

How to reset your password when given a PASSCODE from the IT Service Desk

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I Have a Passcode

If you have not registered with Password Manager and forgot your password, click here to create your Questions and Answers profile using your passcode.

How to change a Forgotten Password by Yourself

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Forgot My Password

Set your new password by answering a series of private questions.

How to reset your password when given a PASSCODE from the IT Service Desk

Document Instructions:

In order to reset your password in “Quest Password Manager” your Questions & Answers Profile must be created first (Steps 1-6) using a provided **PASSCODE** from the IT Service Desk. Once you have your Questions & Answers Profile created you can then reset your password by answering your questions correctly (Step 7-10) without ever having to contact the IT Service Desk.

1. Click on the below link to access Quest Password Manager.
<https://password.georgianc.on.ca/QPM/User/Identification/>


OR click the **Forgot Your Password** link located on one of the below login pages



2. **Georgian College Staff** - If you are Staff member select **admin.georgianc.on.ca** from the **Domain** drop down menu. In the **User Name** text field input your username, typically this will be your first initial and last name (ex. John Smith username will be JSMITH). Then press the **OK** button.


Students - If you are a Student select **student.georgianc.on.ca** from the **Domain** drop down menu. In the **User Name** text field input your 9 digit student number. Then press the **OK** button.

Georgian College Staff

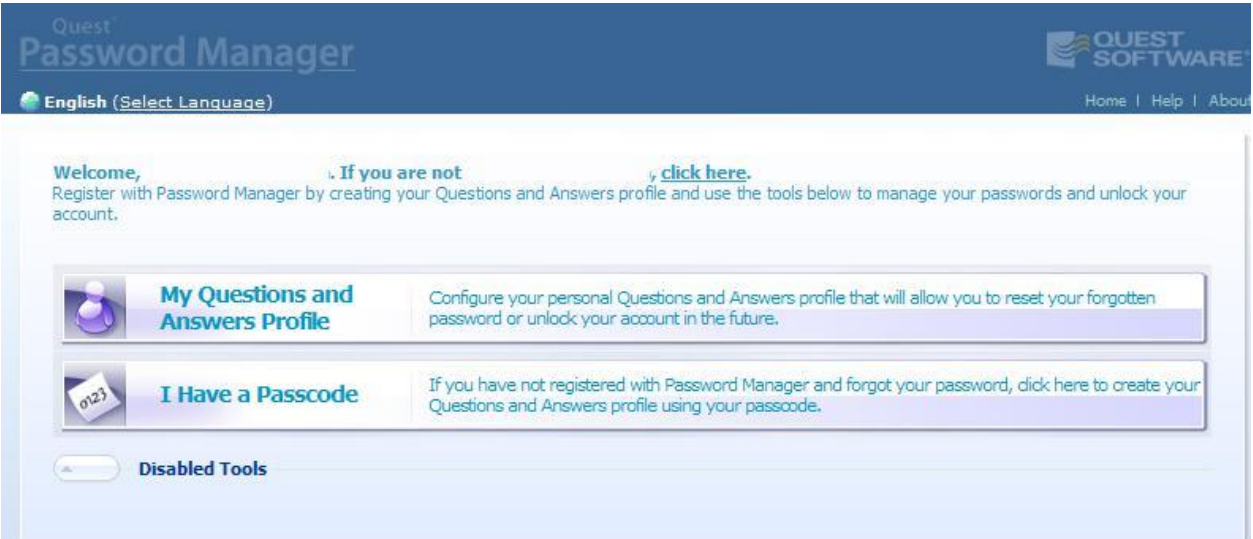


OR

Students



3. Once you have logged into Quest Password Manager you will have either one of the following pages. Click on the **I Have a Passcode** option to continue.



Quest Password Manager

English (Select Language)

Home | Help | About

QUEST SOFTWARE

Welcome, [If you are not registered with Password Manager by creating your Questions and Answers profile and use the tools below to manage your passwords and unlock your account.](#) [click here.](#)

My Questions and Answers Profile Configure your personal Questions and Answers profile that will allow you to reset your forgotten password or unlock your account in the future.

