

# QUEST PASSWORD MANAGER

## Set up your Profile

### STARTING QUEST PASSWORD MANAGER (Choose the method that best suits you)

#### I am using my computer on-campus

You can access the Quest web page multiple ways from inside the College. Each takes you to the same place so choose what you feel most comfortable with.

1. Click on the Quest Password Self Service Icon on your desktop.



Quest Password Self Service.Ink

2. Go to **Start|All Programs|Quest Software|Quest Password Manager Gina Extension|Quest Password Self Service.**

3. Use the following link:

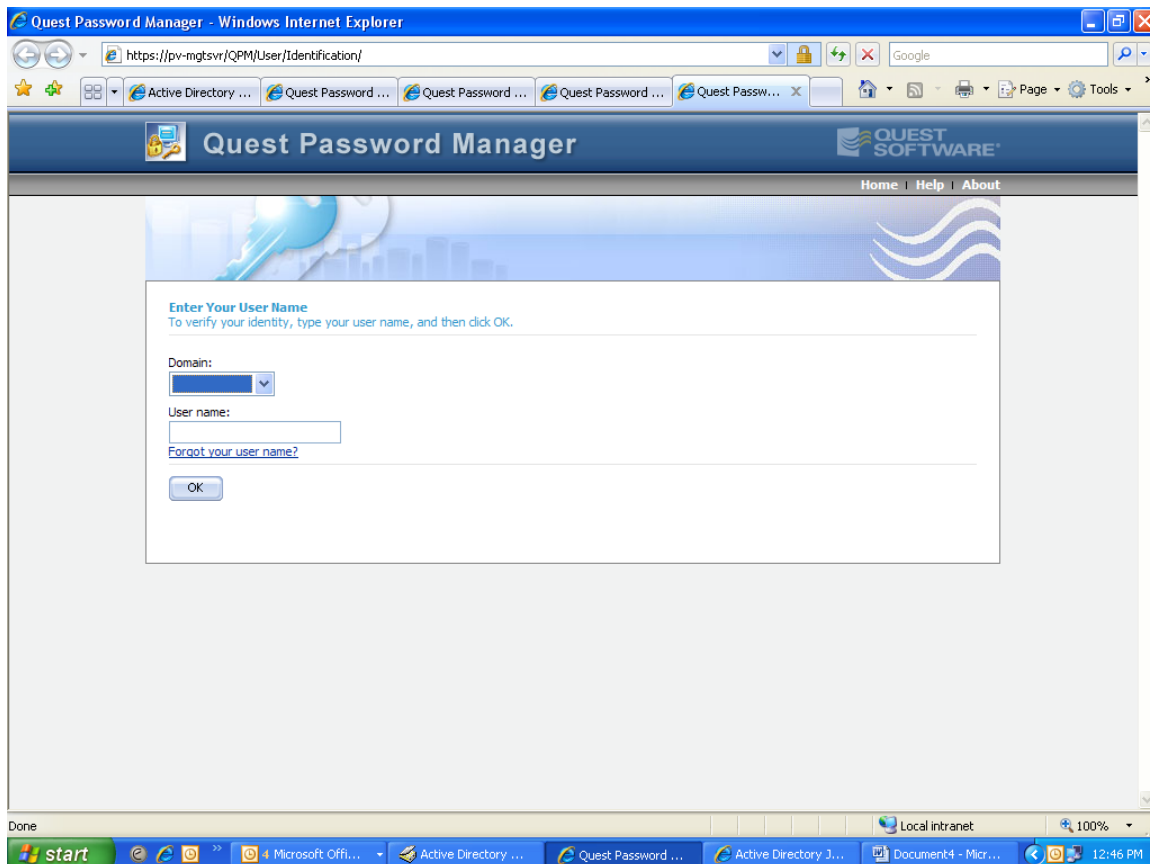
<https://pv-mgtsvr/qpm/user>.

#### I am using a computer from off-campus

To access the web page from outside the college do one of the following:

1. Enter <https://164.106.166.115/qpm/user> into your web browser. Note you must use the IP address and https to get to the site. Ignore any certificate errors IE 7.0 may report.
2. Go to [www.pvcc.edu/it](http://www.pvcc.edu/it) . On the left side of the screen, click **Online Help and Resources** then click **Quest Password Management for Faculty and Staff Web Based E-mail** on the right side of the page.

