

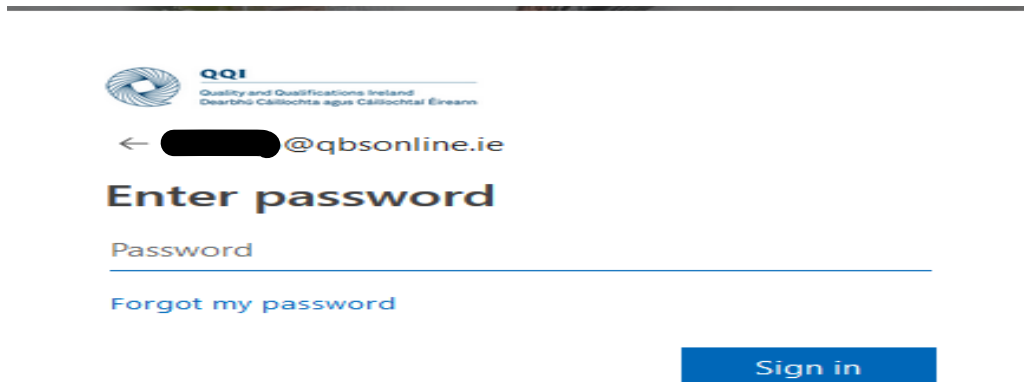
Guide on how to reset/change password

QBS SECURITY

QQI enhances the security of all its systems on a regular basis. Commencing in March 2019 all Providers will be required to change the password they use for access to QBS.

User Manual:

1. Log onto QBS in your normal way
2. Enter your username (centre number@qbsonline.ie)
3. Click on the **Forgot my password** link. This is the microsoft option to **Update Your Password**



4. Check if your **User ID** is correct. Enter your **User ID** if it is not done automatically. Complete the captcha below.

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Click on the **Next** button

5. **Phone verification:**

Select either **Text** my mobile phone or **Call** my mobile phone/landline phone number and enter the phone number which was used to set up your **MFA**

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone <input type="radio"/> Call my mobile phone	<p>In order to protect your account, we need you to enter your complete mobile phone number (*****02) below. You will then receive a text message with a verification code which can be used to reset your password.</p> <div style="border: 1px solid red; padding: 2px; display: inline-block;">Enter your phone number</div> <input type="button" value="Text"/>
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[Cancel](#)

Please note this is the same phone number you are using for MFA authorisation.

If you do not remember the phone number associated to your account, or the phone number is not active, please submit a query through Qhelp.

6. Complete the verification with the phone.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Text my mobile phone <input type="radio"/> Call my mobile phone	<p>We've sent you a text message containing a verification code to your phone.</p> <div style="border: 1px solid blue; height: 15px; width: 250px; margin-bottom: 10px;"></div> <input type="button" value="Next"/> Try again Contact your administrator
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[Cancel](#)

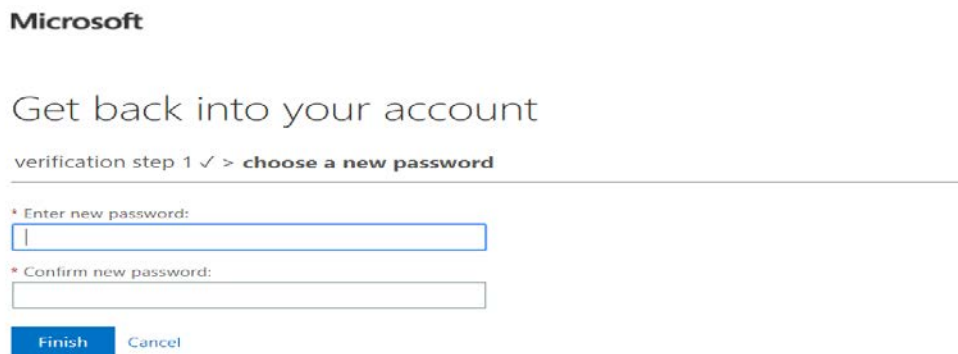
7. Enter new password, confirm the password and click **Finish** button

Password strength requirements and restrictions are listed below:

- Minimum password length 8 characters
- Maximum password length 16 characters
- Enforce password history - 24 passwords
- Strong passwords only:

Requires three out of four of the following:

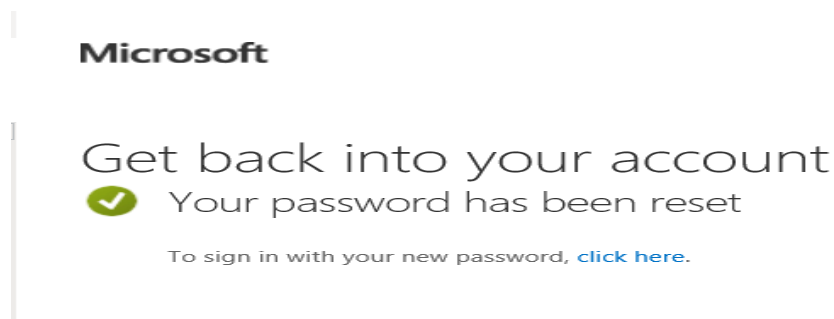
- Uppercase letters of European languages (A through Z)
- Lowercase letters of European languages (a through z)
- Numbers (0 through 9)
- Symbols: (~!@#\$%^&* _-+=`|\(){}[];:"'<>,.?/



The screenshot shows the Microsoft account recovery interface. At the top is the Microsoft logo. Below it is the heading "Get back into your account". Underneath, it says "verification step 1 ✓ > choose a new password". There are two input fields: the first is labeled "* Enter new password:" and the second is labeled "* Confirm new password:". At the bottom of the form are two buttons: "Finish" (in blue) and "Cancel".

Please note, we will not know your password! You will need to remember it, or keep in secure place. Your password will be valid for 365 days.

8. After completing with new password login to your account.



The screenshot shows the Microsoft account recovery confirmation screen. At the top is the Microsoft logo. Below it is the heading "Get back into your account". Underneath, there is a green checkmark icon followed by the text "Your password has been reset". Below that, it says "To sign in with your new password, [click here](#)."