I Have a Passcode If you have not registered with Password Manager and forgot your password, click here to create your Questions and Answers profile using your passcode.

Disabled Tools






Quest
Password Manager

English (Select Language)

QUEST SOFTWARE

Home | Help | About

Welcome, [If you are not registered](#), [click here.](#)
 Register with Password Manager by creating your Questions and Answers profile and use the tools below to manage your passwords and unlock your account.

	Forgot My Password	Set your new password by answering a series of private questions.
	Manage My Passwords	If you know your current password, you can securely change all your passwords.
	My Questions and Answers Profile	Configure your personal Questions and Answers profile that will allow you to reset your forgotten password or unlock your account in the future.
	My Alerts	Select events that you want to be notified about, such as when your password was changed or your account was locked.
	I Have a Passcode	If you have not registered with Password Manager and forgot your password, click here to create your Questions and Answers profile using your passcode.

Disabled Tools

4. Input your case sensitive passcode into the **Passcode** text field exactly as provided. Then click on the **Next** button to continue. Please note your passcode will be in the format of XXXX-XXXX-XXXX.

Quest
Password Manager

English (Select Language)

QUEST SOFTWARE

Home | Help | About

0123 Update My Questions and Answers Profile (:)

Steps to complete: 1. Authentication 2. Q&A profile	Enter Passcode Please call help desk support to obtain a passcode. Type in the passcode in the text box below and click Next to create or update your Questions and Answers profile.
	Passcode: <input type="text" value="????-????-????"/> To continue, click Next.

Next Cancel

5. You will now be brought to your **Questions & Answers Profile**. Once you have completed your Questions & Answers, please click on the **Finish** button to continue.

The screenshot shows the 'My Questions and Answers Profile' configuration page in the Quest Password Manager. The page has a blue header with the Quest Password Manager logo and 'QUEST SOFTWARE' branding. Below the header, there is a navigation bar with 'English (Select Language)' and 'Home | Help | About' links. The main content area is titled 'My Questions and Answers Profile' and contains a 'Configure Your Questions and Answers Profile' section. This section includes instructions, a language selection dropdown (set to English), a checkbox for 'Hide my answers for security purposes', and four question-answer pairs. The first question is 'Please enter a 4 to 10 digit number you will remember' with the answer '1357'. The second is 'What is your place of birth (4 characters or more)?' with the answer 'Italy'. The third is 'What is your mothers maiden name (4 characters or more)?' with the answer 'Smith'. The fourth is 'What is my Dog's Name?' with the answer 'Steve'. At the bottom, there are 'Finish' and 'Cancel' buttons and a note: 'To continue, click Finish.'


6. You will now see the following page which indicates you have successfully configured your personal Questions & Answers profile. Please click on the **Go to home page** link indicated on the below screenshot. This will take you to the Quest Password Manager home page and not your personal homepage.

The screenshot shows the 'Update My Questions and Answers Profile' confirmation page in the Quest Password Manager. The page has a blue header with the Quest Password Manager logo and 'QUEST SOFTWARE' branding. Below the header, there is a navigation bar with 'English (Select Language)' and 'Home | Help | About' links. The main content area is titled 'Update My Questions and Answers Profile' and contains a confirmation message: 'You have successfully configured your personal Questions and Answers profile. Make sure you remember your answers. To continue, click one of the links below.' Below the message, there are two links: 'Go to home page' and 'Close this window'.

7. **Georgian College Staff** - If you are Staff member select **admin.georgianc.on.ca** from the **Domain** drop down menu. In the **User Name** text field input your username, typically this will be your first initial and last name (ex. John Smith username will be JSMITH). Then press the **OK** button.


Students - If you are a Student select **student.georgianc.on.ca** from the **Domain** drop down menu. In the **User Name** text field input your 9 digit student number. Then press the **OK** button.

