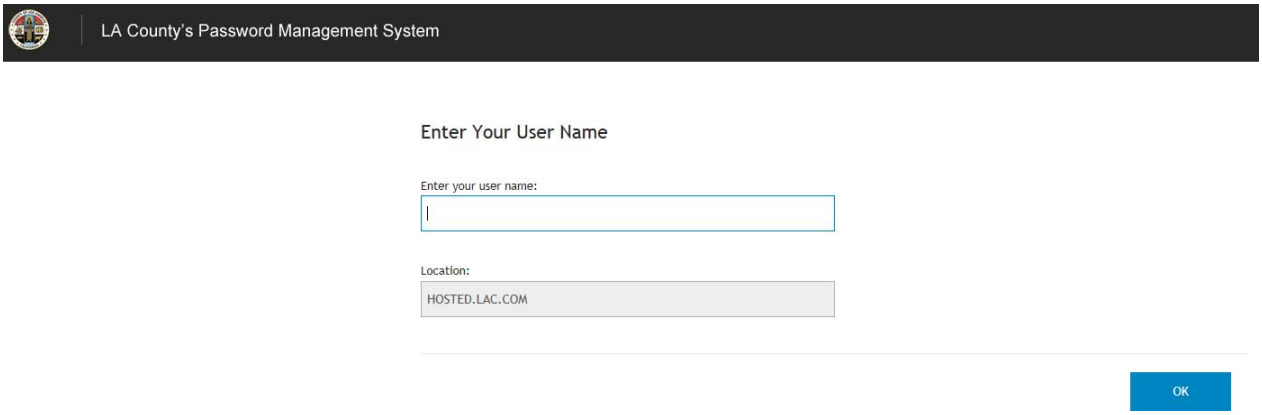
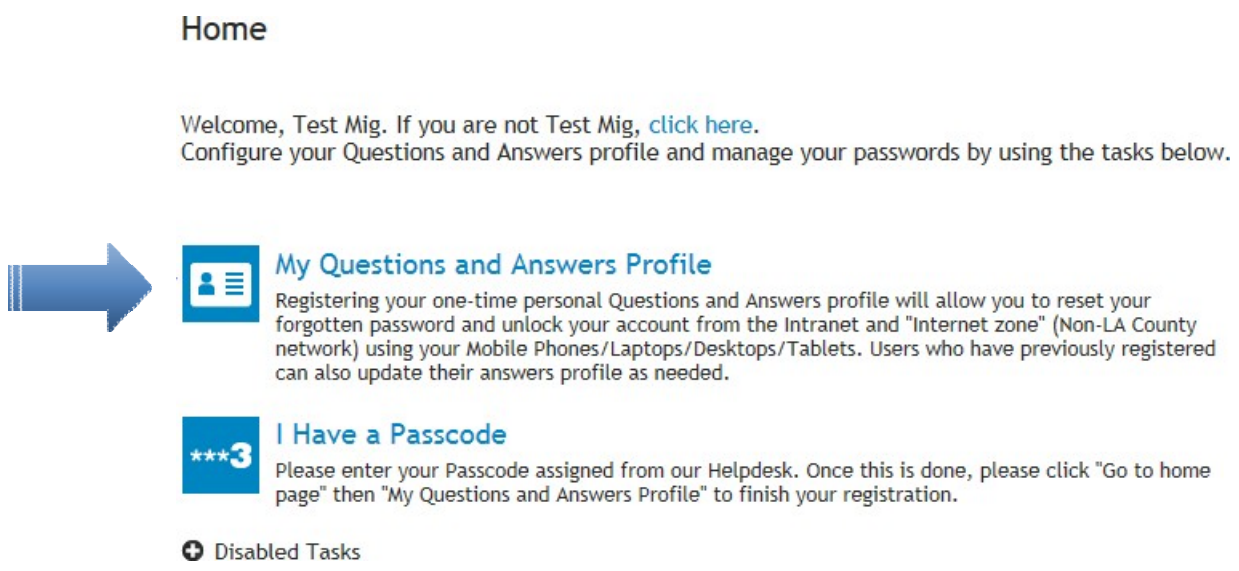
Password Manager – User Self-Service Guide

