



User Guide - How to set security questions

To set your security questions, visit the LGfL Support Site at <https://support.lgfl.org.uk>.

Click on the padlock icon.



If you are a member of staff at a school or LA in London, then you can log in to the secure area of the support site.

Enter your **USO Username** and **Password** and then click on **Login**.



You have requested access to the **USO support site**.



Please enter your **USO** username and password, then click the Login button.

Once you have logged in, click on **My Account**, then **Account details** from the menu bar.

- My Account
- Account details
- USO Password Vault
- Establishment details
- Group details
- LGfL/TRUSTnet deployment
- Change password
- Email
- Register OTP



Click on the **Security** tab and then click on **Edit Account**.

*NOTE – You will need to scroll down on this webpage to see the **Edit Account** button.*

Name	Email	Contact	Security	Establishments	Notes	Changes
Password	*****					
Password state	Normal					
OTP tag						
Security questions	Not set					
Establishment lock	Disabled <small>If enabled then attempts to move this account between establishments, or add associations to other establishments, will be blocked.</small>					
External credentials	None					

Edit account

On this page, you can set your security questions and answers. Ensure that you **Save changes** before leaving this page.

Name	Email	Contact	Security	Establishments	Notes	Changes
Password	*****					Generate
	<small>Minimum password length: 6 characters Maximum password length: 12 characters Allowable characters: all letters and numbers, plus !\$^&();-=_+[]{}/#</small>					
Password state	<input checked="" type="radio"/> Normal <input type="radio"/> Force change on next login <input type="radio"/> Locked <small>If locked then attempts to change this account's password will be blocked. Note that removing a lock will involve help from your Nominated Contact.</small>					
Security questions	Not set -- Pick a question Answer: <input type="text"/> -- Pick a question Answer: <input type="text"/> -- Pick a question Answer: <input type="text"/>					
OTP tag	<input type="text"/> <small>Once set, this field is mandatory. If specified, the value must comprise precisely 13 numbers, and must be unique within the USO database. You cannot register an OTP tag to a slave USO account.</small>					
Establishment lock	<input type="checkbox"/> <small>If enabled then attempts to move this account between establishments, or add associations to other establishments, will be blocked.</small>					
External credentials	None					

Save changes



You have now **successfully added your security questions** which you can use to reset your USO password in the future.

Name	Email	Contact	Security	Establishments	Notes	Changes
Password	*****					
Password state	Normal					
OTP tag						
Security questions	Set					
Establishment lock	Disabled <small>If enabled then attempts to move this account between establishments, or add associations to other establishments, will be blocked.</small>					
External credentials	None					

NOTE - If you are unable to set your security questions, please speak with your school's [Nominated Contact](#) who will be able to provide you with assistance.