Georgian College Staff

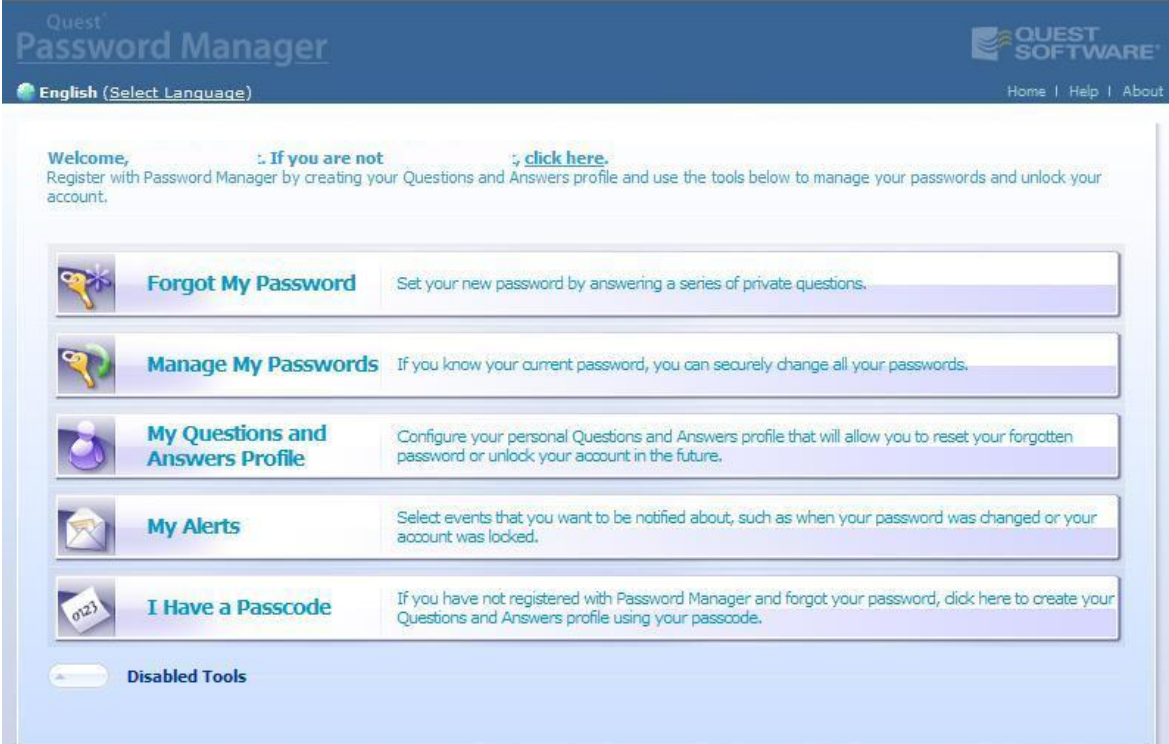


OR

Students



8. Once you have logged into Quest Password Manager again you will see the below page. Click on the **Forgot My Password** option to continue.



Quest Password Manager

English (Select Language)

Home | Help | About

QUEST SOFTWARE

Welcome, [If you are not](#) [click here.](#)
 Register with Password Manager by creating your Questions and Answers profile and use the tools below to manage your passwords and unlock your account.

Forgot My Password Set your new password by answering a series of private questions.

Manage My Passwords If you know your current password, you can securely change all your passwords.

My Questions and Answers Profile Configure your personal Questions and Answers profile that will allow you to reset your forgotten password or unlock your account in the future.

My Alerts Select events that you want to be notified about, such as when your password was changed or your account was locked.

I Have a Passcode If you have not registered with Password Manager and forgot your password, click here to create your Questions and Answers profile using your passcode.

Disabled Tools

9. You will be prompted to answer two of your questions previously defined in your Questions & Answers profile. Please input your answers in the provided text fields and click the **Next** button.

