

Password Manager

User Self-Service Guide



Password Manager – User Self-Service Guide

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

LA County's Password Management System

Enter Your User Name

Enter your user name:

Location:

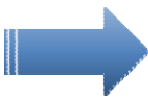
OK

Establish Your Questions and Answers Profile

1. Click on “My Question and Answers Profile”

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.



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

Password Manager

User Self-Service Guide



2. Enter Hosted Password

My Questions and Answers Profile (Test Mig)

To proceed, enter your password.

Password:

Next

3. Read and Check the agreement box to accept Agreement

AGREEMENT FOR ACCEPTABLE USE
AND
CONFIDENTIALITY OF
COUNTY INFORMATION TECHNOLOGY RESOURCES

ANNUAL

As a County of Los Angeles (County) employee, contractor, subcontractor, volunteer, or other authorized user of County information technology (IT) resources, I understand that I occupy a position of trust. Furthermore, I shall use County IT resources in accordance with my Department's policies, standards, and procedures. I understand that County IT resources shall not be used for:

- For any unlawful purpose;
- For any purpose detrimental to the County or its interests;
- For personal financial gain;
- In any way that undermines or interferes with access to or use of County IT resources for official County purposes;
- In any way that hinders productivity, efficiency, customer service, or interferes with a County IT user's performance of his/her official job duties;

(7) Knowingly and without permission accesses or causes to be accessed any computer, computer system, or computer network.

(8) Knowingly introduces any computer contaminant into any computer, computer system, or computer network.

(9) Knowingly and without permission uses the Internet domain name of another individual, corporation, or entity in connection with the sending of one or more electronic mail messages, and thereby damages or causes damage to a computer, computer system, or computer network.

I have read and understand the above agreement

2

Next

Cancel

Password Manager

User Self-Service Guide



4. Fill in answers to questions.

My Questions and Answers Profile (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:

••••••••••



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

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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

Home

Welcome, Test Mig. If you are not Test Mig, [click here](#).
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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

Enter the Passcode provided by the helpdesk analyst

I Have a Passcode (Test Mig)

Contact your help desk to obtain a passcode. To proceed, enter the passcode in the text box below.

Passcode:

Next

Cancel

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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 ?

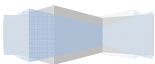
Answer:

••••••~•

Question: What is your favorite fruit ?

Answer:

••••••~•




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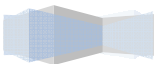
I Have a Passcode ([Test Mig](#))

 The passcode was successfully used

[Go to home page](#)



Details

- Your Questions and Answers profile was successfully updated.





Reset My Password

 LA County's Password Management System English 

Enter Your User Name

Enter your user name:

Location:

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

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Reset My Password

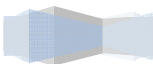
If you are having trouble logging on or forgot your HOSTED/Internet/Timecard account password, resetting your password is where you should start. Click here to reset your password. Please note this process will challenge with Q&A Profile you have previously registered. At the end of this process, the 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



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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)

To continue, answer the following questions.

Question: What is your favorite color ?

Answer:

Next Cancel

Reset My Password (Test Mig)

Enter new password.

Your new password must comply with the password policy:

Complexity Rule

- ✓ The password must meet the system complexity requirements:
 - Not contain all or part of the user's account name
 - Contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Numerals (0 through 9)
 - Non-alphabetic characters (such as !, \$, #, %)

Length Rule

- ✓ The password must meet the password length requirements of the system. The minimum password length: 8.
- Default Domain Policy (Policy validation can only be checked after clicking Next)
 - The password must meet the password history requirements of the system. The number of passwords to store: 6.

New password:

Confirm new password:


Next Cancel

Password Manager

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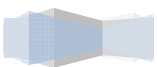
Reset My Password (Test Mig)

 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:

Enter Your User Name

Enter your user name:

Location:

OK

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.



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.



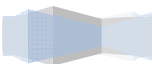
Unlock My Account

After five failed login attempts, your account will be locked and you will not be able to access your account. Click here to unlock your account. Please note this process will challenge with Q&A Profile you have previously registered and HR validation questions.



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.



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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)

Unlock My Account (Test Mig)

To continue, answer the following questions.

Question: What is your favorite fruit ?

Answer:

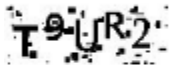
••••••••

Next

Cancel

Unlock My Account (Test Mig)

Enter the characters you see on the picture.



[Get new image](#)

t9urw




Next

Password Manager

User Self-Service Guide



Unlock My Account (Test Mig)

 Your account was successfully unlocked

[Go to home page](#)

Details

- Your account was unlocked.

