

Ministry of Central Services
Information Technology Division

This guide should be used to learn how to set-up a Self Service Password Manager profile and retrieve a lost password.

How to Set Up your Profile

1. What is the Self Service Password Manager?

The Self Service Password Manager is a simple, secure tool that allows users to reset forgotten passwords and manage their user login information themselves.

2. How do you access the QPM tool?

When you are logging onto your workstation, you will find a “forgot my password” button under your password field. If at any time during the logon process you have trouble, you can click this button and it will allow you to reset your password.

The tool can also be accessed by clicking the Self Service Password Manager icon on your desktop, or by visiting: <http://sdpwmgr.gos.ca/PMUser/>.

3. Creating your Questions and Answers Profile

In order to use the Self Service Password Manager tool you must first create a profile. Once you have opened the website the first thing you will be asked to do is to find your account.

- a. The screen below is the first thing you will see. Search for your name and click “OK”. Click on your name. You will be redirected to the Password Manager Home screen.

Find Your Account

Enter a part of your first and/or last name or user name:

Location:

- b. You now need to set up your profile before you can use any of the password reset or account unlock features. You can access your profile from the Welcome screen by selecting “My Questions and Answers Profile”.



My Questions and Answers Profile

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

- i. At this point, you will be prompted to type the phrase displayed in an image to confirm you are human. Then you will need to enter your current password into the space provided and click “Next”.

My Questions and Answers Profile

To proceed, enter your password.

Password:

- ii. At the “Configure Your Questions and Answers Profile” screen, you will see three questions that you are required to answer. Answer all of the questions in the spaces provided and click “Finish”.

PASSWORD MANAGER

- The minimum length of an answer must be 5 characters.
- The minimum length of a user-defined question must be 10 characters.
- All answers must be unique.
- The answer must not contain the corresponding question.

Language of questions and answers: English (United States)

Question: Where were you born?

Answer:

Select a question:

Answer:

Create your own question:

Answer:

- c. Now that you have set up your Questions and Answers Profile, you are ready to use the Self Service Password Manager tool anytime you need your password reset or account unlocked.

Forgot Your Password

1. Managing Your Password Manager Profile

- a. If you are having difficulty logging on and need your account unlocked or password reset, click on the “Forgot My Password” button under the password field of the login screen.



- b. You will arrive at a screen where you will need to find your account. Search any part of your name or username to locate your account.

Find Your Account

Enter a part of your first and/or last name or user name:

Location:

2. Unlocking Your Account

- c. Select the “Unlock My Account” option in the list.



Unlock My Account

You can unlock your account by answering a series of private questions.

- d. Type the phrase displayed in the image into the field to confirm you are human and click “Next”.

Enter the characters you see on the picture.



- e. Answer the security questions as prompted. These are the questions you supplied when you set up your Self Service profile.

Forgot My Password

To continue, answer the following questions.

Question: What is your mother's maiden name?
Answer:


Question: What was your first car?
Answer:

Question: Where were you born?
Answer:

- f. If you have successfully unlocked your account, you will be redirected to the “Your account was successfully unlocked” screen. If not, you will be prompted to answer your questions again.
- g. Success! You can now close the Self Service tool and log on to Windows with your current password.

3. Resetting Your Password

- c. Select the “Forgot My Password” option in the list.

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

- d. Type the phrase displayed in the image into the field to confirm you are human and click “Next”.

Enter the characters you see on the picture.



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- e. Answer the security questions as prompted. These are the questions you supplied when you set up your Self Service profile.

Forgot My Password

To continue, answer the following questions.

Question: What is your mother's maiden name?

Answer:

Question: What was your first car?

Answer:

Question: Where were you born?

Answer:

- f. At the next screen, “Enter New Password”, choose a new password, type it into the New Password and Confirm new password fields and click Finish. As always, your new password must meet the minimum complexity requirements.

Forgot My Password

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: 8.
- The password must meet the password history requirements of the system. The number of passwords to store: 7.
- The password must meet the password maximum age requirements of the system. Maximum password age: 90.
- The password must meet the password age requirements of the system. Minimum password age: 1.

New password:

Confirm new password:

- g. If you have successfully reset your password, you will be redirected to the “Your password has been successfully reset” screen. If not, you will be prompted to enter a new password and confirm.
- h. Success! You can now close the Self Service tool and log on to Windows with your new password.