Forgot Network Password

- Once you have registered with Password Manager you can now create your password.

**NOTE: If you have not registered with Password Manager**

  - Go to [www.solano.edu/technology/techtips.html](http://www.solano.edu/technology/techtips.html)
  - Click the Password Manager link in Tech Tips and open up the Registering with Password Manager Procedure.

- Type or cut and paste into a web browser the following link:
  - https://helpdesk.solano.edu/QPM/User

- You will come to the login screen as shown below

  ![Login Screen](image)

  - Enter your User Name. This is the username that you use to login to your computer or to access your SCC email.
  - Enter the Characters as shown in the box. In this example it is VEGX7
  - Click **Search**
You will now be taken to the Welcome Screen for Password Manager.

Click on **Forgot My Password**

Provide the answers to the Questions Listed. If you happened to forget your answers you will have to contact the SCC helpdesk at helpdesk@solano.edu or Call 864-7000 ext 4690 to have them reset your Q&A profiles questions. Once reset you will have to re-do your Q&A Profile and then you can come back in and reset your password.

NOTE: The question on this example will not be the ones that you have on your screen. This is just an example.
Click Next

You will then be taken to the Enter New Password Page.

Enter in a Password and a Confirmation Password

- Note: The Password needs to follow a certain Criteria.
- The criterion is provided for you on the page by clicking on click here.
  - If you would like to print a copy of the criteria
    Go to: www.solano.edu/technology/techtips.html
  - Click the Password Manager link in Tech Tips and open up Password Standards

Click Finish

If you have met the correct Password Criteria you will get a Successful Reset Screen as shown below.

Click Close this window
  - You have now successfully changed your network Password.