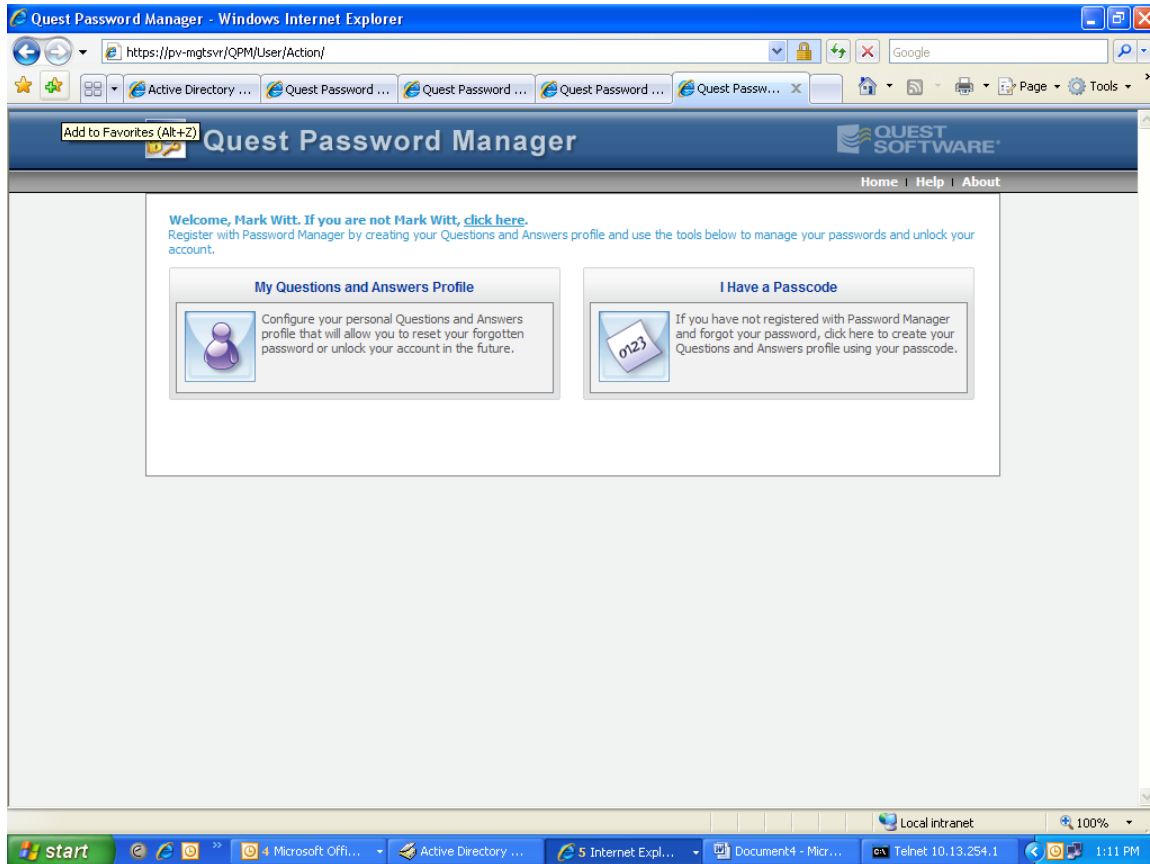
Once you have access the web page using any of these methods you will see the following screen:

A screenshot of a Windows Internet Explorer browser window displaying the Quest Password Manager user identification page. The browser's address bar shows the URL "https://pv-mgtsvr/QPM/User/Identification/". The page has a blue header with the "QUEST SOFTWARE" logo and navigation links for "Home", "Help", and "About". The main content area features a large blue key icon and a form titled "Enter Your User Name" with the instruction "To verify your identity, type your user name, and then click OK." The form includes a "Domain:" dropdown menu, a "User name:" text input field, a "Forgot your user name?" link, and an "OK" button. The Windows taskbar at the bottom shows the Start button, several open applications including Microsoft Office and Active Directory, and the system clock displaying 12:46 PM on a local intranet.

In the Domain dropdown choose **PVCCNET**. Do not use other entries unless instructed by the help desk.