1. Go to https://passwordreset.lacounty.gov
2. Enter Username

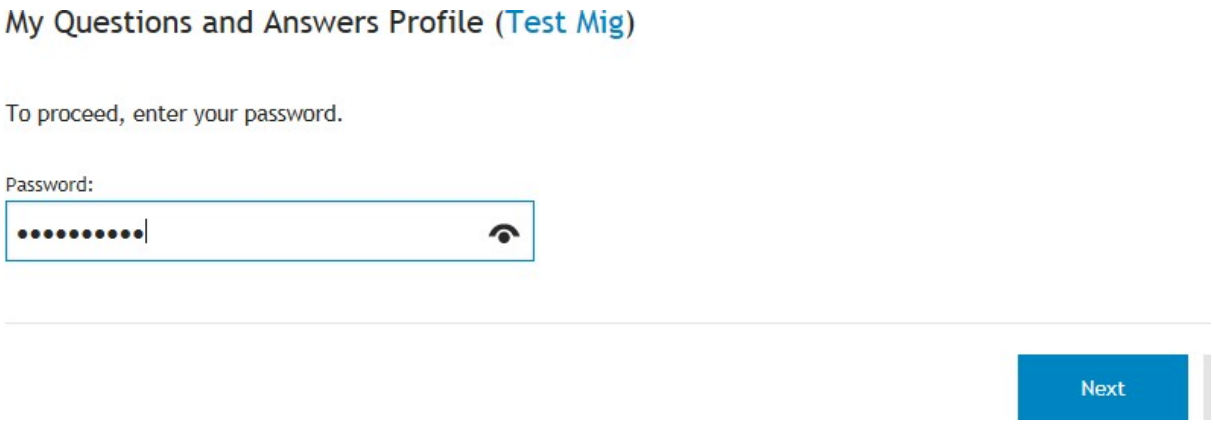


Establish Your Questions and Answers Profile

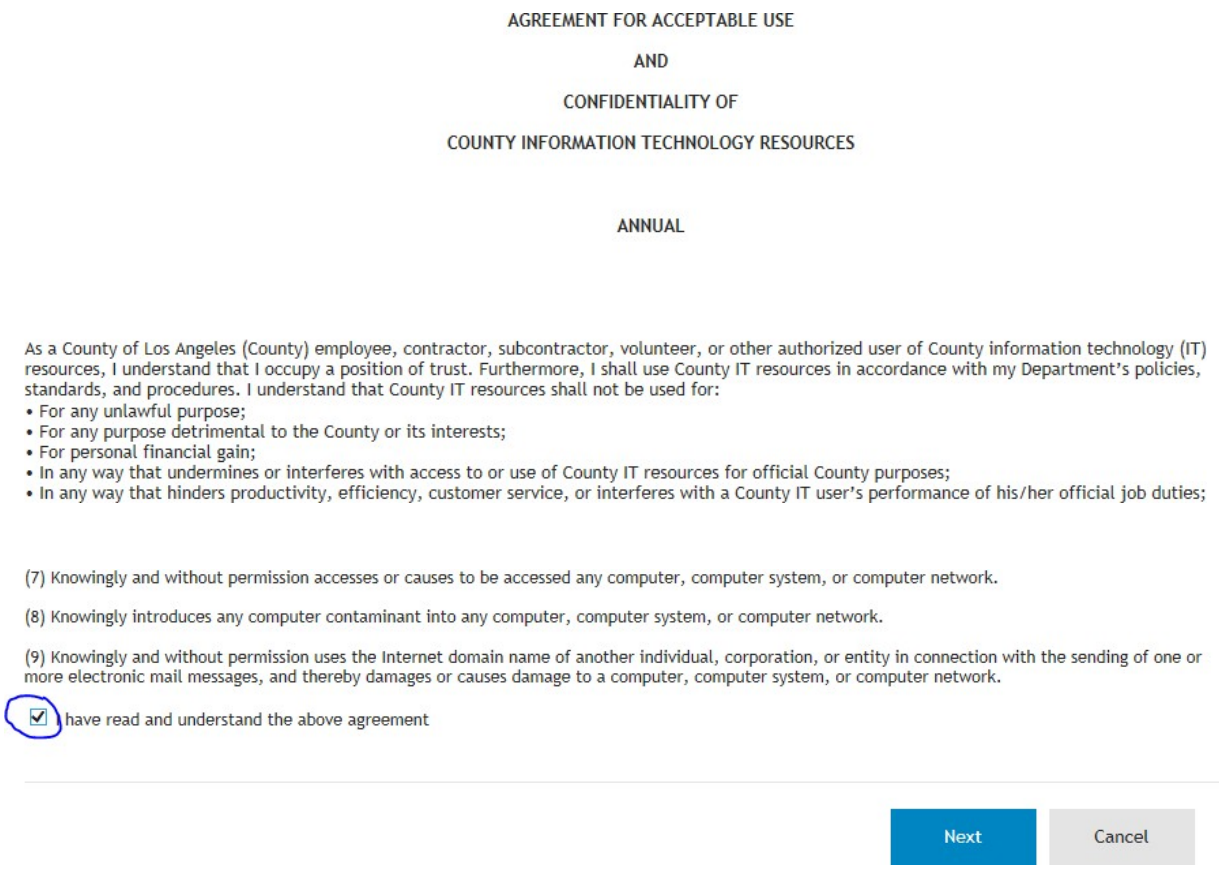
1. Click on "My Question and Answers Profile"



