

Department of Accounts

Payroll Bulletin

Calendar Year 2009

November 19, 2009

Volume 2009-22

*In This Issue of
the Payroll
Bulletin.....*

- Payline Security Enhancements

The Payroll Bulletin is published periodically to provide CIPPS agencies guidance regarding Commonwealth payroll operations. If you have any questions about the bulletin, please call Cathy McGill at (804) 371-7800 or Email at cathy.mcgill@doa.virginia.gov

State Payroll Operations

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Payline Security Enhancements

Payline Security Enhancements Overview

Payline's security has been enhanced to better protect sensitive information and to conform to VITA/NG security regulations. Included in these enhancements are:

- Removal of SSN as an option for Log On,
- Require a pass phrase with temporary password request,
- Passwords are now case sensitive,
- Passwords have new criteria,
- Ability for user to **reset** own password in lieu of requesting a temporary password,
- Temporary Passwords are now sent to **BOTH** Payroll and HR contacts.
- Require answering Challenge Questions for certain changes,
- Security lock-out for 15 password violations in 7 day period (employee will have to call DOA to get the account unlocked),
- Automated emails for password violations (both 5 in day and 15 in a week),
- Opt out display of W-2s,
- Set-up of Administrative Logons for Masking function,

These items are discussed in further detail within this bulletin.

Effective Date

Payline will be updated with these new security features on **December 3, 2009**. Users may experience periods of inaccessibility to Payline during the transition.

Employee Notification

Notification has been provided regarding many of these enhancements via a "special message" within Payline. The attachment at the end of this bulletin replicates that notification. Agencies are encouraged to send the notification out using internal email distribution lists.

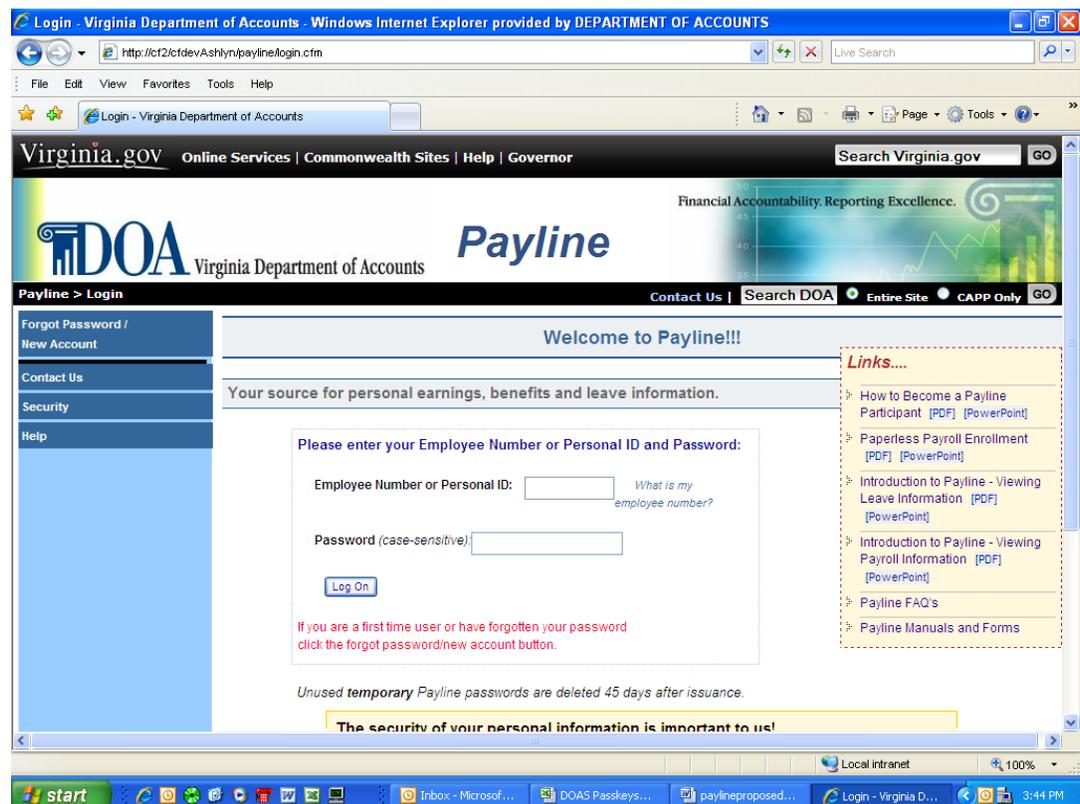
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Payline Security Enhancements, continued

Use of Social Security Number No Longer Allowed

Users will no longer be able to access Payline or request temporary passwords using their Social Security Number (SSN). Agencies should ensure employees are aware of their nine-digit Employee Number. Additionally, the user can click on the ‘What is my employee number?’ prompt beside the box to obtain an *explanation* of the Employee Number.

First time users requesting their initial temporary password will have to enter their Employee Number. Once the temporary password is received and the user establishes their permanent security record in Payline, the user can create a Personal ID to be used in lieu of the Employee Number using the Personal Options page.



*** Temporary passwords will be active for 45 days, not 90 days as in the past.

All displays of an employee’s SSN have been removed from Payline, except on the Employee’s W-2, to further enhance the security of the employee’s information. The employee will have an option to suppress the viewing of their W-2 information as discussed later in the bulletin.

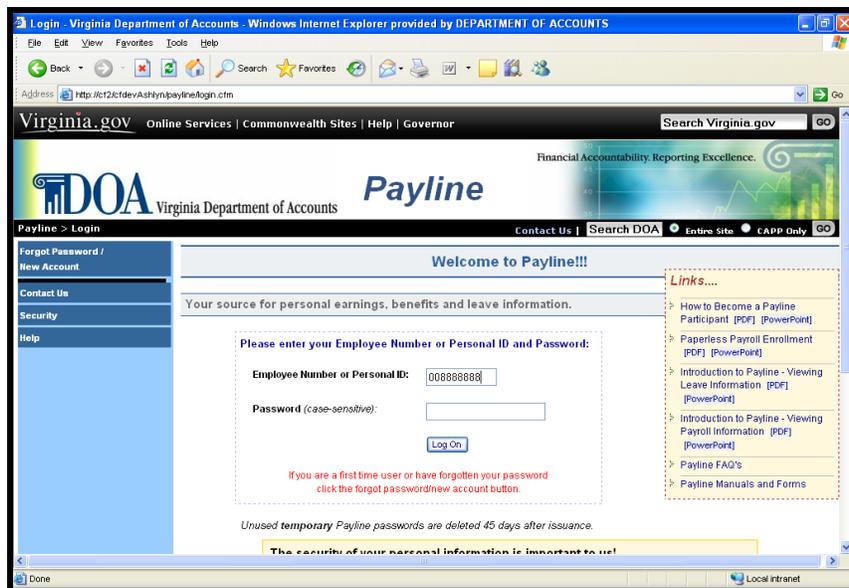
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Payline Security Enhancements, continued

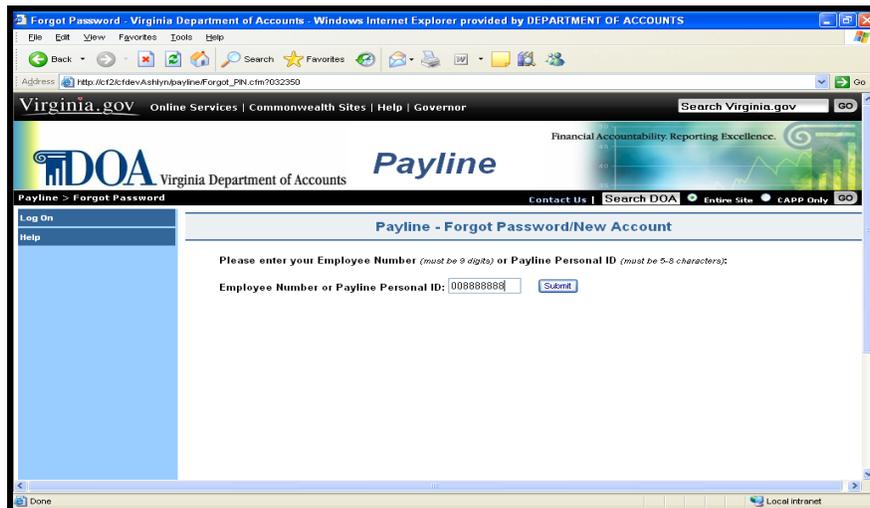
Pass Phrase With Temporary Password Request – New User