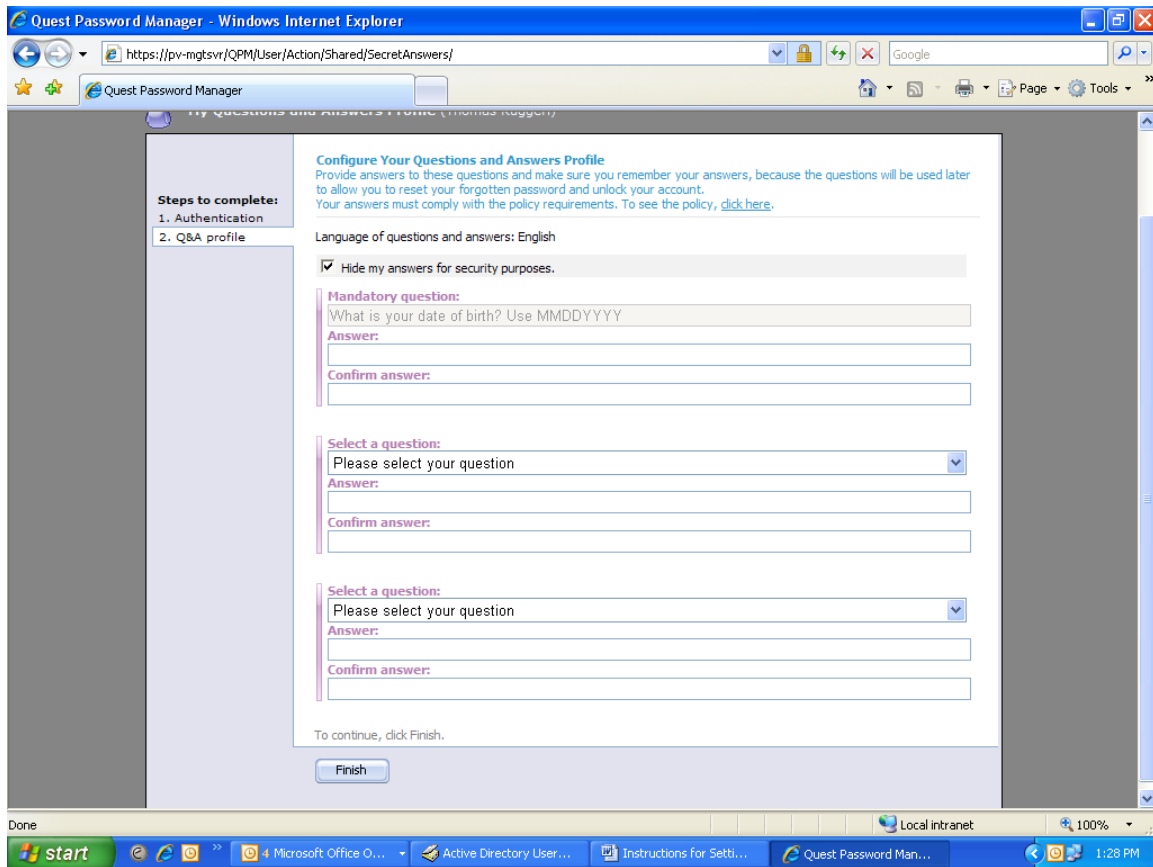
Type in your user name. This is usually your first initial and last name. If you are asked to select from one or more names, click on your user name.

The first time you set up your profile, you will see the following screen:



Make sure the name at the top is yours and click on **My Question and Answers Profile**. You will then be asked for your password. Enter the password you use for your PVCC e-mail account. If your password has already expired or you have forgotten it before setting up our profile, you will have to contact the help desk at (434)961-5261 to get your password reset.

After entering your password you will be at the following screen:



You will need to enter answers to three questions. The first one, "What is your date of birth" is mandatory. You can then select questions from the drop down menu for the next two questions. Enter the answers and confirm them. Click finish when done.

You can answer these questions any way you like as long as the answer is three or more characters. There are no wrong answers. Pick something easy for you to remember. These answers will be case sensitive so make sure you remember how you entered them. You cannot use the same answer for all the questions. If you make a mistake the program will highlight in red where the error was made. If you did this correctly, you will have the option of closing the page or returning to the home page.