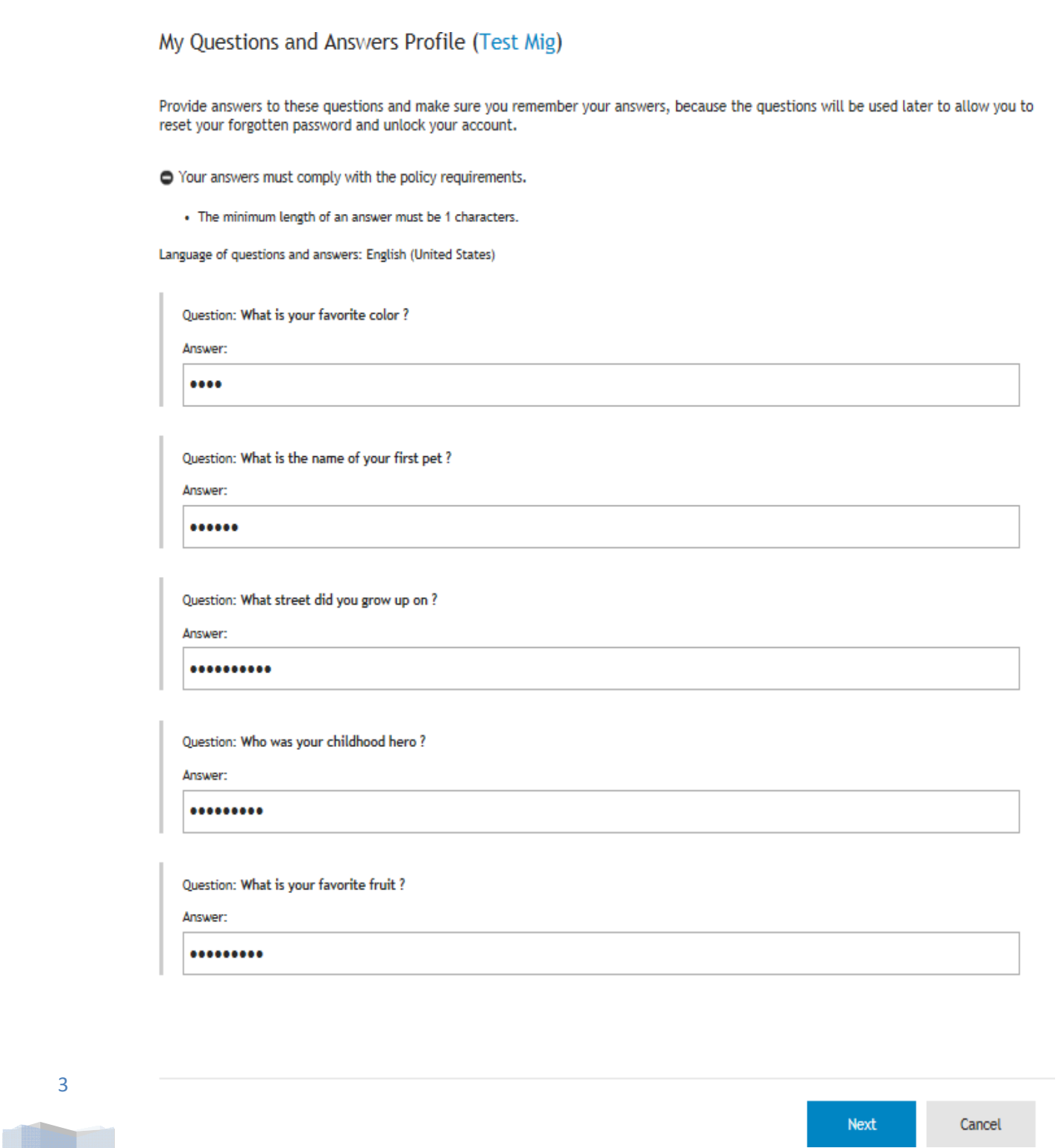
2. Enter Hosted Password



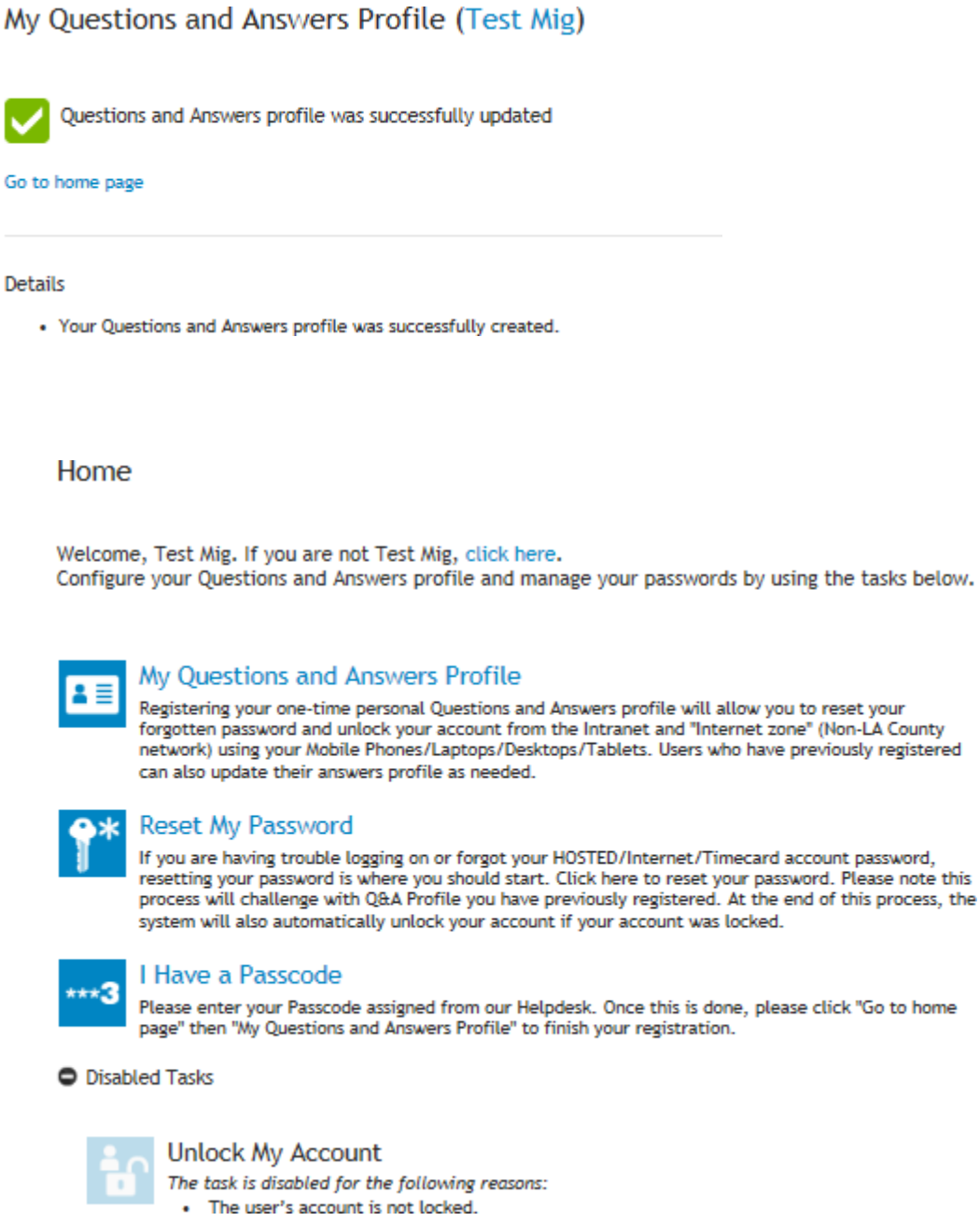
3. Read and Check the agreement box to accept Agreement