When requesting a temporary password, the employee will be required to provide a Pass Phrase when the request is made. When the employee enters Payline using their temporary password, the system will prompt the user for that pass phrase. When requesting a temporary password, the employee can:

- Enter their Employee Number on the Payline Welcome Page and click on Forgot Password/New Account button, or
- Click on the Forgot Password/New Account button, and then enter their Employee Number



OR



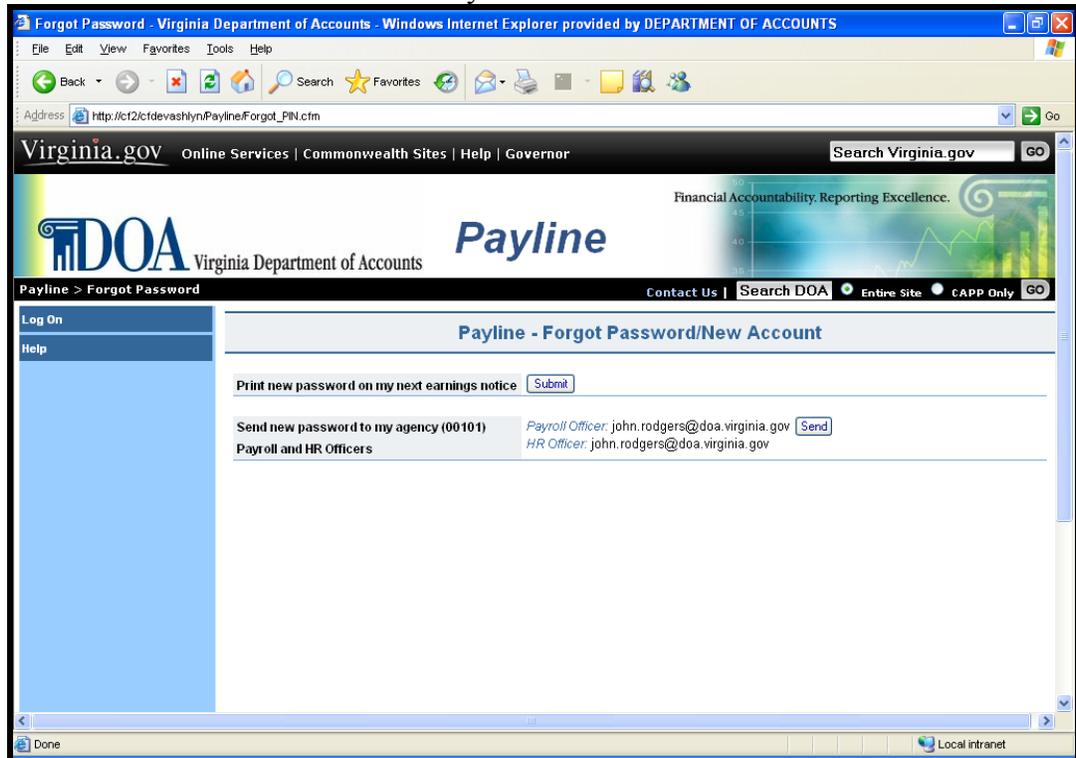
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Payline Security Enhancements, continued

Pass Phrase With Temporary Password Request – New User, cont'd

Dependent on the agency, the employee can choose to have the temporary password printed on:

- their next earnings notice, or
- sent via email to their Payroll **and** HR Officers

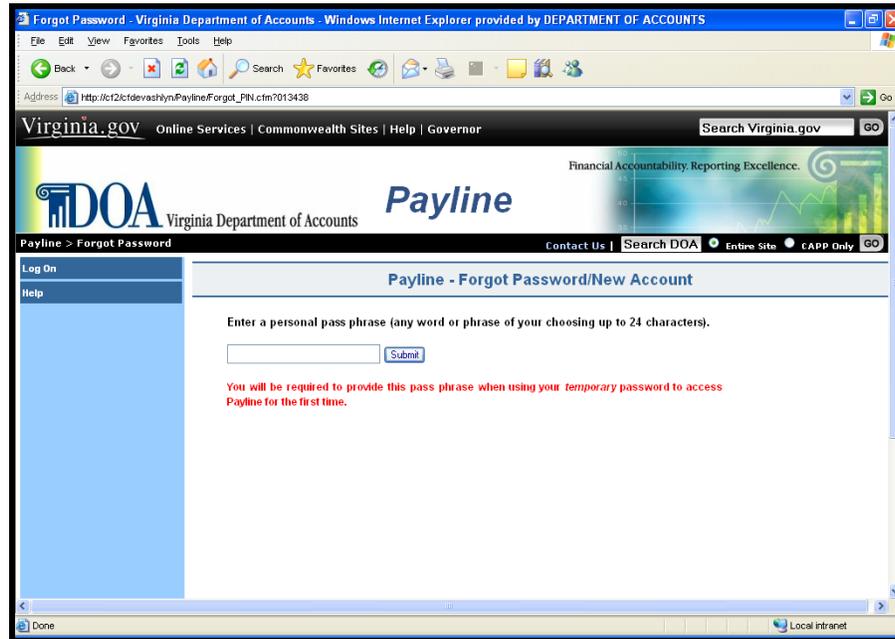


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Payline Security Enhancements, continued

Pass Phrase With Temporary Password Request – New User, cont'd

The employee will then be prompted to enter a personal Pass Phrase. This Pass Phrase will be used in conjunction with the temporary password to enter Payline. The Pass Phrase can be a word or a phrase up to 24 characters and is not case sensitive.



Once the employee presses Submit, they will see one of the following notifications on the screen dependent upon the method chosen to receive their temporary password.

Please look for your new temporary password in the message section of your earnings notice. The message section is just below the detailed earnings and deductions and above the removable check or earnings notice.

It will be accompanied by the message:

“PER YOUR REQUEST, YOUR CONFIDENTIAL TEMPORARY PAYLINE
PASSWORD IS:”

And will consist of 8 characters.

Or

Your new temporary password has been e-mailed to your Payroll and HR Officers:
payrollname@agency; hrname@agency

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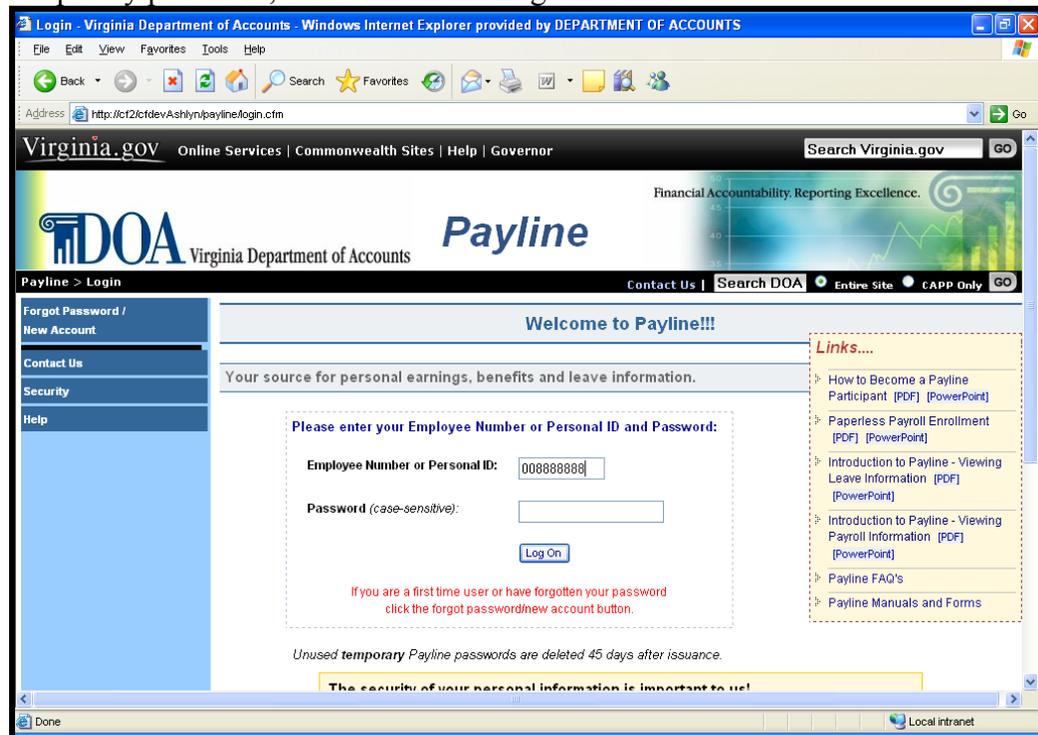
Payline Security Enhancements, continued

Using Temporary Password With Pass Phrase – New User, cont.

