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Quest One Self Service Password Manager Guide

In order to change, reset, or unlock your network password, please activate your Quest One Self Service Password Manager account by following the steps below. This guide goes over account activation, security question creation, and resetting your password.

NEW USER REGISTRATION

1. On the Windows login screen, click '*Forgot My Password.*' You can also click the following link, <http://ctcquest1.ctcd.edu>, or the '*Quest One Password Self Service*' icon on your desktop.



or



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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.'



3. Next, select 'My Questions and Answers Profile' from the 'Home' screen.

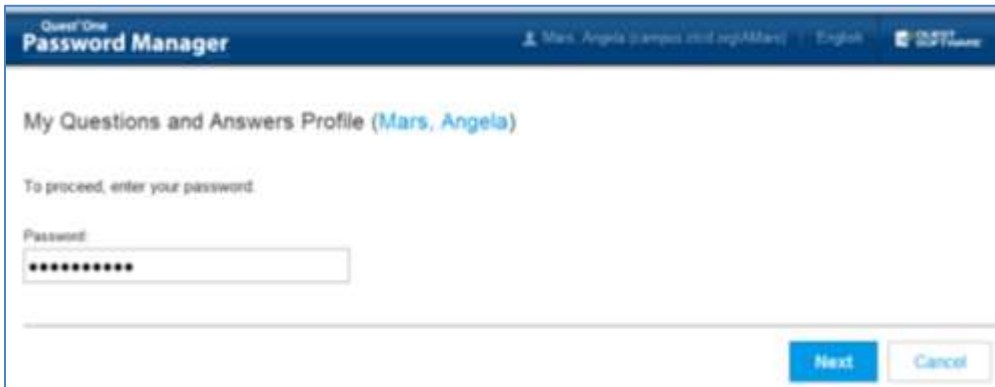


4. Enter the characters displayed in the picture and click 'Next.'



The screenshot shows the 'Quest One Password Manager' interface. At the top, it says 'My Questions and Answers Profile (Mars, Angela)'. Below that, it asks 'Enter the characters you see on the picture'. There 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.

5. Enter your Windows password and click 'Next.'



The screenshot shows the 'Quest One Password Manager' interface. At the top, it says 'My Questions and Answers Profile (Mars, Angela)'. Below that, it asks 'To proceed, enter your password'. There is a 'Password' label and a text input field filled with asterisks. At the bottom right, there are 'Next' and 'Cancel' buttons.

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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.

Quest One Password Manager

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 maximum 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:

Answer:

Confirm answer:

Select a question:


Answer:

Confirm answer:

7. The password manager will confirm that you have successfully completed registration.

Quest One Password Manager

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.

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8. You can change your security questions at any time by logging into the Password Manager and selecting 'My Questions and Answers Profile' from the homepage.



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FORGOT/RESET MY PASSWORD

1. On the Windows login screen, click 'Forgot My Password.'



2. Select 'Forgot My Password' from the 'Home' screen.



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- 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.

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

- Enter your new password into the 'New password' and 'Confirm new password' text boxes. Click 'Next.'

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:
[password field]

Confirm new password:
[password field]

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

5. The password manager will confirm that your password has been successfully changed.

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](#)

Details

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