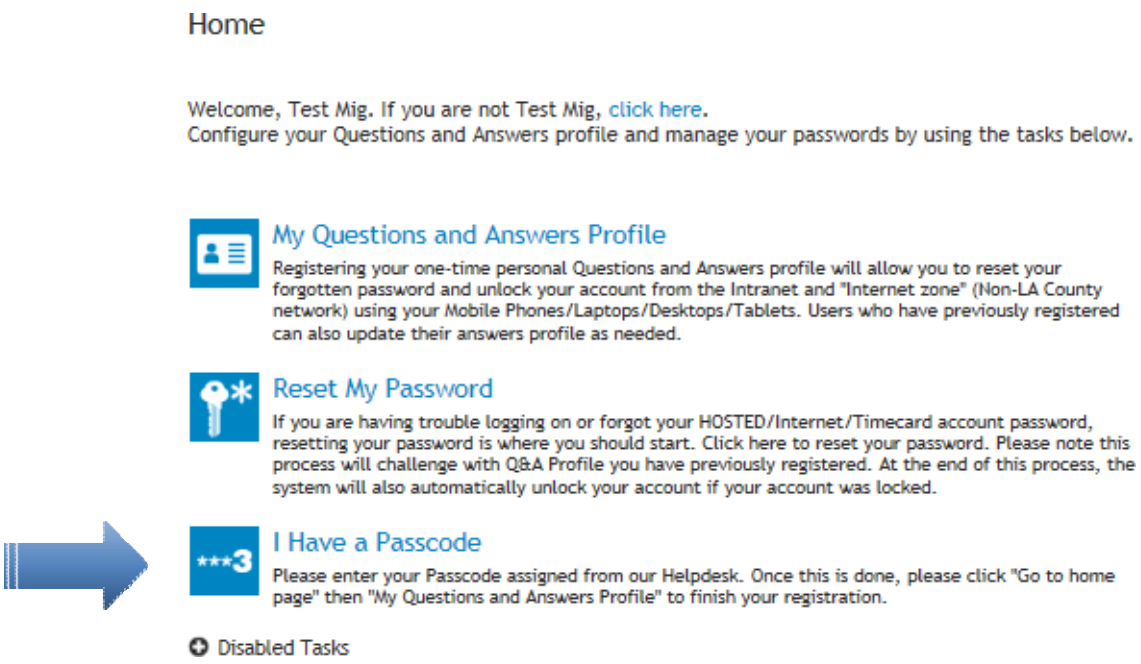
4. Fill in answers to questions.



