

# THE FULCRUM GROUP

## Self Service Password Reset Guide

Note. You must have already registered for Cyber QP to use the Password Reset Tool. Please see our Register for Cyber QP Guide for detailed guidance.

### Step 1

Please visit the Support Center at <https://www.fulcrumgroup.net/support-center/>

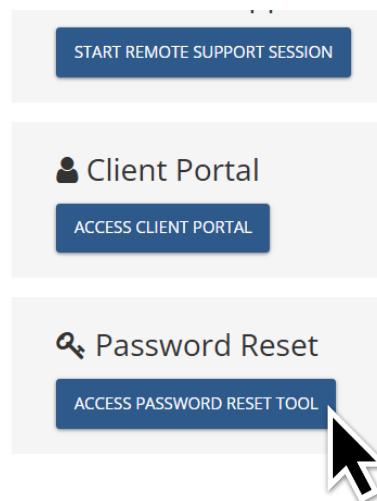


Note you can also find the Support Center by clicking the blue **SUPPORT CENTER** button on the top menu of FulcrumGroup.net.



### Step 2

Find the Password Reset section and click “**ACCESS PASSWORD RESET TOOL**”



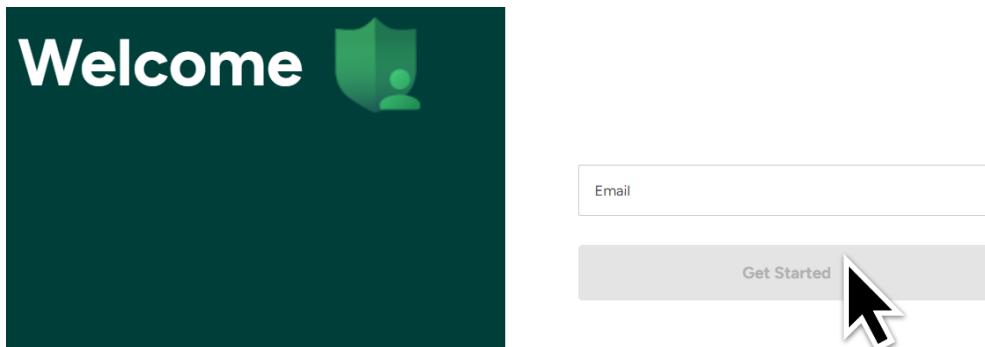
**Phone Support**  
817-898-1277

**Email Support**  
[helpdesk@fulcrumgroup.net](mailto:helpdesk@fulcrumgroup.net)

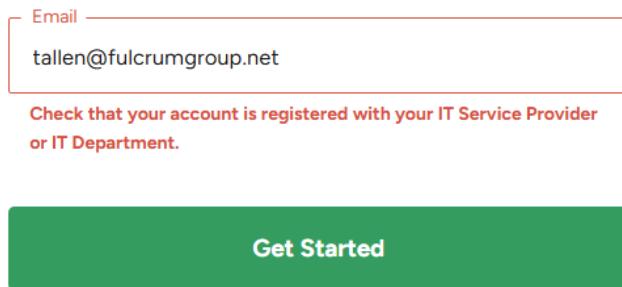
**Support Center**  
<https://www.fulcrumgroup.net/support-center/>

## Step 3

Enter your work email and click **Get Started**



Note if you get the error **“Check that your account is registered with your IT Service Provider or IT Department”** you may need to double check the spelling of your email, contact Fulcrum Group to verify setup or register for CyberQP.



To register for CyberQP, please contact The Fulcrum Group for instructions.

Provided you do not receive an error you may proceed with the next step.

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## Phone Verification

### Step 4

Click the green **Send** button.

### Step 5

**Enter your temporary code.** You may need to check your text messages to retrieve the code.

Note: On iPhone when you tap the blank field, it may auto populate the code for your convenience.

