

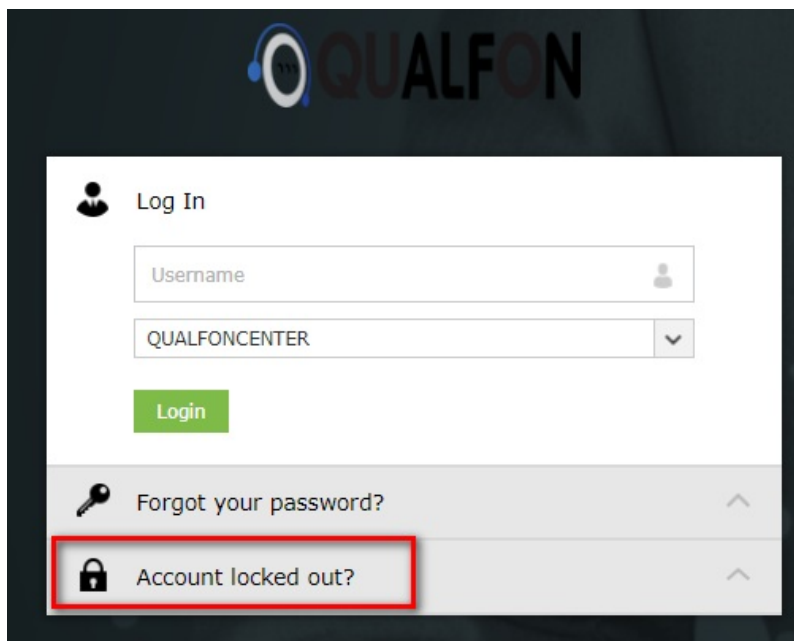
Unlocking Qualfon Domain Account

Introduction

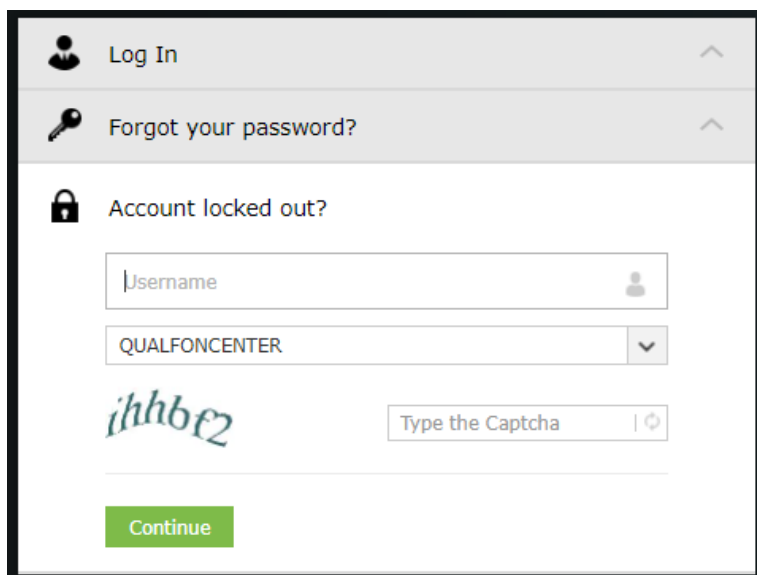
Process details how to unlock the Qualfon domain account if a person has attempted to log in too many times unsuccessfully. Once the account is unlocked they can try to log in again, [reset](#) or [update/change](#) their Qualfon Domain password.

Details

1. Go to <https://resetpw.qualfon.com>.
2. Click on the **Account Locked Out** option.



3. Enter your **Username**, choose **QUALFONCENTER** in the dropdown list, and enter the **alpha/numeric characters** in the **Type the Captcha** box. Click **Continue**.



4. You will be prompted to choose a method of proving your identity. Choose an option and click **Continue**.

- If you don't see all of the methods on your screen it just means you didn't set that method up when registering/enrolling for self-service password reset functionality. Refer to the [Registering/Enrolling for Qualfon Password Reset Self Service](#) process for more details.

IMPORTANT: Regardless of which method you choose **you only have 5 minutes to finish this process**.


Select one of the option below to prove your identity

This process helps us verify that it is indeed you who is requesting access

- Security Questions
- Email Verification

Type the characters you see in the picture below.



Letters are not case-sensitive | 

Cancel

Continue

- **For the Security Questions option:**

1. You must answer 2 security questions you entered upon [registering](#) the site. Click **Continue**.

Please answer the following question(s) to unlock your account

Question: What was the first name of your first manager?

Answer

Question: What is the first name of your maternal grandmother?

Answer

Cancel

Continue

2. Proceed to **Step 5 below**.

- **For the Email Verification option:**

1. Select the **email address** you want the verification code to go to from the **dropdown** and

then click on **Continue**.

Get a verification code via email

Select your email address

Cancel

Continue

2. Enter the **code** you receive in the **email** into the **box** on this screen and click on **Continue**.
 - A. The Manager listed in QNECT for the Employee will also receive a copy of the code sent.

Verification code has been sent to Am*****@qu*****.com

Once you have received the code, Please enter it in the textbox below

[Resend Code](#)

Cancel

Continue

3. Proceed to **Step 5 below**.


5. On the **Unlock Account** screen, enter the **characters** you see on the screen into the **box** and click on **Unlock Account**.

Unlock Account

Your identity has been verified successfully. Please proceed with the self service action.

Type the characters you see in the picture below.



Letters are not case-sensitive | 

Cancel

Unlock Account

6. You'll receive a confirmation that the account has been unlocked.

Related Articles

Revision History

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