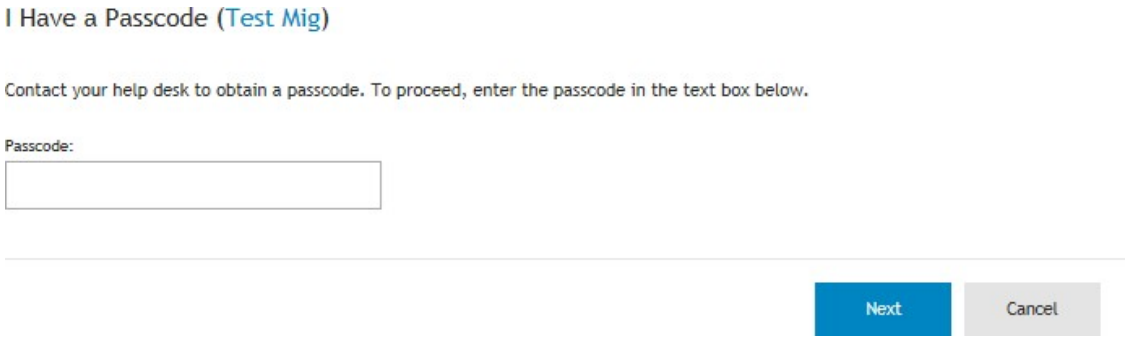
5. Done


My Questions and Answers Profile (Test Mig)
Questions and Answers profile was successfully updated
Go to home page
Details
Your Questions and Answers profile was successfully created.
Home
Welcome, Test Mig. If you are not Test Mig, click here.
Configure your Questions and Answers profile and manage your passwords by using the tasks below.
My Questions and Answers Profile
Registering your one-time personal Questions and Answers profile will allow you to reset your forgotten password and unlock your account from the Intranet and "Internet zone" (Non-LA County network) using your Mobile Phones/Laptops/Desktops/Tablets. Users who have previously registered can also update their answers profile as needed.
Reset My Password
If you are having trouble logging on or forgot your HOSTED/Internet/Timecard account password, resetting your password is where you should start. Click here to reset your password. Please note this process will challenge with Q&A Profile you have previously registered. At the end of this process, the system will also automatically unlock your account if your account was locked.
I Have a Passcode
Please enter your Passcode assigned from our Helpdesk. Once this is done, please click "Go to home page" then "My Questions and Answers Profile" to finish your registration.
Disabled Tasks
Unlock My Account
The task is disabled for the following reasons:
The user's account is not locked.

Update Q & A Profile Using a Passcode



Enter the Passcode provided by the helpdesk analyst



I Have a Passcode (Test Mig)

Provide answers to these questions and make sure you remember your answers, because the questions will be used later to allow you to reset your forgotten password and unlock your account.

Your answers must comply with the policy requirements.

- The minimum length of an answer must be 1 characters.

Language of questions and answers: English (United States)

Question: **What is your favorite color ?**

Answer:

••••••••••

Question: **What is the name of your first pet ?**

Answer:

••••••••••

Question: **What street did you grow up on ?**

Answer:

••••••••••

Question: **Who was your childhood hero ?**

Answer:

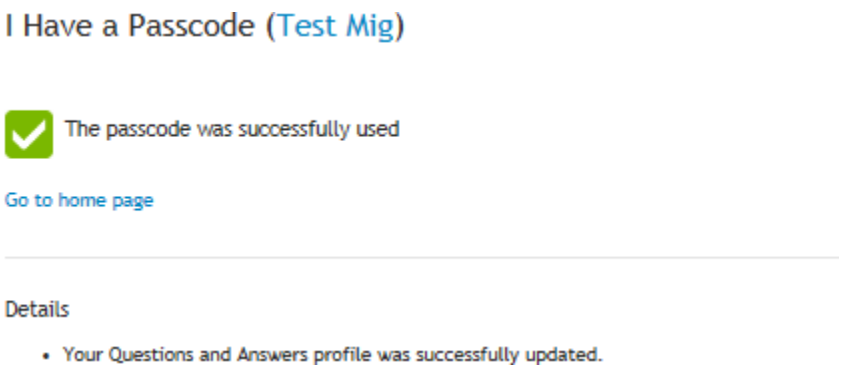
••••••••••

Question: **What is your favorite fruit ?**

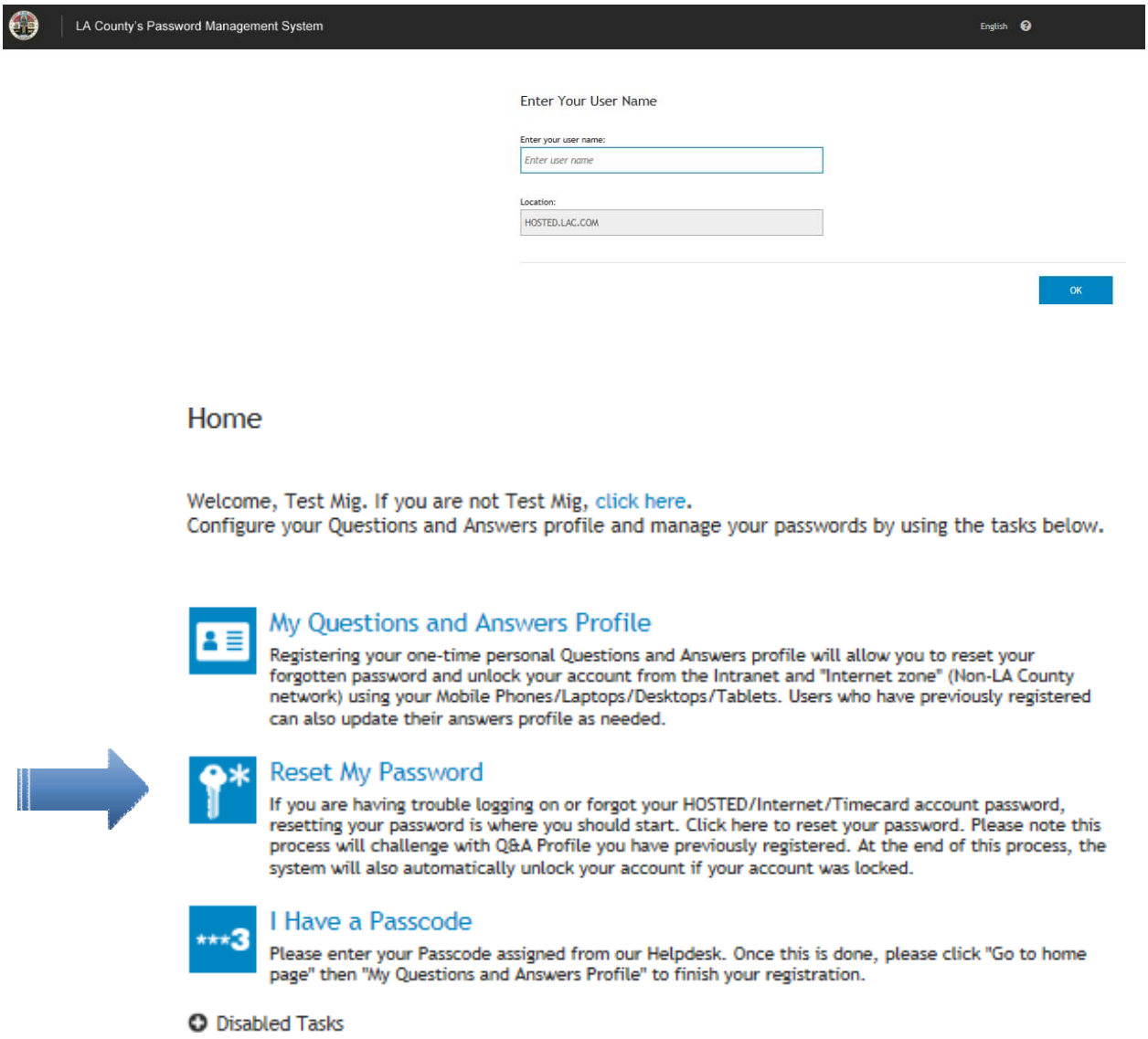
Answer:

••••••••••

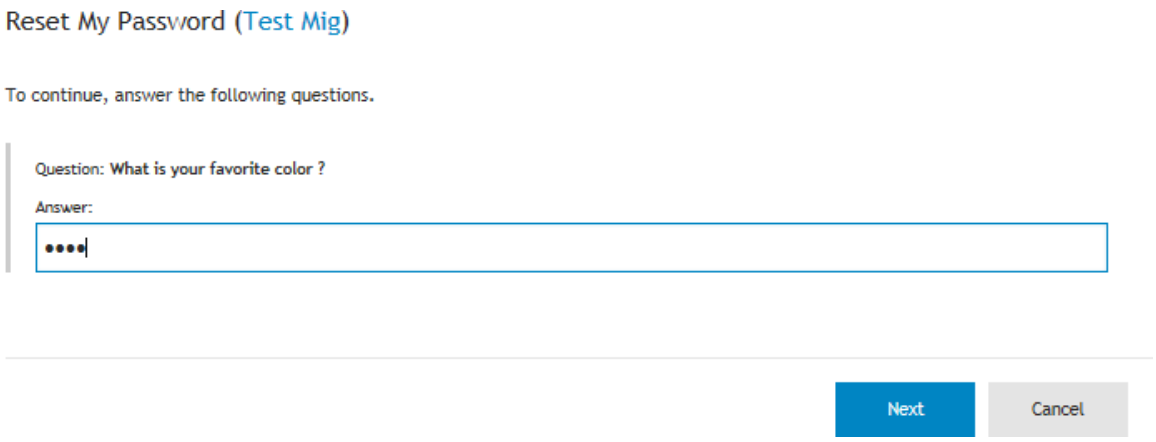
Next Cancel

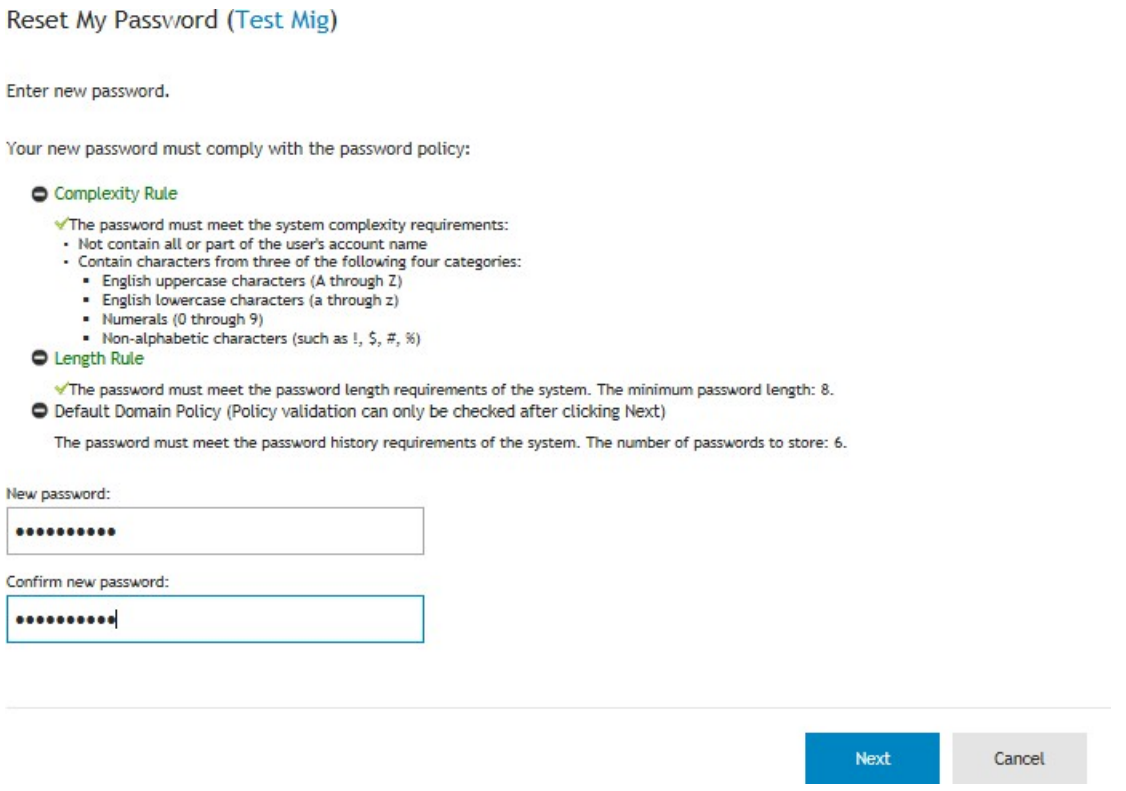

I Have a Passcode (Test Mig)
The passcode was successfully used
Go to home page
Details
Your Questions and Answers profile was successfully updated.

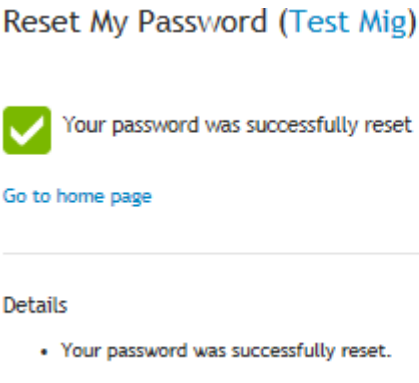
Reset My Password



Enter the answer to your question. If questions are not setup or answers are forgotten, please contact the Helpdesk to obtain a passcode (see document: Reset answers using passcode in Password Manager)