Once the employee receives their temporary password, they can then enter Payline and set up their permanent security record, which includes:

- Password
- Two E-Mail Addresses
- Hint
- Challenge Questions
- Option not to receive earnings notices (if agency has not opted out)
- Option not to display W-2 information.

The employee will access the Payline Home Page, enter their Employee Number and temporary password, and click on the Log On button.

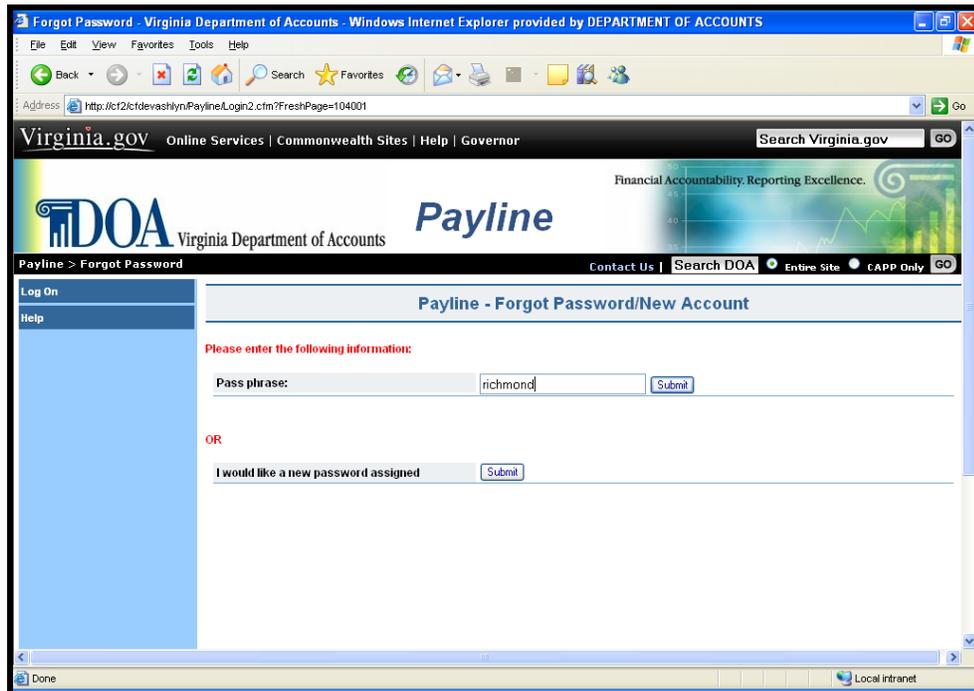


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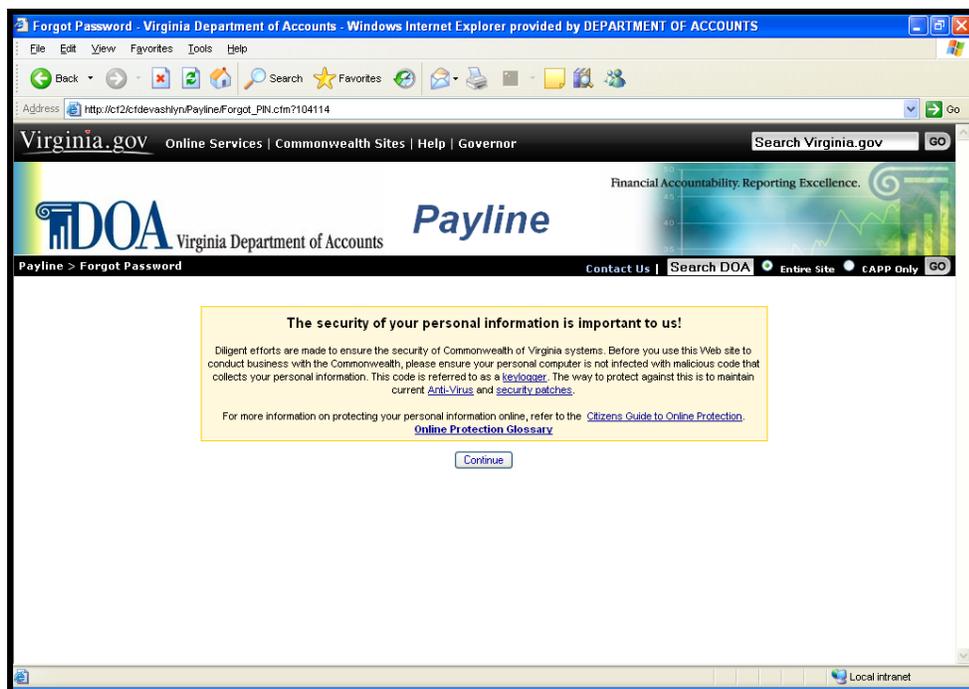
Payline Security Enhancements, continued

Using Temporary Password With Pass Phrase – New User, cont'd

The employee will then be prompted to enter their personal Pass Phrase or to request a new temporary password if they cannot remember the Pass Phrase.



An information box concerning the security of the personal information contained within Payline will be displayed. After reading the information box, the employee will click Continue to proceed into Payline.



Payline Security Enhancements, continued

Using Temporary Password With Pass Phrase – New User, cont'd

The employee will be presented with a screen to establish the Personal Options data for their account.

The screenshot shows a web browser window with the address http://cf12cfdevAshlyn/payline/forgot_PIN.cfm?7022329. The page title is "Forgot Password - Virginia Department of Accounts". The main heading is "Payline - Update Personal Options". The form contains the following fields and options:

- Submit** button
- Please enter new personal information. Enter new password twice for verification.** (Red text)
- Email Address 1:** [Text Input]
- Verify Email Address 1:** [Text Input]
- Email Address 2:** [Text Input]
- Verify Email Address 2:** [Text Input]
- Password:** [Text Input] Required Password is case-sensitive
- Verify Password:** [Text Input] Enter your password - Passwords are case sensitive Required Password is case-sensitive
- Challenge Question 1:** [Please Select] [Text Input] Required
- Challenge Question 2:** [Please Select] [Text Input] Required
- Hint:** [Text Input]
- Receive Printed Earnings Notices:** [No] Required - Default is No. If you desire a printed earnings notice change to Yes.
- Display W2s:** [Yes] Required

- Employee can enter a Business Email and/or Personal Email address. If an email address is supplied, it will need to be entered a second time for verification.
- Employee must enter a password and verify that password by retyping it. The passwords are case sensitive and must follow the Information Security Standards for password management. The standards require passwords to:
 - 1) be at least eight characters in length
 - 2) utilize at least three of the following four:
 - special characters (\$! @ { } & ~ + ? []),
 - upper case alphabetical characters (A - Z),
 - lower case alphabetical characters (a - z),
 - numerical characters (0-9),
 - 3) not contain spaces
 - 4) not match assigned temporary password

