How To Change Secret Q&A for My Plan Administration Account (My PAA)

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How to Change Secret Q&A

Login

- From the Home Page, click on the "Log in or Sign up" button to log in.
- Enter your Username into the field labeled "username" on the My PAA log in pop-up.
- Enter your Password into the field labeled "Password."
- Click on the "Log in" button.
Account Dropdown Menu

- After you have successfully logged in, from the Home Page, click on the blue dropdown menu in the top right corner.
- From the dropdown menu, click on the “Account Settings” link.
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Account Settings Page

- Click on the “Update Secret Question and/or Answer” checkbox at the bottom of the page.
- Additional fields will be displayed, and it is here where you will change your Secret Question and/or Answer.
  - Click on the dropdown arrow in the Secret Question field to select a different question.
  - If you are changing your Secret Answer, please make sure to re-enter it correctly before proceeding.
- Once the changes are made click on the “Save Changes” button.
Successful Update

- Once your changes have been successfully saved, you will see a green banner on your screen displaying: “Success: Profile has been updated.”
  - Note: Your Secret Question and Answer will be used throughout the filing process, so be sure to securely remember them.