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## General Information Memorandum

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ISD-GI 14-11

TO: ISD Employees  
FROM: *MM* Marilyn Martinez, Acting Director, Income Support Division  
RE: Resetting Passwords in YES-NM  
DATE: March 4, 2014

This memorandum provides guidance to field office managers concerning security procedures for recipients that call to reset their passwords for YES-NM.

Field Office Managers will have access to reset passwords for recipients that need to have their YES-NM password reset. The following script is to be used when a recipient is calling in to have their password reset. Advise recipients that you will need to ask some security questions to protect their information.

What is the case #?

What is your name?

What is your date of birth (DOB)?

If there are any concerns you can ask who else is on the case with them and the address on file, or if needed you can ask for DOB for children on the case.

If there is any doubt that the individual on the phone may not be the recipient, please advise them that you cannot provide any information and they will need to verify their identity at the field office.

If you have any questions regarding this GI, please contact Connie Averett at 505-827-7219 or email [constance.averett@state.nm.us](mailto:constance.averett@state.nm.us).