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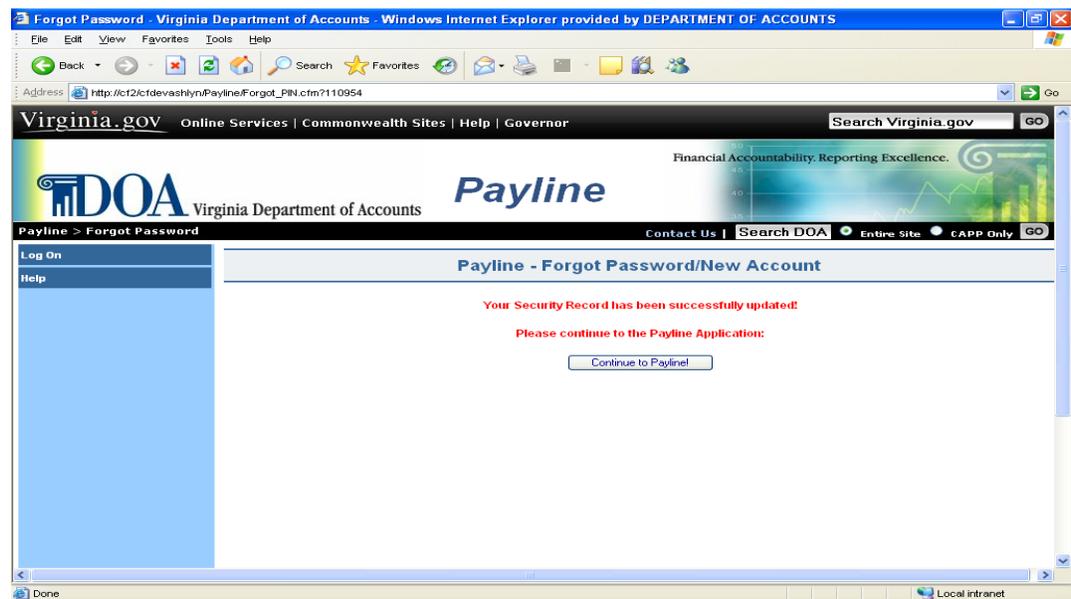
Payline Security Enhancements, continued

Using
Temporary
Password With
Pass Phrase –
New User,
cont'd

- 5) not contain ('), (<), (>), or (#)
- 6) not match last 24 passwords

- The employee must answer their choice of any two challenge questions. The challenge questions are used to verify the employee's identity for various actions within Payline. The challenge answers are not case sensitive. (Note: Question selection and/or answers to questions can only be performed after answering the previously stored challenge questions correctly.)
- The employee may enter a word or phrase to aid in the recall of the password. This hint will be displayed on the Forgot Password/New Account page.
- The employee can choose whether or not to receive earnings notices if their agency has not opted out agency-wide.
- The employee can opt to disable the display of their W-2s. "No" will disable the display and "Yes" will allow display of W-2s. Employee can change this option later by accessing the Personal Option page.

Once the employee completes the necessary information on this screen, they will press the Submit button and receive notification that their Security Record has been updated. The employee will press the Continue to Payline button.



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Payline Security Enhancements, continued

Existing Payline User Entering For First Time

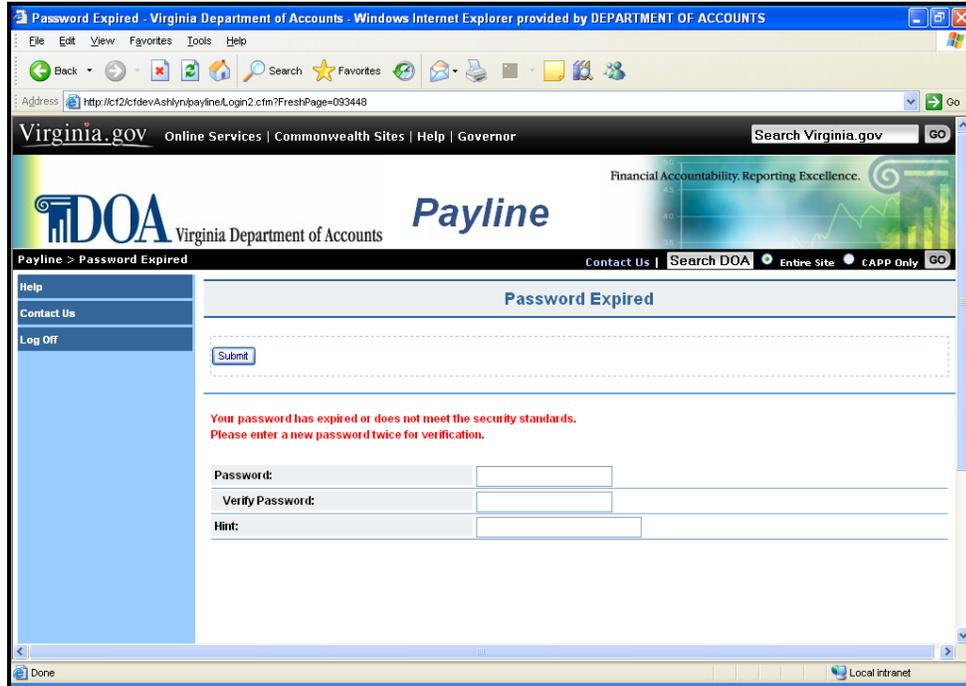
Effective with the rollout of the enhancements, existing users of Payline will be required to answer challenge questions and change their passwords **upon their first entry into Payline**. The employee's current Payline password will be changed to CAPS, during the implementation of these enhancements (notification is being provided to all participants – see attachment at end of bulletin). Basically, the employee will enter their Employee Number and password. The employee then follows through screens where they will be required to change the password and select/answer two challenge questions. The password will have to meet the new Information Security Standards discussed previously.

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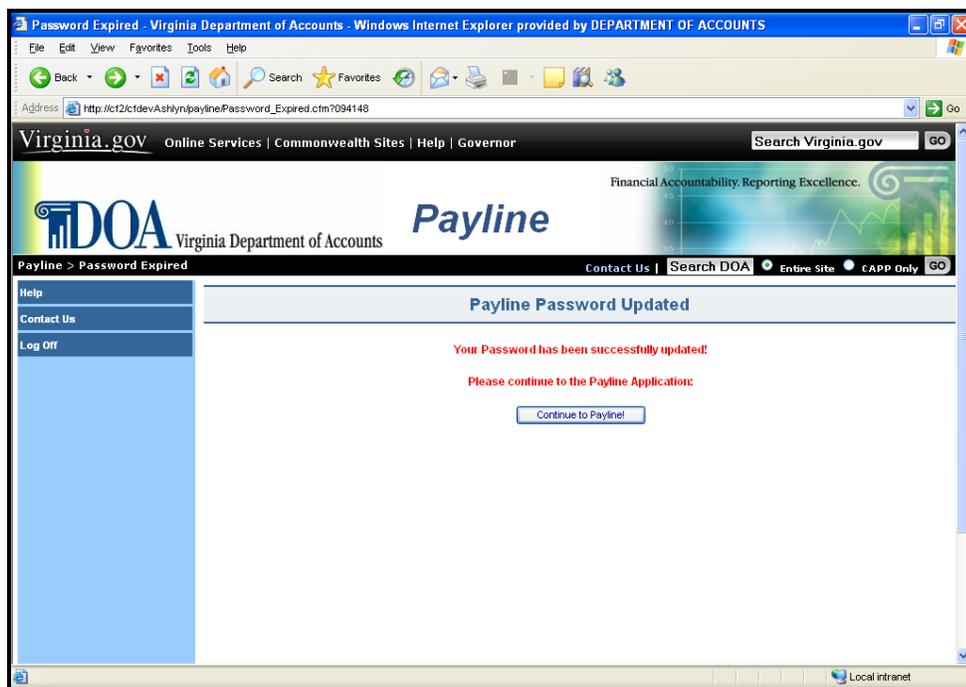
Payline Security Enhancements, continued

Existing Payline User Entering For First Time, cont'd

The user will be prompted to enter and verify their new password.