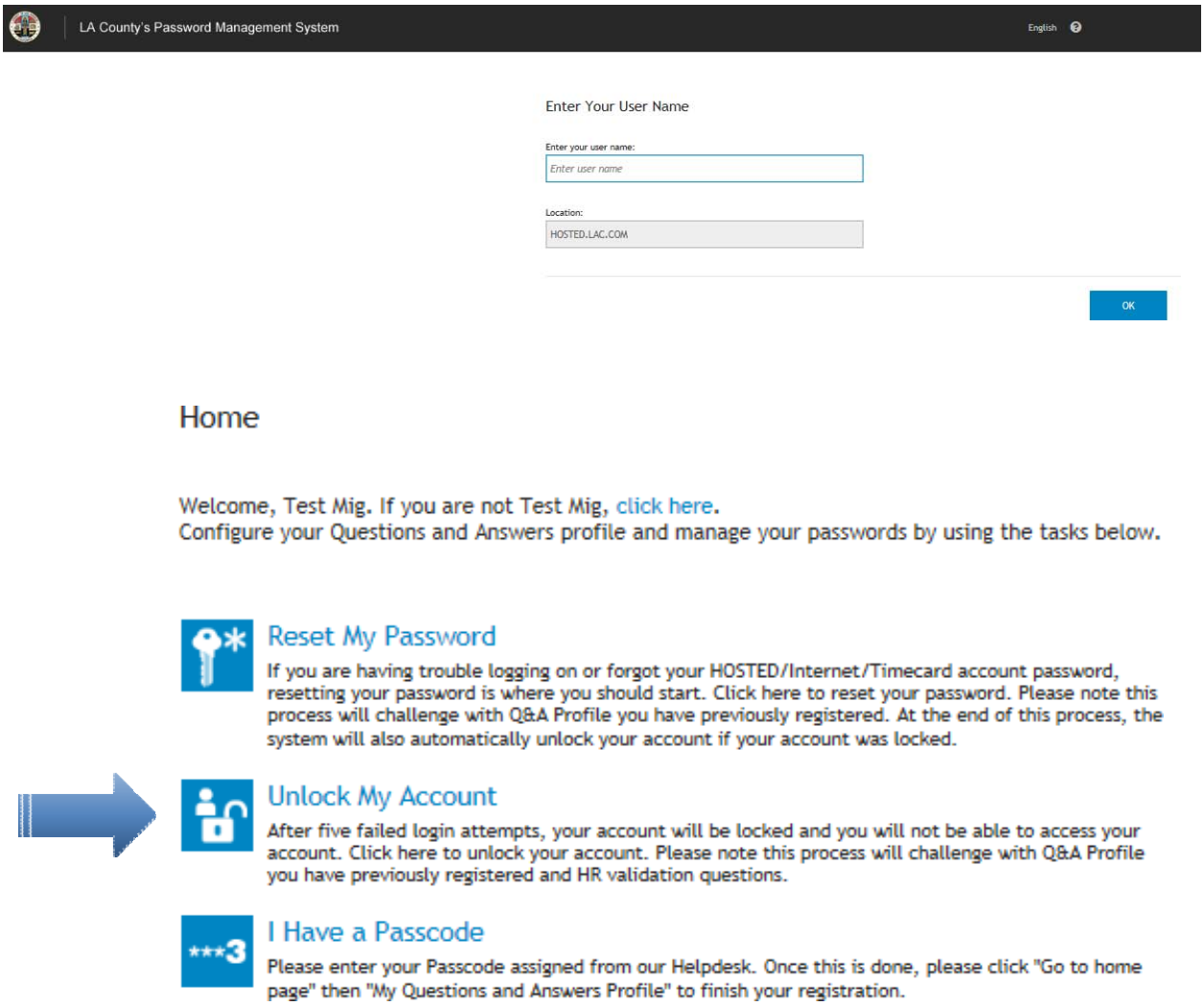



Reset My Password (Test Mig)
Your password was successfully reset
Go to home page
Details
Your password was successfully reset.
Your account was unlocked.

Unlock My Account

Go to : https://passwordreset.lacounty.gov

Follow instructions:



