

## VQManager password security

### Add a new page for requesting to set/reset password

We have increased security and updated the process for resetting a password.

It applies when a new user account is created, or when a user has forgotten their password and needs to reset it. This is linked to the next development in this document as well.

When clicking on the 'forgotten password' link on the log in page, the user will be required to:

- Enter their user name (as we currently do)
- Complete a security code



The screenshot shows a web form titled "Forgotten password" for VQManager by SkillWise. In the top left corner, there is a yellow diamond-shaped warning icon with an exclamation mark and the text "DEVELOPER ACCESS ONLY". The form's header features the "VQManager" logo in blue and "by SkillWise" in a smaller font. Below the header, the text reads: "To have a password reset link emailed to you enter your user name, copy the code below and click Submit." There is a text input field for "User name". Below it, a security code "ADFDE" is displayed in a large, pixelated font. A second text input field is labeled "Please enter above code". At the bottom left is a "Cancel" link, and at the bottom right is a blue "Submit" button.

As long as both user name and code is supplied successfully, and there is an email address recorded in VQM, an email will be sent to the user. The message will contain a link to a page where the new password can be entered. This increases security because the emailed link contains a unique security key, without which it's not possible to change the password on the account. It effectively verifies that the person trying to enter a new password is the user who owns the account.

The screenshot shows the VQManager interface for password management. At the top, the logo 'VQManager by SkillWise' is displayed. Below the logo, the heading 'Password set/reset' is centered. The form contains two input fields: 'User name:' followed by a text box, and 'New password:' followed by another text box. A 'Submit' button is located at the bottom right of the form area.

The text of the e-mail is as follows:

Hi Eastwood Vivienne

You may set / reset your VQManager password by clicking this link:

<http://www.vqmanager.co.uk/cgi/radSVQ.cgi/p?rf=F6B41E2D-4BC7-4574-BA11-97A5AEB5FE87>

This link can be used only once and will expire on 04/03/2017 11:59

Please note that this is a notification email only and any replies to this email address will not be answered.

If you have a query regarding this email or any aspect of VQManager, please contact your Assessor or Centre Administrator directly.

You can change your email address recorded in VQManager and unsubscribe from, or control which emails you receive on your Personal details page in VQManager.

The VQManager team

[www.vqmanager.co.uk](http://www.vqmanager.co.uk)

The emailed security key can only be used once, and is valid for the following periods of time:

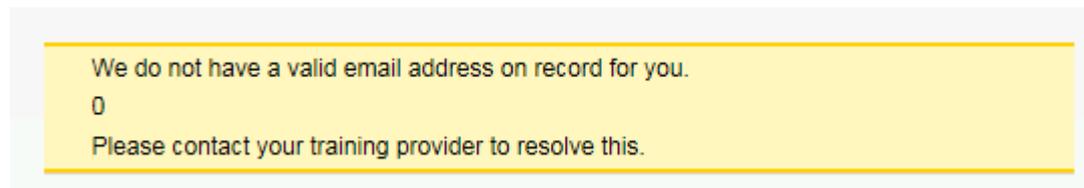
User requesting re-set of own password: **1 hour**

Centre Admin sending password re-set to user: **24 hours** (see below for further details)

Centre Admin creating new learner account: **7 days** (see below for further details)

If the key has expired, the user will need to request a new one by clicking on the forgotten password link again.

If there is no email address recorded in VQManager for the user, a message is presented explaining that.



In this example, the user has put '0' in the email field of the Personal Details page.

### **E-mail notification to learner when account is created**

Centre Admins are now able to ask the system to email learners with their VQManager log in details when they create a new account.

(Please note, unfortunately this feature won't currently work for accounts created via integration, or using the Mass Uploader.)

A new tick box appears under the username and password fields which will trigger an email similar to the above to the new user. The one difference is that the message will also contain the username.



This feature can also be used by the Centre Admin to trigger a password re-set email for any user. In the case of password re-sets, the username is not included in the email, for security.

The Centre Admin can open the User Profile and use the tick box as above, or they can click on the new email icon on the User List.

[Name]	[Role]	[Linked to]	[Date Created]	[Status]	Select
A2 change, A2 1515	Candidate Assessor	Wolfson, Graham (827) AAA_Wil_test_AAA, AAA_Wil_test_AAA (1244) Aaaaaaaa1, Aaaaaaaa1 (776)	06/11/2012	Active	
AAA_Wil_test_AAA, AAA_Wil_test_AAA 1243	Other system user Assessor		16/04/2012	Active	

Users    New user    Bulk edit

Group: A

dev.vqmanager.co.uk says:  
VQManager will attempt to send an email containing a password set / reset link to the user.

Please note: The above group selection displays

Include non active users

[Name]	[Role]	[Linked to]	[Date Created]	[Status]	Select
A2 change, A2 1515	Candidate Assessor	Wolfson, Graham (827) AAA_Wil_test_AAA, AAA_Wil_test_AAA (1244) Aaaaaaaa1, Aaaaaaaa1 (776)	06/11/2012	Active	
AAA_Wil_test_AAA, AAA_Wil_test_AAA 1243	Other system user Assessor		16/04/2012	Active	

When you select the mail icon a popup appears checking you wish to send the email.

When you select "ok" the icon displays a message showing progress. If the system shows 'Failed', you can mouse over the word to see the reason for the failure.

2011    Active

 Failed

The email address appears to be invalid: AAA111