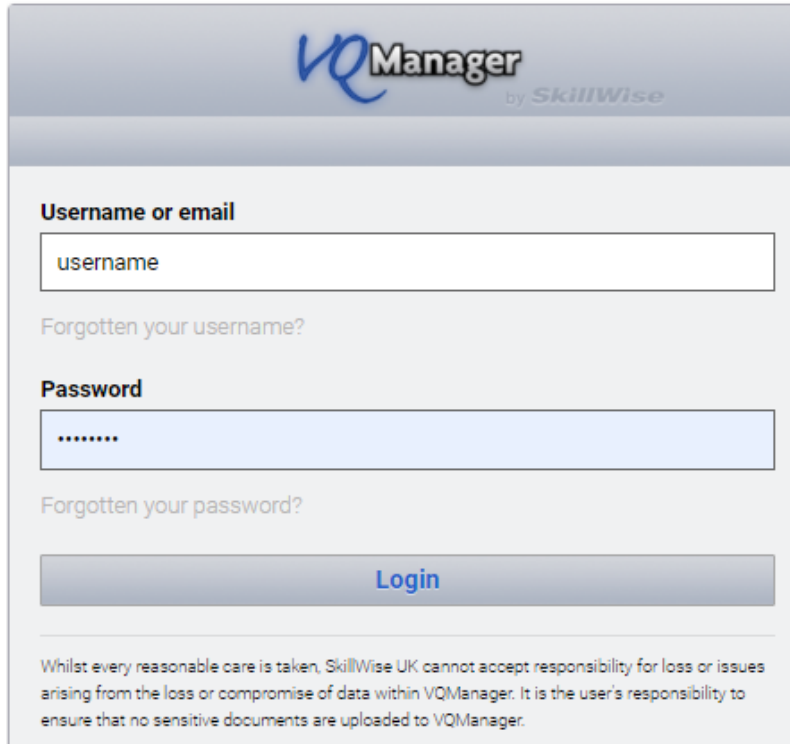


# Setting/Resetting your Password

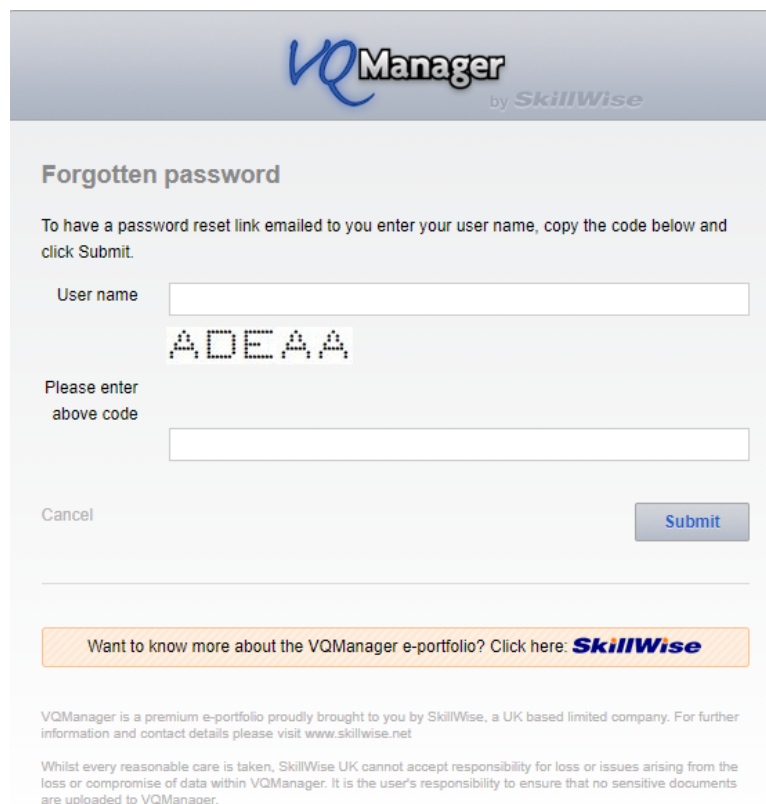
## Resetting your password

The process for re-setting your password should be as follows:

Click on **Forgotten your password** on the log in page.