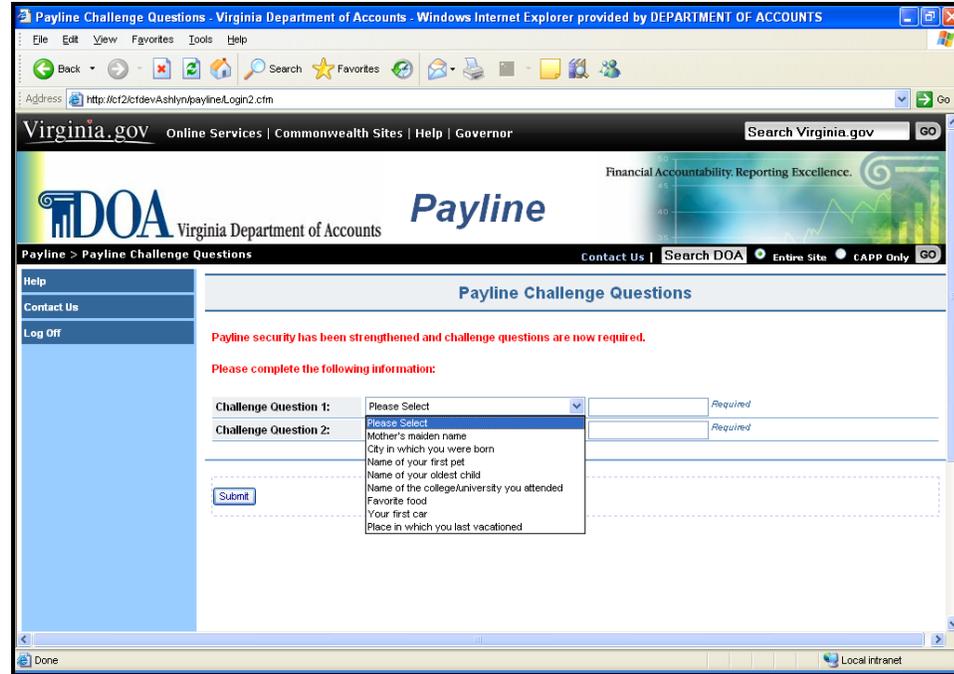
Once the user clicks on Submit, they will be shown a message stating that their password has been successfully updated. The user will need to click Continue to Payline.



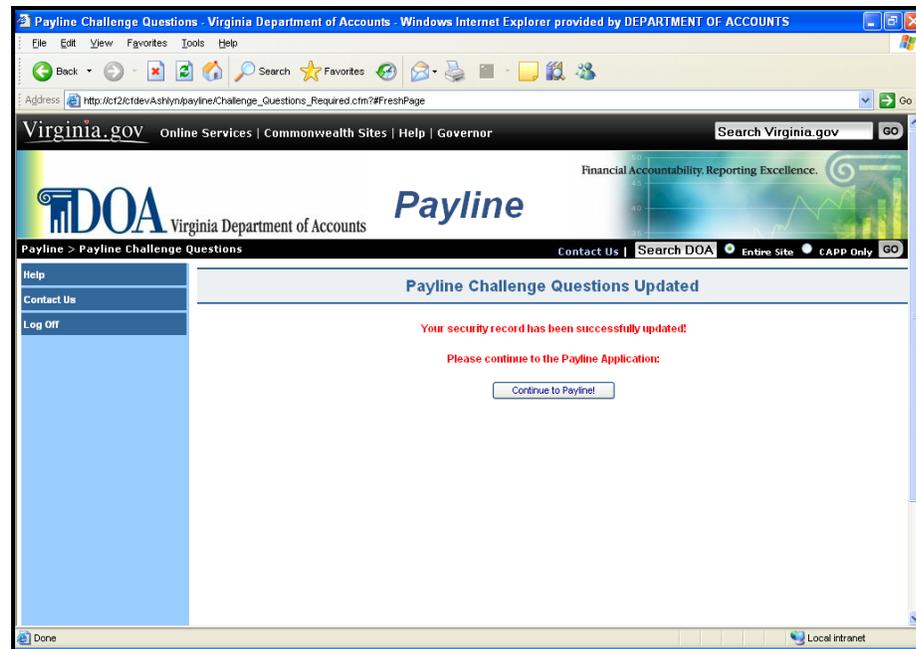
Payline Security Enhancements, continued

Existing Payline User Entering For First Time, cont'd

Two security questions must be selected and the corresponding answers stored.



Once the employee has chosen and answered their security questions, they will be informed that their security record has been updated, and they can now continue into Payline.



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Payline Security Enhancements, continued

Challenge Questions

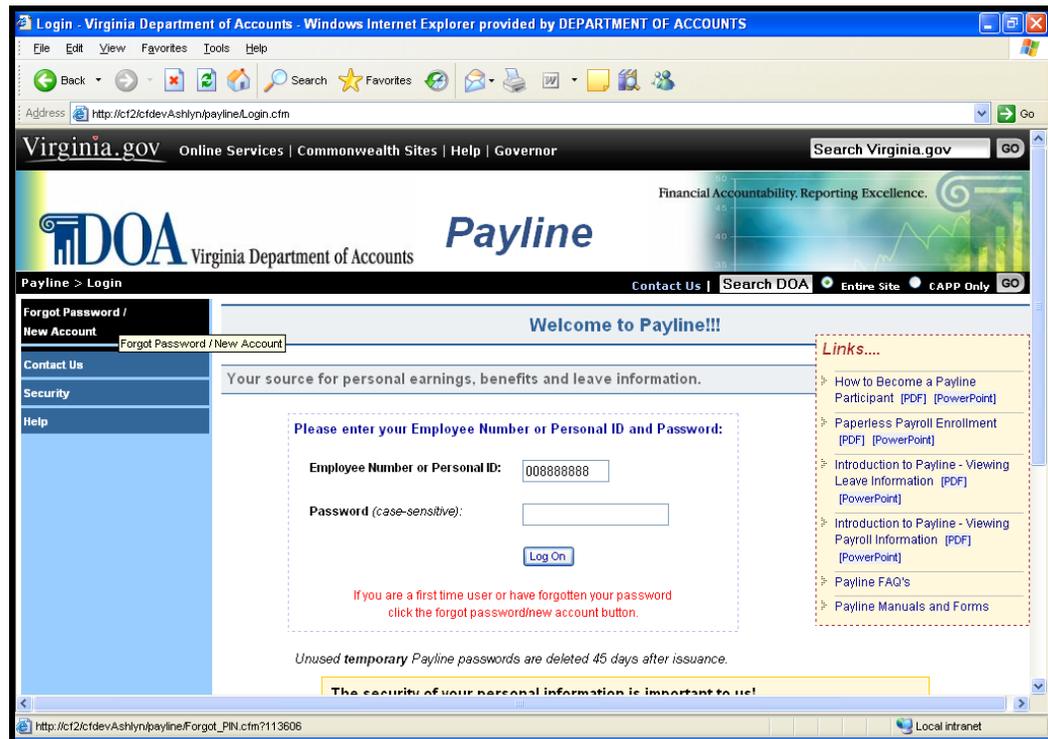
Challenge questions offer an additional layer of security in performing certain functions within Payline. The user will have to answer their challenge questions to:

- Change their password at log-in, when the original password cannot be remembered,
- Change the view option of their W-2s,
- Change current challenge questions.

Challenge Questions for Password Change

If the employee cannot remember their password but can remember the answers to the challenge questions, they no longer have to request a new temporary password before they can log in again. Instead, they can simply answer the challenge questions and be taken to the Personal Options Page to store a new permanent password.

Employee enters their Employee ID and presses Forgot Password/New Account button.



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Payline Security Enhancements, continued

Challenge Questions for Password Change, cont'd

The employee can enter the answers to the two previously-stored challenge questions and reset their password immediately. Once entered, the employee will press the Submit Challenge Answers button and after acknowledging the security message, the employee will be taken to the Personal Options Page to change their password.

Forgot Password - Virginia Department of Accounts - Windows Internet Explorer provided by DEPARTMENT OF ACCOUNTS

File Edit View Favorites Tools Help

Address http://cf12c1devAshlyn/payline/Forgot_Pin.cfm

Virginia.gov Online Services | Commonwealth Sites | Help | Governor Search Virginia.gov GO

Financial Accountability. Reporting Excellence.

