

## Security Question Statuses Pending

Pending status indicates waiting for a step to be completed. Some company settings allow a Skip KBA option.





## **Passed**

User passing the Security Question will show a green check mark.

Note: If Skip KBA is turned on for your company, this green check mark will show after the step is skipped.



## **Failed**

If a User fails their attempt, a red X will show. If company settings allow Skip KBA, the same red X will show with the Skip option.





## **Pavaso Support**

Support Hours: https://pavaso.com/contact/ Phone/ Closing Hotline: (866) 288-7051

**Email:** support@pavaso.com View Our 24/7 Online Help Library