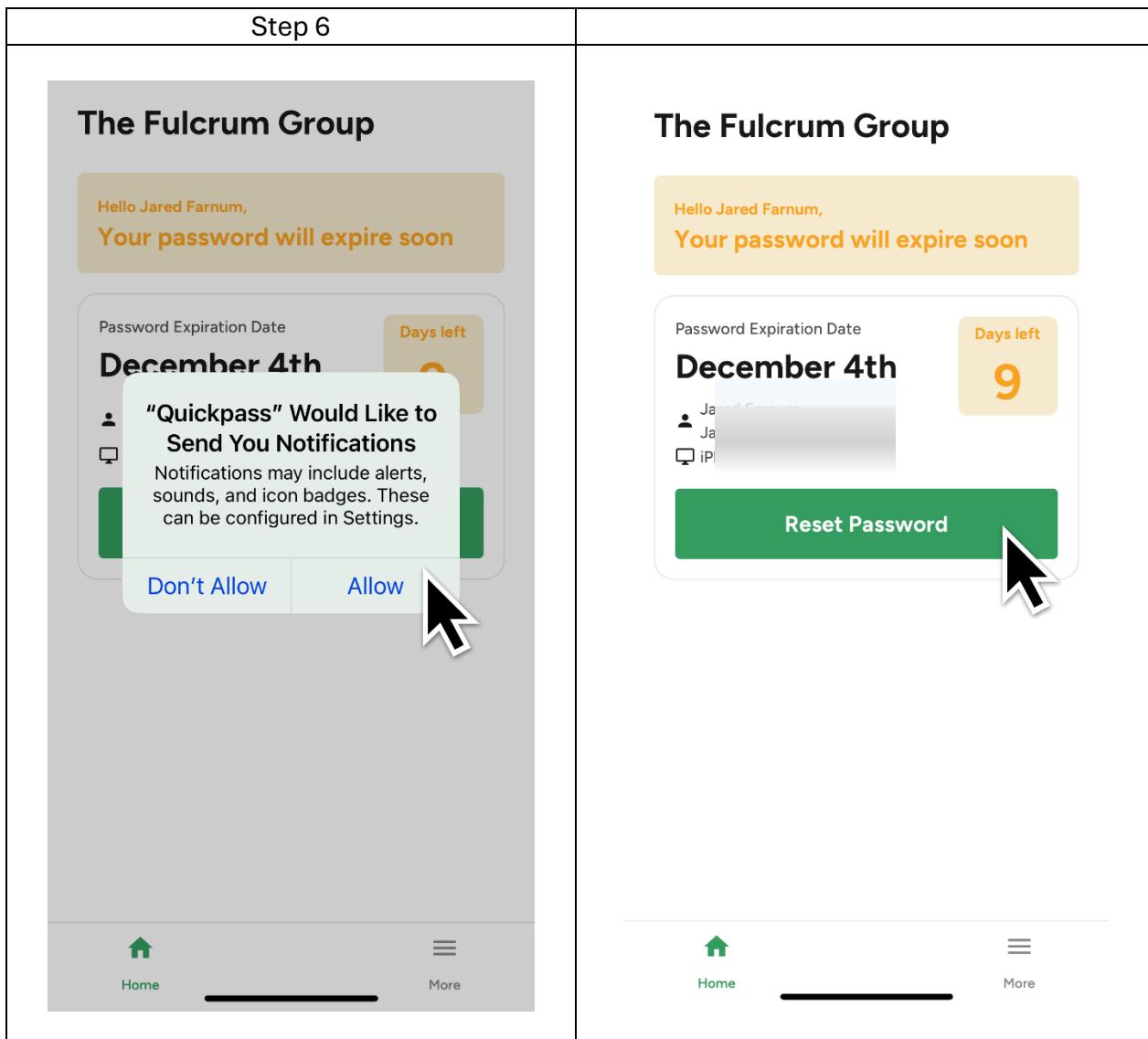
Click the green **Verify** button.

Step 4	Step 5
<p><b>Phone Verification</b></p> <p>Send temporary code:</p>  <p><b>Send</b></p> 	<p>Temporary code sent to:</p> <p>*****1816</p> <p>Enter temporary code — <input type="text" value="59307277"/></p>  <p><b>Resend Code</b></p> <p><b>Verify</b></p>

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## Step 6

You may get a popup asking if you would like Quickpass to send you notifications. It is recommended to allow notifications. Please select either **Don't Allow** or **Allow** and then click the green **Reset Password** button.



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## Step 7

Note the Password Policy for your organization. It will vary from the example below. Create a new password that meets the criteria. Immediately memorize your password and click the green **Reset Password** button.

Step 7	
<p><b>Reset Password</b></p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <input style="width: 100%; height: 25px; border: 1px solid #ccc; margin-bottom: 5px;" type="text" value="New Password"/> <span style="font-size: 1.5em;">•</span> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <b>Password Policy</b>            General           <ul style="list-style-type: none"> <li>• Passwords expire every: 9 Days</li> <li>• Minimum password age: 1 Days</li> <li>• Minimum 7 Characters in length</li> </ul>           Include 3 of 4 Conditions           <ul style="list-style-type: none"> <li>• One Uppercase Letter (A-Z)</li> <li>• One Lowercase Letter (a-z)</li> <li>• One Number (0-9)</li> <li>• One Non-alphabetic Character (ie. !,@,#,\$,%,&amp;,*)</li> </ul>           Exclude           <ul style="list-style-type: none"> <li>• Parts of the users full name that exceed two consecutive characters</li> <li>• User account name</li> <li>• Last 24 passwords used</li> </ul> </div> <div style="background-color: #e0e0e0; padding: 10px; text-align: center;"> <input style="width: 100%; height: 30px; border: 1px solid #ccc; border-radius: 10px;" type="button" value="Reset Password"/> </div>	<p><b>Reset Password</b></p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <input style="width: 100%; height: 25px; border: 1px solid #ccc; margin-bottom: 5px;" type="text" value="New Password"/> <span style="font-size: 1.5em;">•</span> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px; border-color: red; background-color: #fff; color: red;">           This!Is?aSec-your-PW.         </div> <div style="color: red; margin-bottom: 10px;">           Password update failed         </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <b>Password Policy</b>            General           <ul style="list-style-type: none"> <li>• Passwords expire every: 9 Days</li> <li>• Minimum password age: 1 Days</li> </ul> </div> <div style="background-color: #2e71a1; color: white; padding: 10px; text-align: center; border-radius: 10px;"> <input style="width: 100%; height: 30px; border: 1px solid #ccc; border-radius: 10px;" type="button" value="Reset Password"/> </div> 

If you receive “Password update failed”, please verify that you met the criteria. The example above did not include a number.

## Step 8

Please log in with your new password.

**If you have any trouble, please contact Fulcrum Support.**