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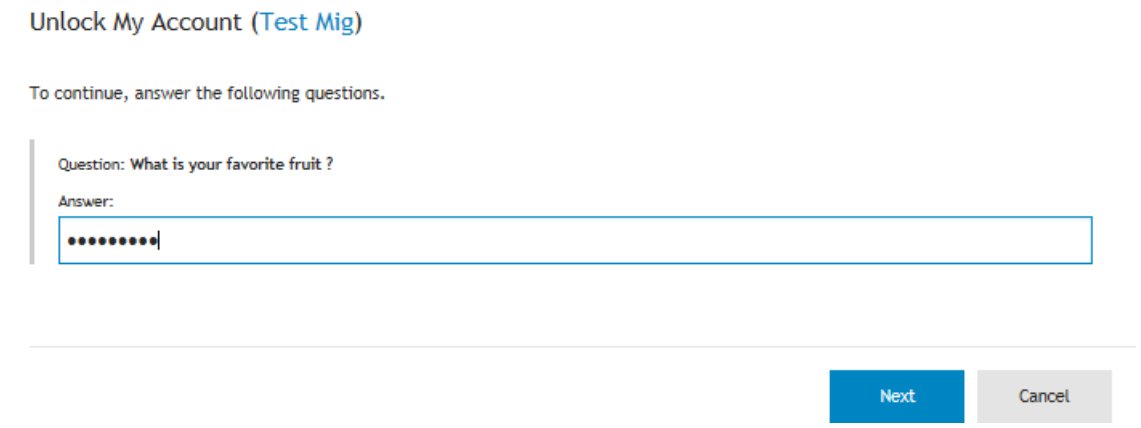

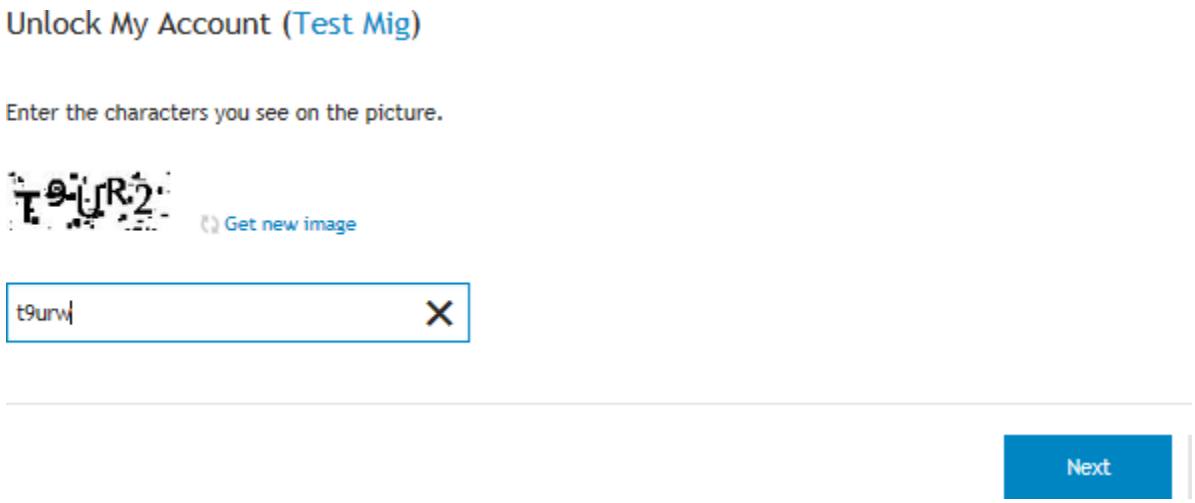

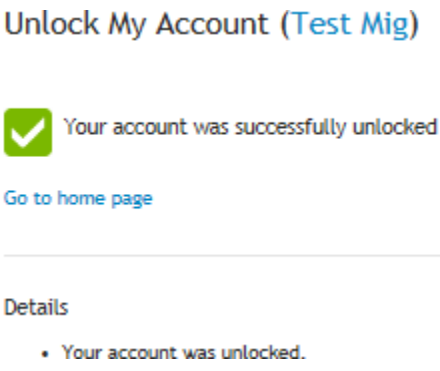
Unlock My Account (Test Mig)
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Go to home page
Details
Your account was unlocked.