

# Scenario 6: Lost User Password

Subsystem Involved: MSS

End User	User Services	ECS
<p>User calls U.S. because he has forgotten his password.</p>	<p>Rep clicks on User Profile icon.</p> <p>Rep enters User's Name to display current profile.</p> <p>Rep performs appropriate (Policy Driven) verification procedures to verify the User's Identity via the user profile info.</p> <p>Upon verification, Rep changes the user's password to a temporary.</p> <p>Rep conveys temporary password to User in an appropriate (Policy Driven) manner.</p>	<p>User Profile application starts up.</p> <p>Application queries MSS for user profile info.</p> <p>User's profile info is displayed.</p> <p>Application submits updated profile info (password) to MSS.</p>