

## Quicktime Job Aids

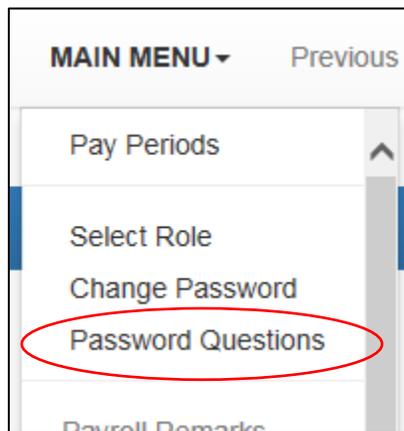
### Self-Password Reset

The Self-Password Reset option allows you to reset your password, if you forget it, without contacting a Password Administrator. The system maintains this by asking you pre-determined security questions for you to answer. You must first set up these questions before you can take advantage of this feature.

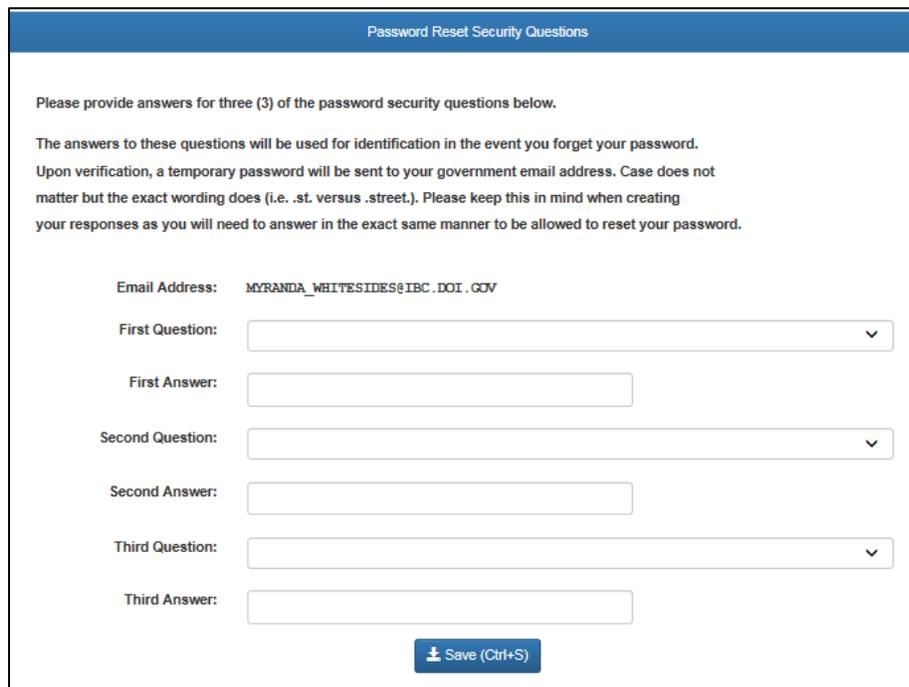
---

#### Setting Up Your Security Questions

- Sign into Quicktime as an **Employee** and navigate to the **Main Menu** drop down
- Select the **Password Questions** menu option



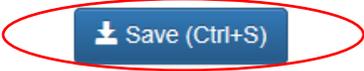
- The **Password Reset Security Questions** screen displays

A screenshot of the 'Password Reset Security Questions' screen. The title bar at the top is blue and contains the text 'Password Reset Security Questions'. Below the title bar, there is a paragraph of instructions: 'Please provide answers for three (3) of the password security questions below. The answers to these questions will be used for identification in the event you forget your password. Upon verification, a temporary password will be sent to your government email address. Case does not matter but the exact wording does (i.e. .st. versus .street.). Please keep this in mind when creating your responses as you will need to answer in the exact same manner to be allowed to reset your password.' Below the instructions, there is a form with the following fields: 'Email Address: MYRANDA\_WHITESIDES@IBC.DOI.GOV', 'First Question: [dropdown menu]', 'First Answer: [text input]', 'Second Question: [dropdown menu]', 'Second Answer: [text input]', 'Third Question: [dropdown menu]', and 'Third Answer: [text input]'. At the bottom center of the form is a blue button with a white download icon and the text 'Save (Ctrl+S)'.