DOA Virginia Department of Accounts Payline

Payline > Forgot Password Contact Us Search DOA Entire Site CAPP Only GO

Log On Help

Payline - Forgot Password/New Account

Your Previously Stored Hint is: 12345

I would like to answer 2 previously stored security questions and reset my password now: Mother's maiden name:
City in which you were born:

Submit Challenge Answers

Send new password to my email address: Send
(Must match previously entered email address)

Send new password to my agency (00000) Payroll Officer: Payline@doa.virginia.gov Send
HR Officer: Payline@doa.virginia.gov

Done Local Intranet

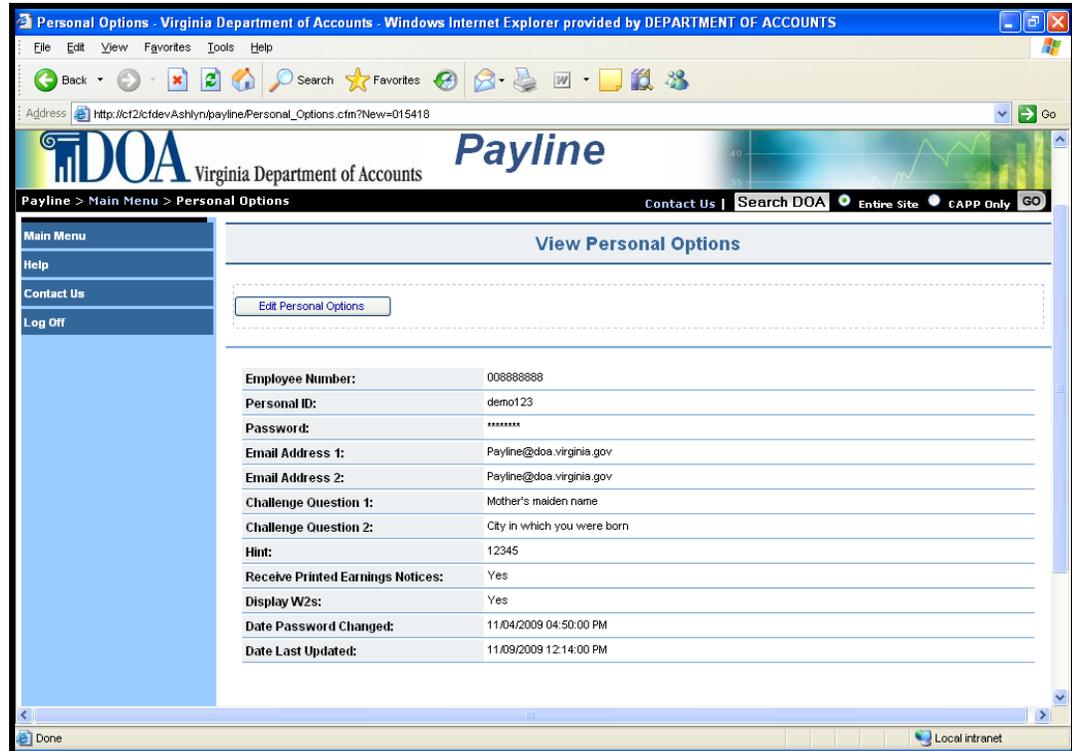
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Payline Security Enhancements, continued

Challenge Questions for W-2 Viewing Change

Employees will have the option to hide their W-2 information from view. This is an additional security feature since W-2s are the only place in Payline where the employee's Social Security Number is displayed.

The employee will access the Personal Options Page and click on the Edit button.



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Payline Security Enhancements, continued

Challenge Questions for W-2 Viewing Change, cont'd

Once in edit mode, the employee will choose “Yes” to display or “No” to hide their W-2s.

The screenshot shows a web browser window titled "Personal Options - Virginia Department of Accounts - Windows Internet Explorer provided by DEPARTMENT OF ACCOUNTS". The address bar shows the URL: http://cf2/cfdev/Ashlyn/payline/Personal_Options.cfm?Fresh=015419. The page content is titled "Edit Personal Options" and includes a navigation menu on the left with links for Main Menu, Help, Contact Us, and Log Off. The main form area contains the following fields:

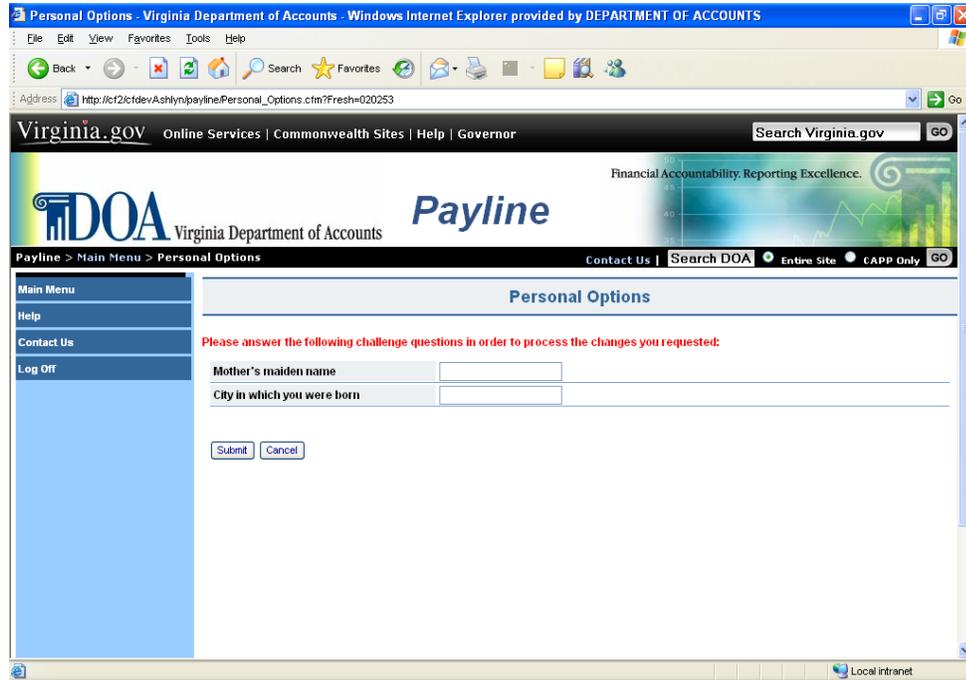
Employee Number:	00888888
Personal ID:	demo123
Password:	<input type="text"/> (Leave blank for no change)
Email Address 1:	<input type="text"/> Payline@doa.virginia.gov
Verify Email Address 1:	<input type="text"/> (Leave blank if no change to Email Address 1)
Email Address 2:	<input type="text"/> Payline@doa.virginia.gov
Verify Email Address 2:	<input type="text"/> (Leave blank if no change to Email Address 2)
Challenge Question 1:	Mother's maiden name <input type="text"/> (Leave blank for no change)
Challenge Question 2:	City in which you were born <input type="text"/> (Leave blank for no change)
Hint:	<input type="text"/> 12345
Receive Printed Earnings Notices:	<input type="button" value="No"/>
Display W2s:	<input checked="" type="button" value="Yes"/> (You will be required to answer challenge questions to change this option)
Date Password Changed:	11/04/2009 04:50:00 PM

And then click on the Accept button. The employee will be prompted to answer the challenge questions.

