

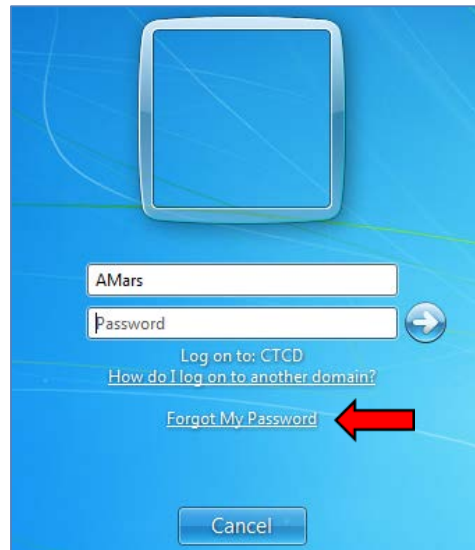
## Quest One Password Manager

\*Please note, you must register with Password Manager in order to change, reset, or unlock your network password.

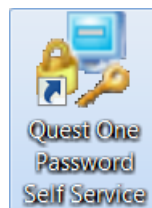
### New User Registration

1. On the Windows login screen, click 'Forgot My Password' (see *Figure 1*).

You can also click the following link, <http://ctcquest1.ctcd.edu>, or the 'Quest One Password Manager' icon on your desktop (see *Figure 2*).

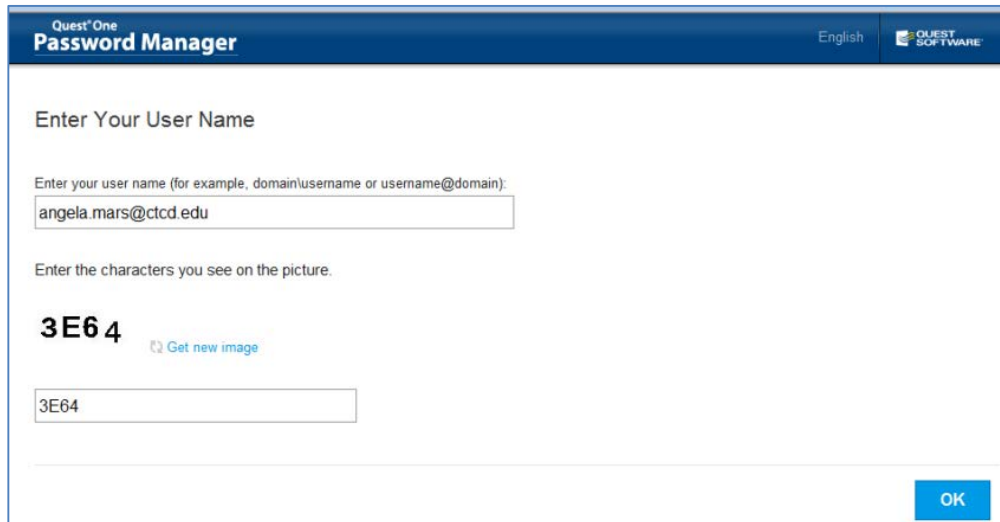


*Figure 1*



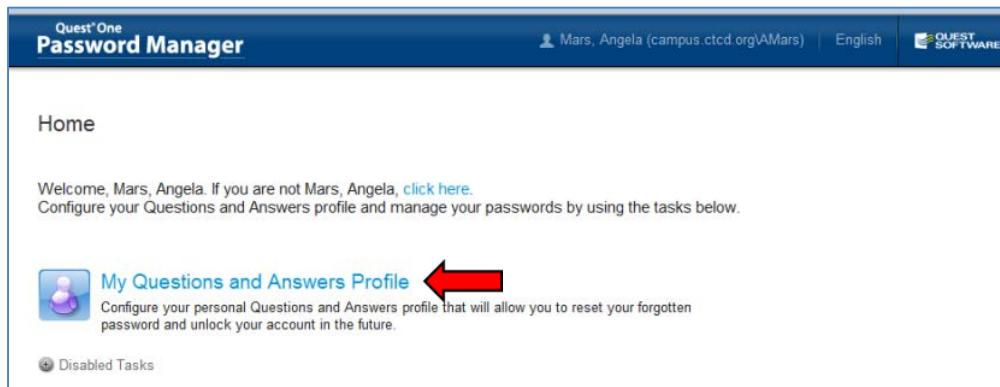
*Figure 2*

2. Enter the long version of your CTC email address (e.g., john.doe@ctcd.edu) and the characters displayed in the picture. Click 'OK' (see *Figure 3*).