- You will select three pre-determined questions of your choosing from the drop down lists:

First Question:	WHAT WAS THE NAME OF YOUR MOST MEMORABLE ELEMENTARY SCHOOL TEACHER? WHAT IS THE NAME OF A COLLEGE YOU APPLIED TO BUT DIDN'T ATTEND?
First Answer:	WHAT IS THE NAME OF YOUR CHILDHOOD PET? WHAT WAS THE MAKE AND MODEL OF YOUR FIRST CAR? WHAT IS YOUR FAVORITE MOVIE? WHAT IS YOUR FAVORITE BOOK?
Second Question:	WHERE DID YOU MEET YOUR SPOUSE/ SIGNIFICANT OTHER? WHAT IS YOUR FAVORITE RESTAURANT?
Second Answer:	WHERE WERE YOU WHEN YOU HAD YOUR FIRST KISS? WHERE WERE YOU WHEN YOU FIRST HEARD ABOUT 9/11? WHAT IS THE NAME OF YOUR FAVORITE CHILDHOOD FRIEND? WHAT STREET DID YOU LIVE ON IN THIRD GRADE?
Third Question:	WHAT WAS THE FIRST CONCERT YOU ATTENDED?

- Once you have selected your questions and provided the answers, select the **Save** button (note that your answers are hidden for privacy purposes)

Email Address:	MYRANDA_WHITESIDES@IBC.DOI.GOV
First Question:	WHAT WAS THE FIRST CONCERT YOU ATTENDED? ▼
First Answer:	.....
Second Question:	WHAT IS YOUR FAVORITE MOVIE? ▼
Second Answer:	.....
Third Question:	WHAT IS THE NAME OF YOUR CHILDHOOD PET? ▼
Third Answer:	.....
	

- Upon saving, you will see a confirmation message indicating that your questions have saved, and that your answers have been hidden for security purposes:

**Password Reset Questions data saved.**

The password security questions set up process is now **COMPLETE**.

The answers to these questions will be used for identification in the event you forget your password. Upon verification, a temporary password will be sent to your government email address. Case does not matter but the exact wording does (i.e. .st. versus .street.). Please keep this in mind when creating your responses as you will need to answer in the exact same manner to be allowed to reset your password.

The answers to your Password Reset Questions are hidden for security purposes.

### Resetting Your Password

- If you've forgotten your password, at the **Application Login**, input your Quicktime Employee ID and select **Forgot Password? Click Here**

Employee ID:

Password:

**Forgot Password? [Click Here](#)**

- You will be prompted to answer one of the three security questions that you initially set up. Make sure that your answer matches *exactly* as you input it before. "Close Enough" will not count here
- Select the **Ok** button

Password Reset via Security Questions

Employee ID: NBCWHITESIDE

Please answer the password security question shown below. Make sure your answer matches the one provided during the security setup process.

WHAT WAS THE MAKE AND MODEL OF YOUR FIRST CAR?

- If you've input your security question answer successfully, Quicktime will send you an email with a temporary password

**Password Reset via Security Questions**

**Employee ID: NBCWHITESIDE**

**QuickTime has generated an email containing your temporary password.**

**Please allow up to 30 minutes for the email server to process this request.**

- After you've received your temporary password, login with this information and reset your password to your choosing

**Change Password**

**==> You must change your password.**

**==> Either it is older than 60000 days or it has been reset by the Administrator.**

**Password:**

**Confirm:**

---

*If you have any additional questions, please contact the Training and Performance Support Branch at [hrdtraining\\_ibcdenver@ibc.doi.gov](mailto:hrdtraining_ibcdenver@ibc.doi.gov). Thank you!*