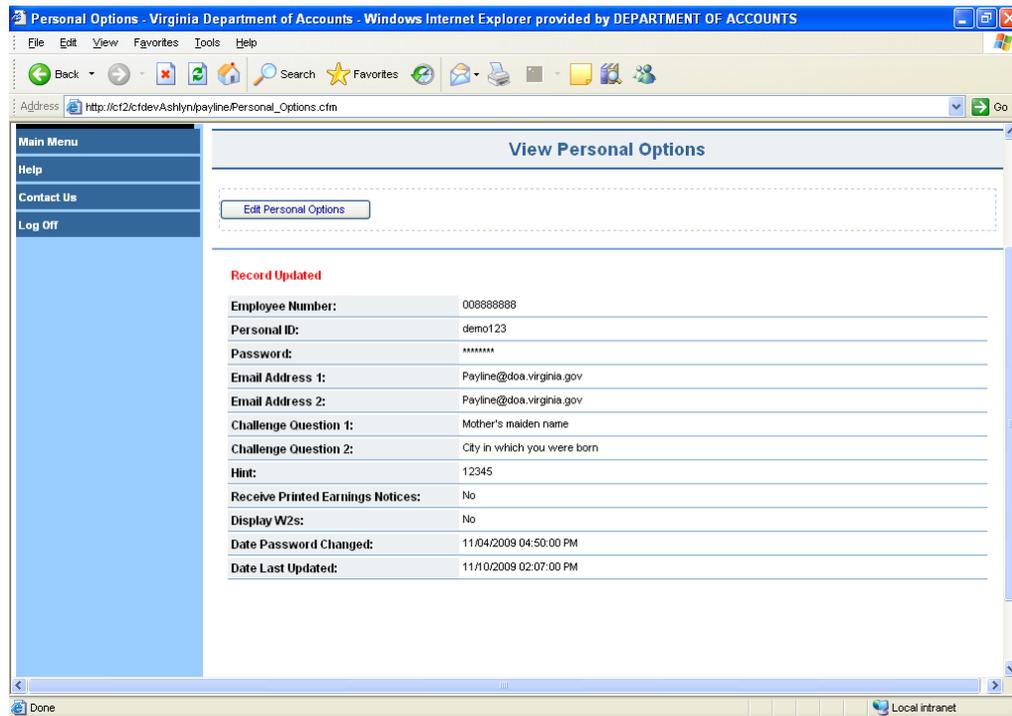
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Payline Security Enhancements, continued

Challenge Questions for W-2 Viewing Change, cont'd



After clicking on Submit the employee is taken back to the Personal Options Page.



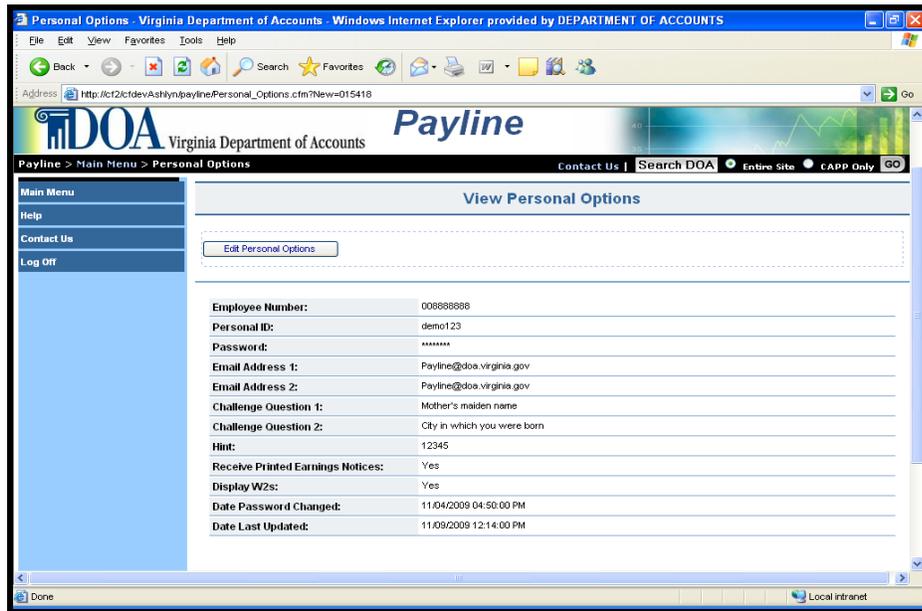
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Payline Security Enhancements, continued

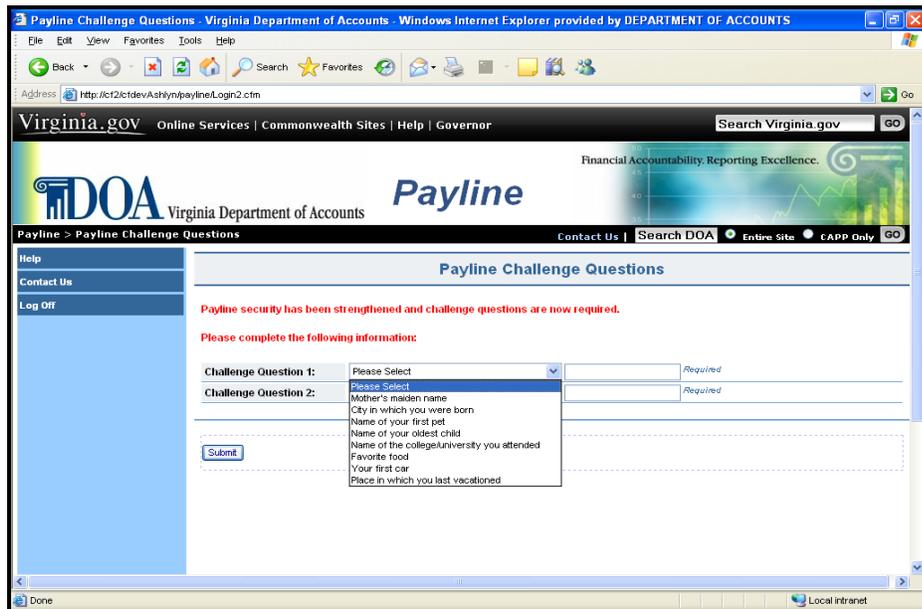
Changing Challenge Question Answers

Employees can change their Challenge Questions at any time; however, they will need to answer the **previous** Challenge Questions prior to the change becoming effective. This security feature prevents someone who happens to have obtained access to an individual's Payline account from being able to change the option on viewing the employee's W-2.

The employee will access the Personal Options Page and click on the Edit button.



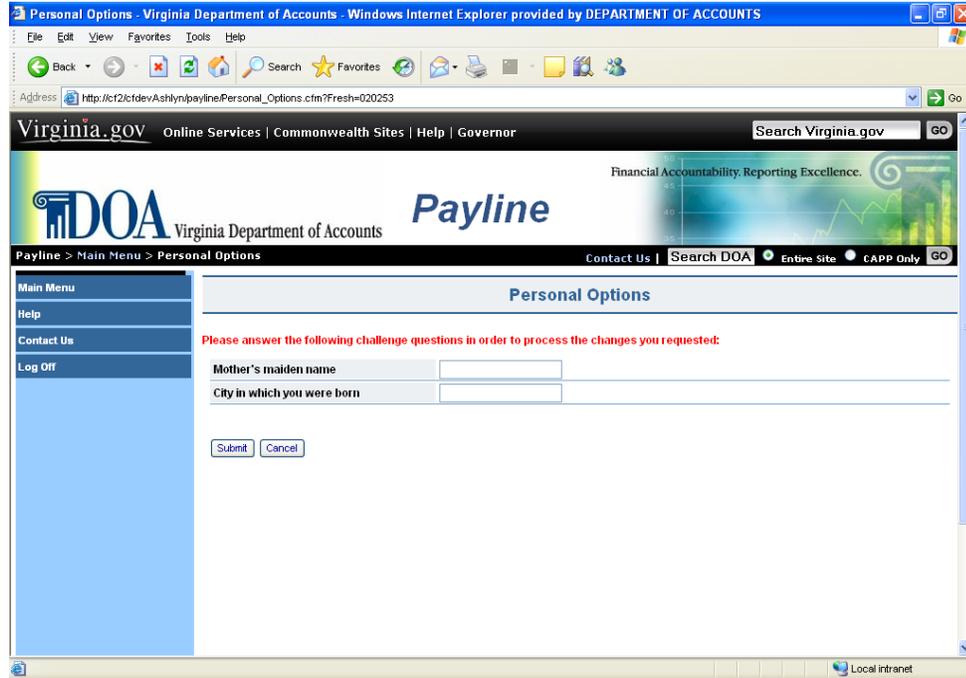
The employee then chooses the **new** challenge question(s), then Submit.