Enter your username, and the code on screen. Click **Submit**.



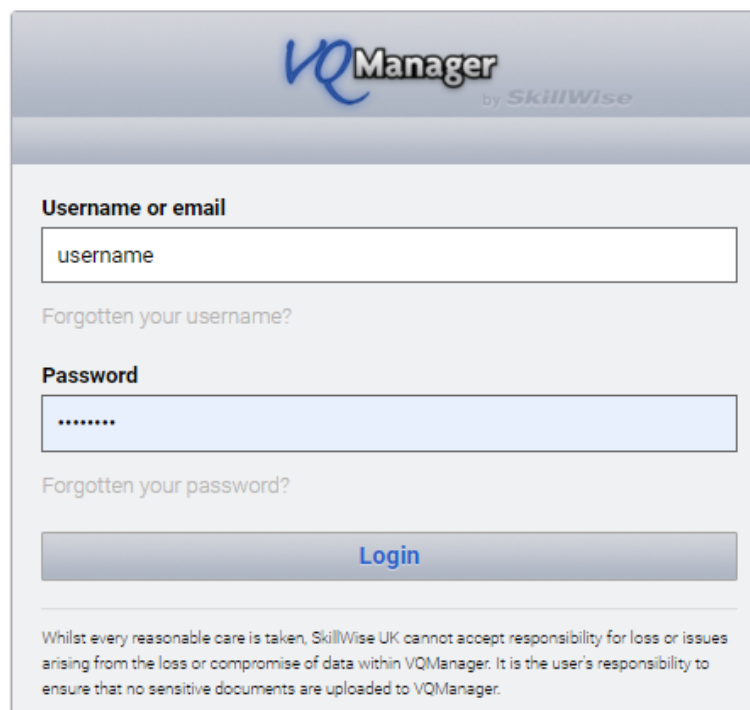
You can now close this tab in your browser, and I would advise doing that, to avoid confusion later.

When the e-mail arrives, open it, and click on the link. This will open a screen with this in the middle:



The screenshot shows a web form titled "VQManager by SkillWise" with the heading "Password set / reset". It contains two input fields: "User name or email" and "New password". A "Submit" button is located at the bottom right of the form.

Complete your username, and your new password (choose something secure, with letters and numbers, and at least 8 characters). Click **Submit**. The page will refresh, showing the usual log in page.



The screenshot shows the "VQManager by SkillWise" login page. It features a "Username or email" field with the text "username" and a "Forgotten your username?" link. Below is a "Password" field with masked characters "....." and a "Forgotten your password?" link. A "Login" button is positioned below the password field. At the bottom, there is a disclaimer: "Whilst every reasonable care is taken, SkillWise UK cannot accept responsibility for loss or issues arising from the loss or compromise of data within VQManager. It is the user's responsibility to ensure that no sensitive documents are uploaded to VQManager."

Log in, using your new password. The page will refresh, and take you to the **Messages** page. Continue as normal.

**If you have never logged in to that account before**, following these steps will take you to your **Personal details** page.

- Complete all the fields with a red asterisk by them. This will mean entering your new password twice at the top of the page. Click **Save** at the bottom.
- The page will refresh, and take you to the **Messages** page.

It is a lot of steps, but this is necessary for security reasons. If you forget your password in the future, however, you will not have to complete the **Personal details** page again.