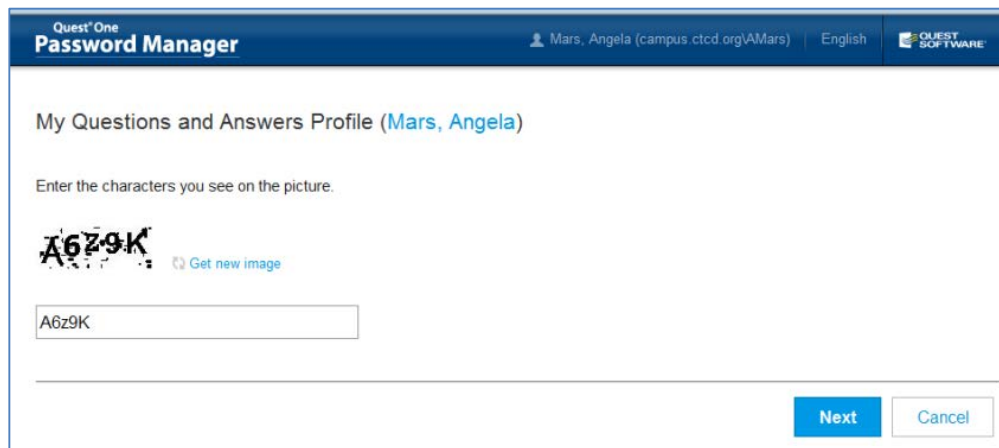
*Figure 3*

3. Next, select 'My Questions and Answers Profile' from the 'Home' screen (see *Figure 4*).



*Figure 4*

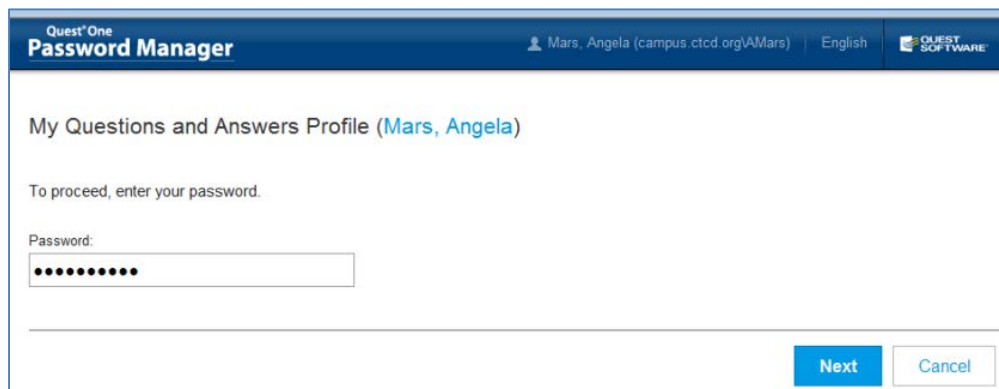
4. Enter the characters displayed in the picture and click 'Next' (see *Figure 5*).



The screenshot shows the 'Quest One Password Manager' interface. At the top, the user is identified as 'Mars, Angela (campus.ctcd.org\AMars)' and the language is set to 'English'. The page title is 'My Questions and Answers Profile (Mars, Angela)'. The instruction reads 'Enter the characters you see on the picture.' Below this is a CAPTCHA image showing the characters 'A6z9K' with a 'Get new image' link. A text input field contains the characters 'A6z9K'. At the bottom right, there are 'Next' and 'Cancel' buttons.

*Figure 5*

5. Enter your Windows password and click 'Next' (see *Figure 6*).



The screenshot shows the 'Quest One Password Manager' interface. At the top, the user is identified as 'Mars, Angela (campus.ctcd.org\AMars)' and the language is set to 'English'. The page title is 'My Questions and Answers Profile (Mars, Angela)'. The instruction reads 'To proceed, enter your password.' Below this is a 'Password:' label and a text input field filled with ten black dots. At the bottom right, there are 'Next' and 'Cancel' buttons.

*Figure 6*

6. Complete the 'Questions and Answers Profile' by entering your seven digit PEID and selecting and answering two questions. Click 'Finish' when you are done (see *Figure 7*).

Quest One  
Password Manager

Mars, Angela (campus.ctcd.org\AMars) | English | QUEST SOFTWARE

### My Questions and Answers Profile (Mars, Angela)

Provide answers to these questions and make sure you remember your answers, because the questions will be used later to allow you to reset your forgotten password and unlock your account.

• Your answers must comply with the policy requirements.  
• The minimum length of an answer must be 2 characters.  
• All answers must be unique.

Language of questions and answers: English (United States)

Question: **Please verify your PEID (7 Digit Staff ID Number):**

Answer:

Confirm answer:

Select a question:  
< Select your question >

Answer:

Confirm answer:

Select a question:  
< Select your question >

Answer:

Confirm answer:


*Figure 7*

7. The password manager will confirm that you have successfully completed registration (see *Figure 8*).

Quest One  
Password Manager

Mars, Angela (campus.ctcd.org\AMars) | English | QUEST SOFTWARE

### My Questions and Answers Profile (Mars, Angela)

 Questions and Answers profile was successfully created

[Go to home page](#)

Details

- Your Questions and Answers profile was successfully created.
- Notification was sent to your email.