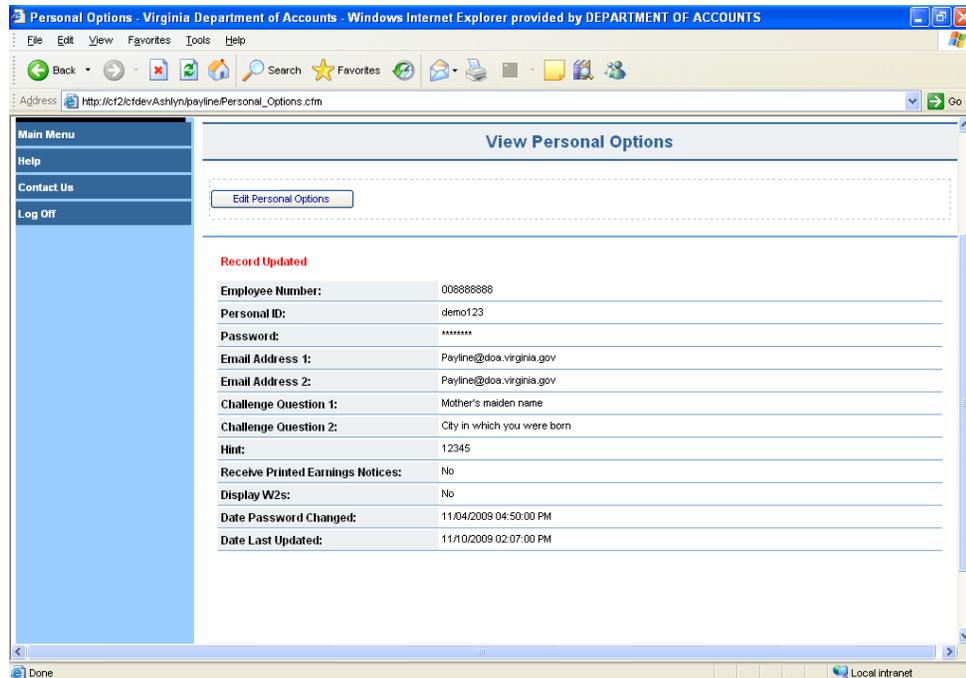
Payline Security Enhancements, continued

Changing Challenge Question Answers, cont'd

The employee will be prompted to answer the previous challenge questions.



The employee presses Submit and is taken back to the Personal Options Page where they should see their new Challenge questions.

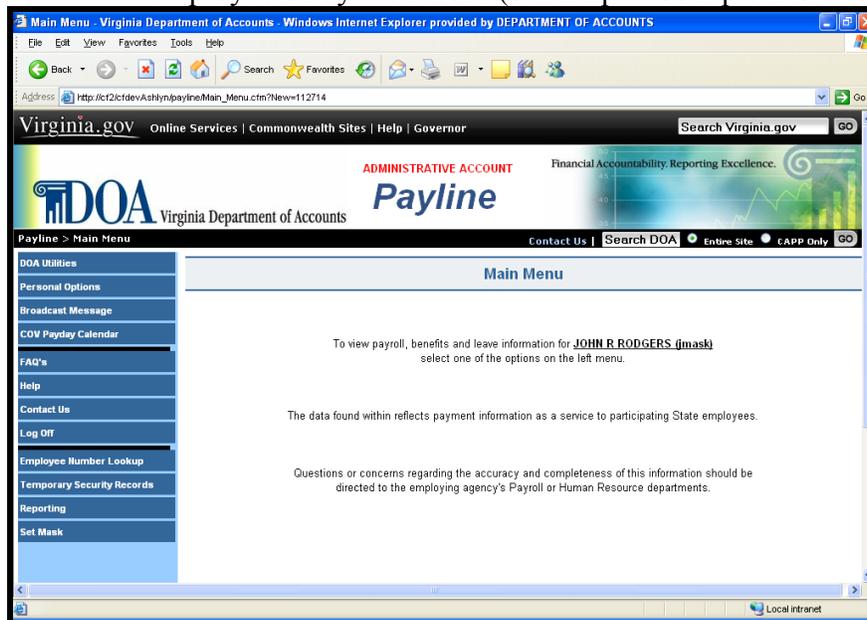


Payline Security Enhancements, continued

Administrative Logons for Masking, Reporting, and Employee Number Look-Up

Masking, Reporting and Employee Number Look-Up functions will now be separated from the user's normal Payline account. The administrative logon will have the following differences for users:

- Account will be accessed by using 99, INSTEAD OF 00, in front of the employee number (i.e. for employee number 008888888 the administrative log on ID will be 998888888).
- Passwords must be changed every thirty days and cannot match the 24 prior passwords.
- Passwords can be only changed once in a 24-hour period.
- Users will now be able to view who has requested temporary passwords, but not the actual passwords.
- Users can only use the employee number or personal id to mask an employee's Payline record (but Emp # lookup can still be done by SSN).



For initial access to the administrative account, the user will use the same functionality as they did to access their personal Payline account.

- The password will be the same as the personal account upon first entry. (**ALL CAPS**)
- User will have to reset their password and answer challenge questions upon first entry.

Note: Access to the administrative user's personal data is blocked while using the Administrative Logon ID. To view personal data, the 00 (zero, zero) Logon ID must be used.

Attachment

IMPORTANT NOTICE

Payline Security Enhancements: Effective December 3, 2009

Additional security measures are being added to Payline to further ensure the safety of your personal earnings, benefit, and leave data. These enhancements will be implemented effective **Thursday, December 3, 2009**. In order to apply these enhancements, Payline will not be available on December 3.

Effective December 3, 2009 Payline passwords must conform to the requirements of the Information Security Standard, 5.3 Password Management of the ITRM Standard SEC501-01. (Details are provided in the list of enhancements below.) Payline users will be required to change existing passwords to meet the standard which includes case sensitivity. As previous passwords were not case sensitive, many Payline users may not recall how their current password was originally entered. Therefore, your existing password will be systematically changed to all upper case on December 3, 2009 to aid in the roll out of the security enhancements. That is, if you stored your password as 'Ilike2Wii' it will be modified to 'ILIKE2WII'. Be sure to enter your current password in all capital letters when entering Payline for the first time on or after December 3.

After entering your current password (in all upper case), you will automatically be required to establish a new password which must match the criteria stated below. Upon successful completion of establishing a new password, you will also be required to store answers to two security questions selected from a drop-down list of potential questions. *It is important that you provide answers to these questions that you will be able to remember in the future.* These questions and answers are used as additional verification of ownership of the data and some functionality will be limited if valid answers are not provided.

If you have stored a valid email address in your current security record, you will also receive an email from Payroll@doa.virginia.gov or *Payroll on December 3, 2009 as the system converts your password to all capital letters. This email will restate much of what is in this notice. If you have not entered and/or updated your email address in Payline, **please do so now**. To do so, go to Main Menu, then Personal Options, then Edit. Add, verify, or update your email address, then click on Accept.

Listing of Payline Security Enhancements:

- ✓ *Elimination of use of Social Security Number* to log in – Access to Payline will **only** be accommodated through the use of the *nine-digit employee identification number* or a Personal ID previously stored by the Payline User. Contact your Human Resource unit if you do not know your ID number.
- ✓ Requirement for creation of a personal “pass phrase” when requesting a temporary password. (This pass phrase will be required upon first access to Payline with the temporary password and will **ONLY** be known to the individual who initiated the temporary password request.)
- ✓ Passwords are case sensitive.

IMPORTANT NOTICE (continued)

Payline Security Enhancements: Effective December 3, 2009

- ✓ Passwords must meet the following:
 - a. At least eight characters in length; and
 - b. Utilize at least three of the following four:
 - 1) Special characters (limited to \$! @ { } & ~ + ? []),
 - 2) Alphabetical characters,
 - 3) Numerical characters,
 - 4) Combination of upper case and lower case letters.Examples: Te2Acg15; ast\$1518; my&I&me
- ✓ Storage of two challenge questions and answers – used for varying purposes.
- ✓ Ability to reset own password when the current password is forgotten by answering the stored security questions.
- ✓ Ability to hide and unhide W-2 data by answering the stored security questions.
- ✓ Prevention of the use of last 24 passwords previously used.

If you have specific questions regarding this notice, please use the *Contact Us* feature available from within Payline. The support staff will be glad to provide further clarification.