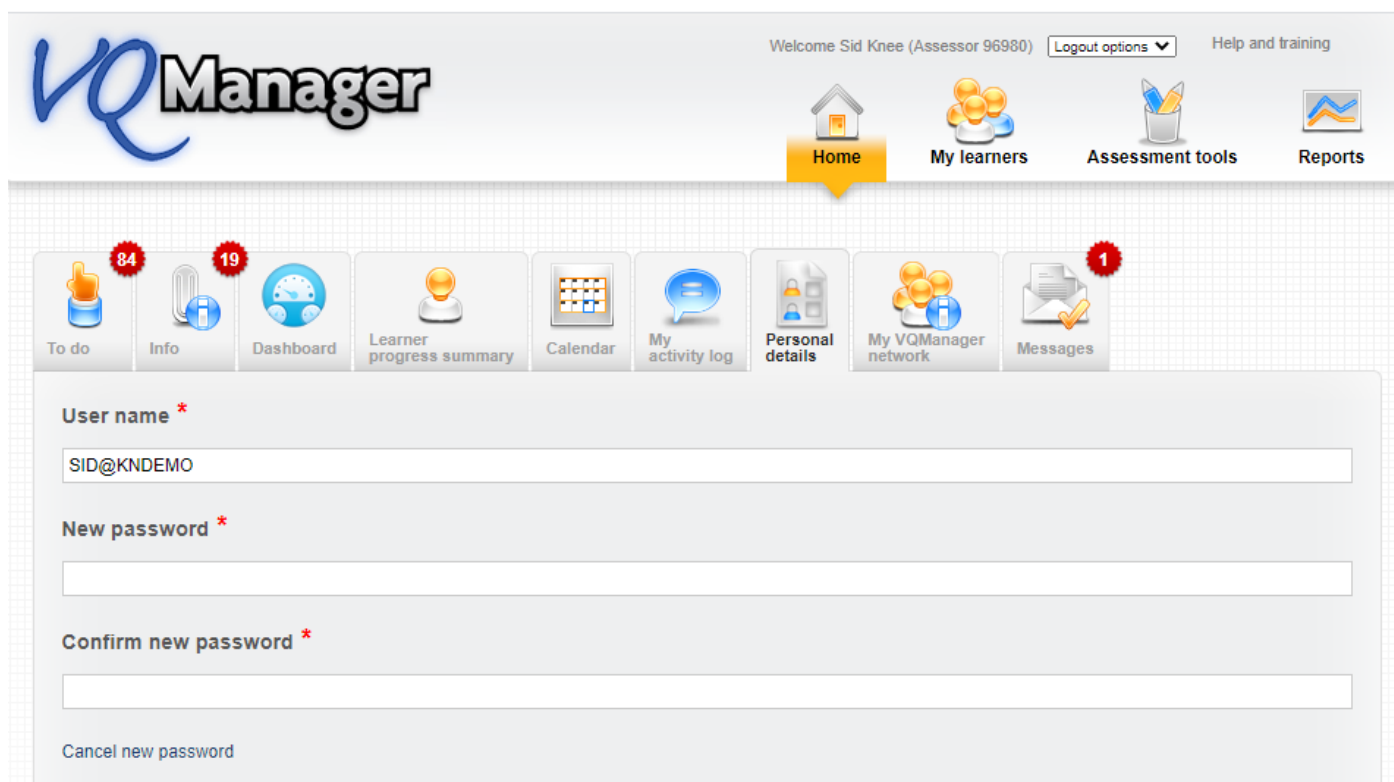
## Compromised password

If you ever feel that your password has been compromised, please go to the **Personal details** tab and select **Change your password**.



The screenshot shows the VQ Manager dashboard. At the top left is the VQ Manager logo. On the top right, it says "Welcome Sid Knee (Assessor 96980)" with a "Logout options" dropdown and a "Help and training" link. Below this are four navigation buttons: "Home" (highlighted), "My learners", "Assessment tools", and "Reports". A row of nine icons with notification counts is below: "To do" (84), "Info" (19), "Dashboard", "Learner progress summary", "Calendar", "My activity log", "Personal details", "My VQManager network", and "Messages" (1). The main form area has a "User name \*" field containing "SID@KNDEMO", a "Password" field with a "Change your password" link below it, and a "Save" button.

Choose your new password (choose something secure, with letters and numbers, and at least 8 characters). Click **Save**.



This screenshot shows the same VQ Manager dashboard as above, but the main form area is now for password reset. It includes the "User name \*" field with "SID@KNDEMO". Below it are two "New password \*" fields for entering and confirming the new password. A "Cancel new password" link is at the bottom of the form area. The navigation and notification elements remain the same.