*Figure 8*

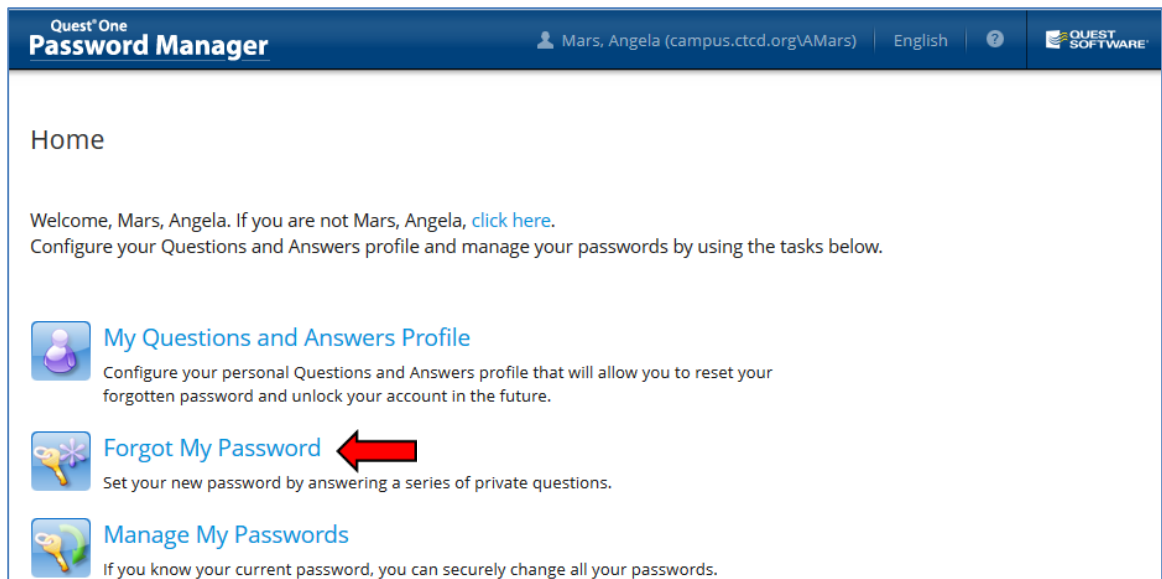
## Forgot My Password

1. On the Windows login screen, click 'Forgot My Password' (see *Figure 9*).



*Figure 9*

2. Select 'Forgot My Password' from the 'Home' screen (see *Figure 10*).



*Figure 10*

3. You will be required to answer the questions you selected in your 'Questions and Answers Profile' in order to reset your password. Click 'Next' when you are done (see *Figure 11*).

Quest One  
Password Manager

Mars, Angela (campus.ctcd.org/AMars) | English | QUEST SOFTWARE

### Forgot My Password (Mars, Angela)

To continue, answer the following questions.

Question: Please verify your PEID (7 Digit Staff ID Number):  
Answer: [Masked]

Question: What is your favorite mascot?  
Answer: [Masked]

Question: In what city was your first job?  
Answer: [Masked]

Next Cancel

*Figure 11*

4. Enter your new password into the 'New password' and 'Confirm new password' text boxes. Click 'Next' (see *Figure 12*).

Quest One  
**Password Manager** Mars, Angela (campus.ctcd.org\AMars) English QUEST SOFTWARE

### Forgot My Password (Mars, Angela)

Enter new password.

Your new password must comply with the password policy:

- The password must meet the system complexity requirements:
  - Not contain all or part of the user's account name
  - Contain characters from three of the following four categories:
    - English uppercase characters (A through Z)
    - English lowercase characters (a through z)
    - Numerals (0 through 9)
    - Non-alphabetic characters (such as !, \$, #, %)
- The password must meet the password length requirements of the system. The minimum password length: 6.
- The password must meet the password history requirements of the system. The number of passwords to store: 6.
- The password must meet the password maximum age requirements of the system. Maximum password age: 45.
- The password must meet the password age requirements of the system. Minimum password age: 10.

New password:

Confirm new password:


[Next](#) [Cancel](#)

Figure 12

5. The password manager will confirm that your password has been successfully changed (see Figure 13).

Quest One  
**Password Manager** Mars, Angela (campus.ctcd.org\AMars) English QUEST SOFTWARE

### Forgot My Password (Mars, Angela)

 Your password was successfully reset

[Go to home page](#)

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Details

- Your password was successfully reset.
- Notification was sent to your email.

Figure 13