The screenshot shows the 'Answer the Questions' step in the Quest Password Manager 'Reset My Password' process. The interface includes a sidebar with 'Steps to complete:' (1. Questions, 2. Target systems, 3. New password) and a main content area. The main area has a title 'Answer the Questions' and a sub-instruction 'Answer all of the following questions correctly before proceeding.' Below this is a checkbox for 'Hide my answers for security purposes'. Two question-answer pairs are shown: 'Please enter a 4 to 10 digit number you will remember' with the answer '1357', and 'What is your place of birth (4 characters or more)?' with the answer 'Italy'. At the bottom, there are 'Next' and 'Cancel' buttons and the instruction 'To continue, click Next.'

10. To change your password input your new password into both the **New Password** and **Confirm New Password** field. To submit your new password change click on the **Finish** button.

The screenshot shows the 'Enter New Password' step in the Quest Password Manager 'Reset My Password' process. The interface includes a sidebar with 'Steps to complete:' (1. Questions, 2. Target systems, 3. New password) and a main content area. The main area has a title 'Enter New Password' and a sub-instruction 'Your new password must comply with the password policy. To see the password policy, [click here](#).' Below this are two input fields: 'New password:' and 'Confirm new password:', both containing masked characters (dots). At the bottom, there are 'Finish' and 'Cancel' buttons and the instruction 'To continue, click Finish.'

11. When you see the below screen it means your password has been successfully changed. You are now finished and can close your browser window for Quest Password Manager.



The screenshot shows the Quest Password Manager interface. At the top, there is a blue header with the Quest Password Manager logo on the left and the Quest Software logo on the right. Below the header, there is a navigation bar with 'English (Select Language)' on the left and 'Home | Help | About' on the right. The main content area is titled 'Reset My Password' and features a yellow key icon with an asterisk. A green checkmark icon indicates a successful reset. The text reads: 'Your password has been successfully reset. Your password has been successfully changed in the following systems: Active Directory'. Below this, it says 'To continue, click one of the links below.' and provides four links: 'Go to home page', 'Update my Questions and Answers profile', 'Reset my password in other systems', and 'Close this window'.

Quest Password Manager

QUEST SOFTWARE

English (Select Language) Home | Help | About

Reset My Password ()

✓ Your password has been successfully reset.

Your password has been successfully changed in the following systems:

✓ Active Directory

To continue, click one of the links below.

- [Go to home page](#)
- [Update my Questions and Answers profile](#)
- [Reset my password in other systems](#)
- [Close this window](#)

How to change a Forgotten Password by Yourself

Document Instructions:

If you already have your Questions & Answers profile configured you can follow the instructions below to change your own password using Quest Password Manager. If you don't remember the answers to your questions you will need to contact the IT Service Desk to be given a PASSCODE and follow the "How to reset your password when given a PASSCODE from the IT Service Desk" instructions above.

1. Click on the below link to access Quest Password Manager.
<https://password.georgianc.on.ca/QPM/User/Identification/>

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2. **Georgian College Staff** - If you are Staff member select **admin.georgianc.on.ca** from the **Domain** drop down menu. In the **User Name** text field input your username, typically this will be your first initial and last name (ex. John Smith username will be JSMITH). Then press the **OK** button.

Students - If you are a Student select **student.georgianc.on.ca** from the **Domain** drop down menu. In the **User Name** text field input your 9 digit student number. Then press the **OK** button.

Georgian College Staff

OR

Students

3. Once you have logged into Quest Password Manager again you will see the below page. Click on the **Forgot My Password** option to continue.


4. You will be prompted to answer two of your questions previously defined in your Questions & Answers profile. Please input your answers in the provided text fields and click the **Next** button.

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5. To change your password input your new password into both the **New Password** and **Confirm New Password** field. To submit your new password change click on the **Finish** button.

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Quest Password Manager

QUEST SOFTWARE

English (Select Language) Home | Help | About

Reset My Password ()

✓ Your password has been successfully reset.

Your password has been successfully changed in the following systems:

- ✓ Active Directory

To continue, click one of the links below.

- [Go to home page](#)
- [Update my Questions and Answers profile](#)
- [Reset my password in other systems](#)
- [Close this window](#)