

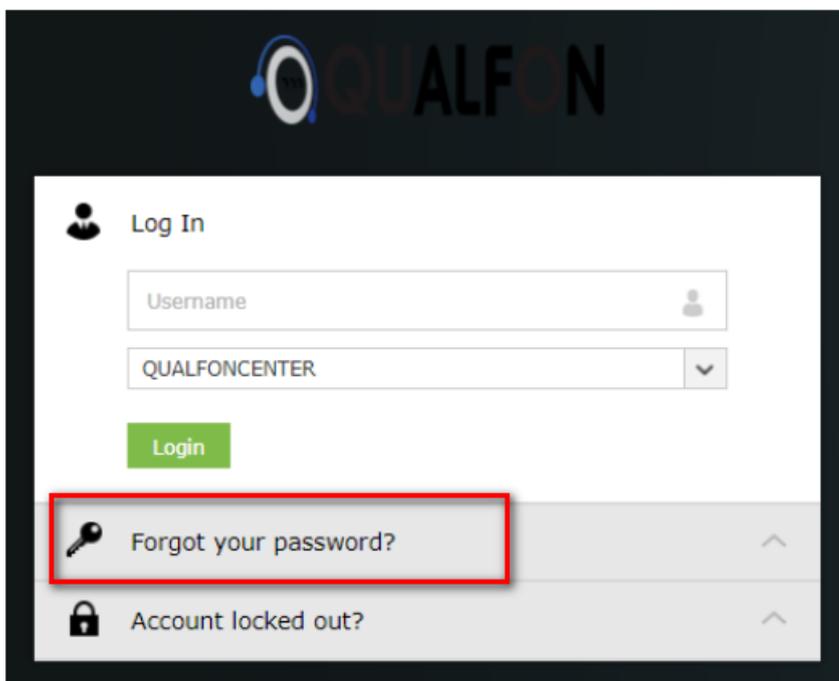
# Resetting Qualfon Domain Password If You Forgot It

## Introduction

Process tells you how to reset the Qualfon Domain Password when an employee has forgotten what it is. If the employee knows what the password is and wants to update / change it proceed to the [Update Your Qualfon PW](#) process.

## Details

1. Go to <https://resetpw.qualfon.com>.
2. Click on **Forgot Your Password**.



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

Log In

Forgot your password?

Username

QUALFONCENTER

ic34jc

Type the Captcha

Continue

Account locked out?

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.

6ci2mj

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.

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

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

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

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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

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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.

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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 **Reset Password** screen, enter your old (current) password if you remember it. If not, leave it blank. Then enter a new password and confirm the new password. Please remember to follow the Password Policy Requirements as stated below.

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### Reset Password

\* Old Password   
Leave this field empty, if you don't remember

\* New Password

\* Confirm New Password

- The minimum password age is 1
- The maximum password age is 90
- The minimum password length is 8
- No. of passwords remembered is 6
- The password complexity property is enabled

Type the characters you see in the picture below.



Letters are not case-sensitive | 

Cancel

Reset Password

6. Once the password information is entered, click on **Reset Password**.
7. If it is **successful**, the system will notify you in **2 ways**:
- A. By a **notifier**.

 Password reset successful for the following account(s)

- amy.zartman - qualfoncenter.local

[Back to home](#)

## B. By email.

### Password Reset Acknowledgement



ADSelfService <no-reply@qualfon.com>  
To:  Amy Zartman

Dear Amy Zartman,

You have successfully reset your password for Active Directory account.

Regards,

ServiceDesk

Office: +63 (32) 2301444 ext 23007 & 23028

US: +1 312-283-1972

Mobile: +63 9951008110

Skype: qualfonhelpdesk

Email: [servicedesk@qualfon.com](mailto:servicedesk@qualfon.com)

## Related Articles

## Revision History

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