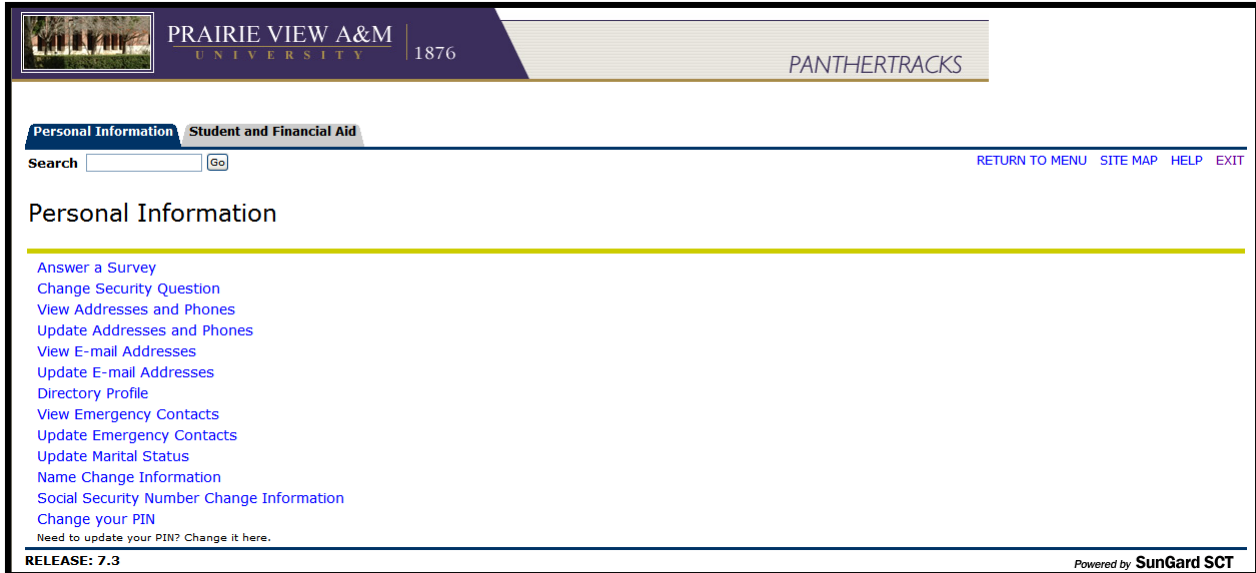


Accessing the Personal Information Menu

To access the Personal Information Menu, perform these steps:

Instructions

1. On the Main Menu, click Personal Information. The Personal Information Menu appears.



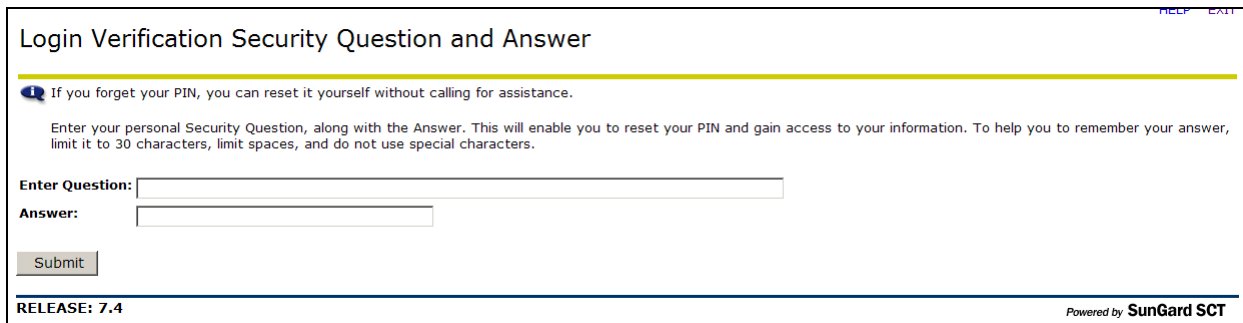
The screenshot shows the Prairie View A&M University PantherTracks website. The header includes the university logo, name, and year (1876), along with the PantherTracks logo. Below the header, there are two tabs: "Personal Information" (selected) and "Student and Financial Aid". A search bar with a "Go" button is present. Navigation links include "RETURN TO MENU", "SITE MAP", "HELP", and "EXIT". The "Personal Information" menu lists several options: "Answer a Survey", "Change Security Question", "View Addresses and Phones", "Update Addresses and Phones", "View E-mail Addresses", "Update E-mail Addresses", "Directory Profile", "View Emergency Contacts", "Update Emergency Contacts", "Update Marital Status", "Name Change Information", "Social Security Number Change Information", and "Change your PIN". A note at the bottom of the menu says "Need to update your PIN? Change it here." The footer includes "RELEASE: 7.3" and "Powered by SunGard SCT".

Changing a Login Verification Question

To Change a Login Verification Question, perform these steps:

Instructions

1. On the **Personal Information Menu**, click **Change Security Question**. The **Security Question and Answer** page appears.



The screenshot shows the "Login Verification Security Question and Answer" page. It features a blue header with "HELP" and "EXIT" links. A yellow horizontal line is below the header. A blue speech bubble icon contains the text: "If you forget your PIN, you can reset it yourself without calling for assistance." Below this, a paragraph explains: "Enter your personal Security Question, along with the Answer. This will enable you to reset your PIN and gain access to your information. To help you to remember your answer, limit it to 30 characters, limit spaces, and do not use special characters." There are two input fields: "Enter Question:" and "Answer:". A "Submit" button is located below the input fields. The footer includes "RELEASE: 7.4" and "Powered by SunGard SCT".

2. In the corresponding fields, enter the **New Question** and enter the **New Answer**.



Please remember the exact way in which this new answers is input. This is a case sensitive field.

3. Click **Submit**. The **Personal Information Menu** appears, notifying you that “Your changes were saved successfully.”



It is recommended that you use a personal question for which the answer is only known by you. Note the Answer is case sensitive.