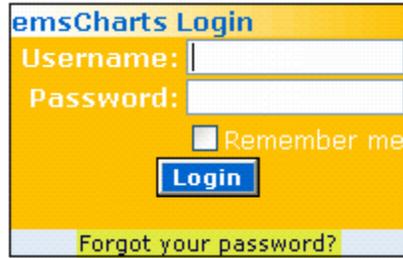


Figure 12 - New "Forgot your Password" Link



Figure 13 - Step 1: First enter your username and the reCAPTCHA words. The reCAPTCHA helps prevent spamming the system with reset requests.

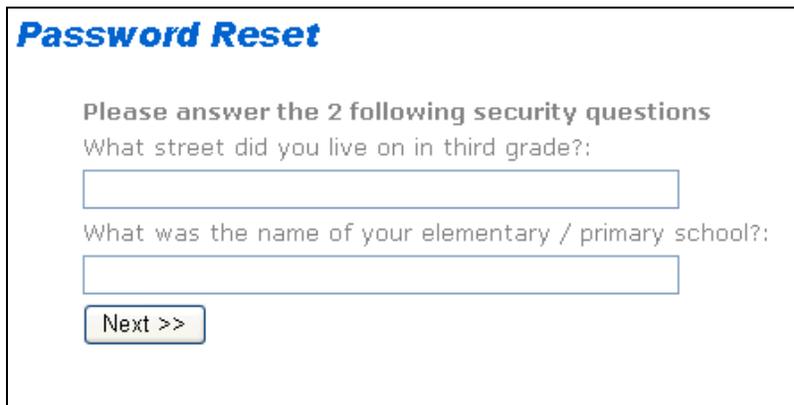


Figure 14 - Step 2: Enter two of the answers correctly to reset your password.

Your emsCharts account password was requested to be reset at emsCharts.com, however the attempt was unsuccessful due to failed security question responses.

Thank you,
emsCharts, Inc.

Figure 15 - If you fail, the user's email account will be sent an email message indicating there was a failure.

Your forgot password request is now complete. You may sign into emsCharts, using the temporary password of: UY0aOMCFYJN4
You will be asked to select a new permanent password upon logging in at www.emscharts.com

Thank you,
emsCharts, Inc.

Figure 6 – Step 3: If you successfully reset your password, you'll be sent a temporary one and asked to log in choose a new one.

Change Password (jwilsonss)	
Passwords can not be blank. Minimum length is 5, maximum length is 15, and may contain any letter or number. PASSWORDS ARE CASE SENSITIVE!	
New Password:	<input type="text"/>
Confirm Password:	<input type="text"/>
You must provide the answer to the question you have identified previously. Please make sure you provide the EXACT answer.	
Question:	What street did you live on in third grade?
Answer:	<input type="text"/>
<input type="button" value="Save Password"/>	

After changing your password, you will be asked to login again using your NEW password within several minutes.

Figure 16 - Finally after logging in with the temporary password, you'll be asked to pick a real password, verify the account (depending on your reset setting – see Figure 17), and log in with the new password

emsCharts.com
Tech Note: User Security Update

Security Update (User: jwilsonss)	
Current Email:	<input type="text"/>
Last Email Reminder:	<input type="text"/>
Anti-Phishing Image:	<input type="text"/>
Anti-Phishing Phrase:	<input type="text"/>
What street did you live on in third grade?	<input type="text"/> [unmask]
What was the name of your elementary / primary school?	<input type="text"/> [unmask]
What was the first concert you attended?	<input type="text"/> [unmask]
Click Here to Update Anti-Phishing Image, Security Questions, and Email Click Here to Update Email Only	
*Only if you need CHANGE password: Minimum length is 5, maximum length is 15, and may contain any letter or number. PASSWORDS ARE CASE SENSITIVE! If you already changed your password, please ignore.	*New Password: <input type="text"/>
	*Confirm Password: <input type="text"/>
	If changing your password, you will be asked to login again using your NEW password within several minutes.
Your 9-digit PIN (or SSN if you wish) will be used as part of your "electronic signature" when signing patient records, and is viewable only by service administrators with sufficient security privileges, similar to personnel records. Your service(s) should develop a policy whether to use your real SSN number or an alternate PIN. This field is required.	SSN/PIN: <input type="text"/> [unmask]
In the event you lose your password, an administrator can generate a temporary password. You may have this password emailed to you (use this option if you are sure access to your email is secure and/or you belong to multiple services) or you may allow the administrator to be given the password and then require the secret question information above be supplied before accessing the system.	Lost Password Procedure: <input type="button" value="Send password to secure email"/>

Figure 17 - Security Settings screen again. The old Lost Password Procedure still applies if the software administrator resets your password. No changes here see Manual for more information.