

QUEST PASSWORD MANAGER

Resetting Your Password

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:

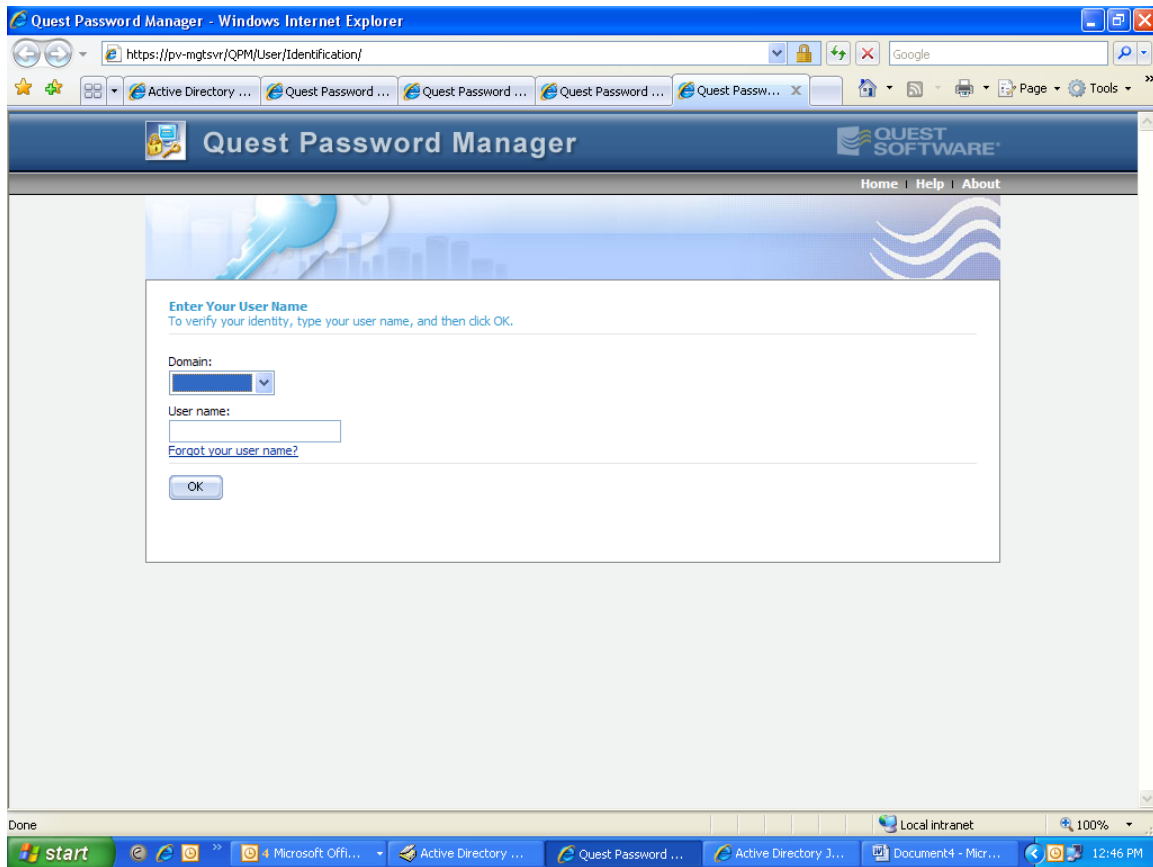
<https://pv-mgtsvr/qpm/user>.

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 . 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 accessed the web page using any of those methods you will see the following screen:



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.

You will see the following screen when you access Quest Password manager:



Descriptions are displayed with each entry.

Forgot My Password will allow you to reset your password by successfully answering the questions you chose in the setup.

Manage My Passwords allow you to change your password.

My Questions and Answers Profile allow you to edit your questions and answers.

My Alerts allows you to choose to receive an e-mail notification when an event occurs in Quest Password Manager such as when your password is changed. This is protection against someone changing your account without your knowledge.

I Have a Passcode should only be used when instructed by the helpdesk.

To reset your password using Quest Password Manager:

Click the “Forgot My Password” and answer your profile questions, as you had set up earlier. Once you do so, you will be prompted to reset your password.

If you have any problems using this program, please contact the help desk at (434)961-5261 or Tom Ruggeri at (434)961-5235.