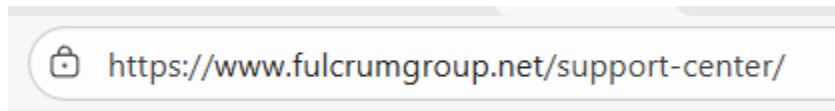


Self Service Password Reset Guide

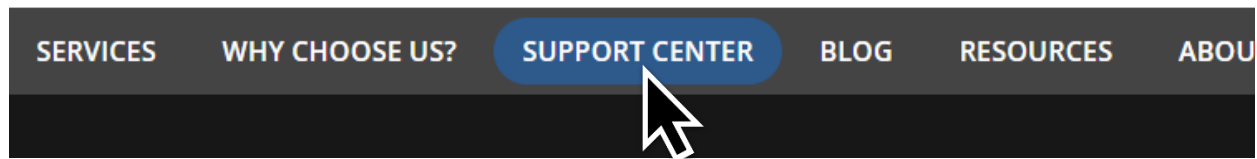
Note. You must have already registered for Cyber QP to use the Password Reset Tool. Please see our Register for Cyber QP Guide for detailed guidance.

Step 1

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

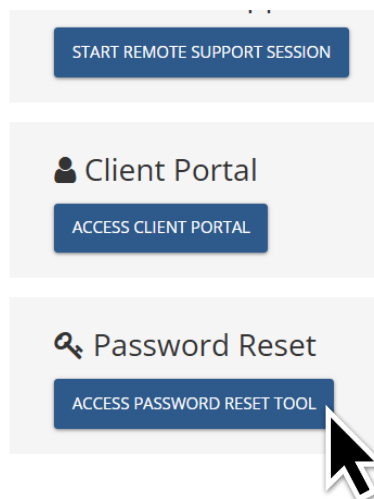


Note you can also find the Support Center by clicking the blue **SUPPORT CENTER** button on the top menu of FulcrumGroup.net.



Step 2

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



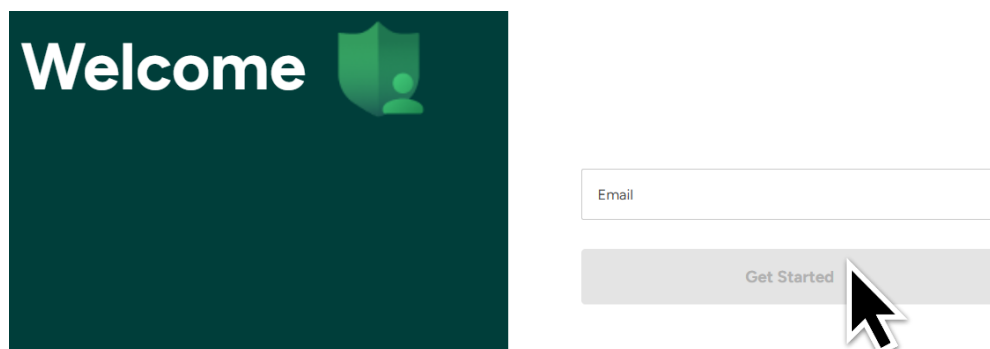
Phone Support
817-898-1277

Email Support
helpdesk@fulcrumgroup.net

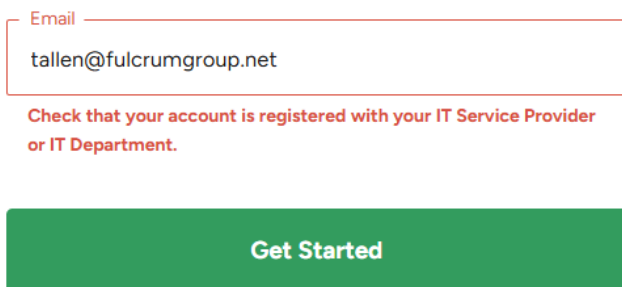
Support Center
<https://www.fulcrumgroup.net/support-center/>

Step 3

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

A screenshot of a registration interface. On the left is a dark green card with the word 'Welcome' in white and a green shield icon. To the right is a form with an 'Email' input field and a 'Get Started' button. A mouse cursor is clicking the button.

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.

A screenshot of the registration form showing an error. The email field contains 'tallen@fulcrumgroup.net'. Below the field is a red error message: 'Check that your account is registered with your IT Service Provider or IT Department.' Below the error is a green 'Get Started' button.

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.

Phone Verification

Step 4


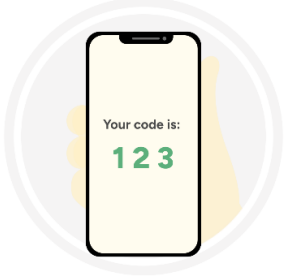
Click the green **Send** button.

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>Phone Verification</p> <p>Send temporary code:</p> <p>*****1</p>  <p>Send</p>	<p>Temporary code sent to:</p> <p>*****1816</p> <p>Enter temporary code</p> <p>59307277</p>  <p>Resend Code</p> <p>Verify</p>

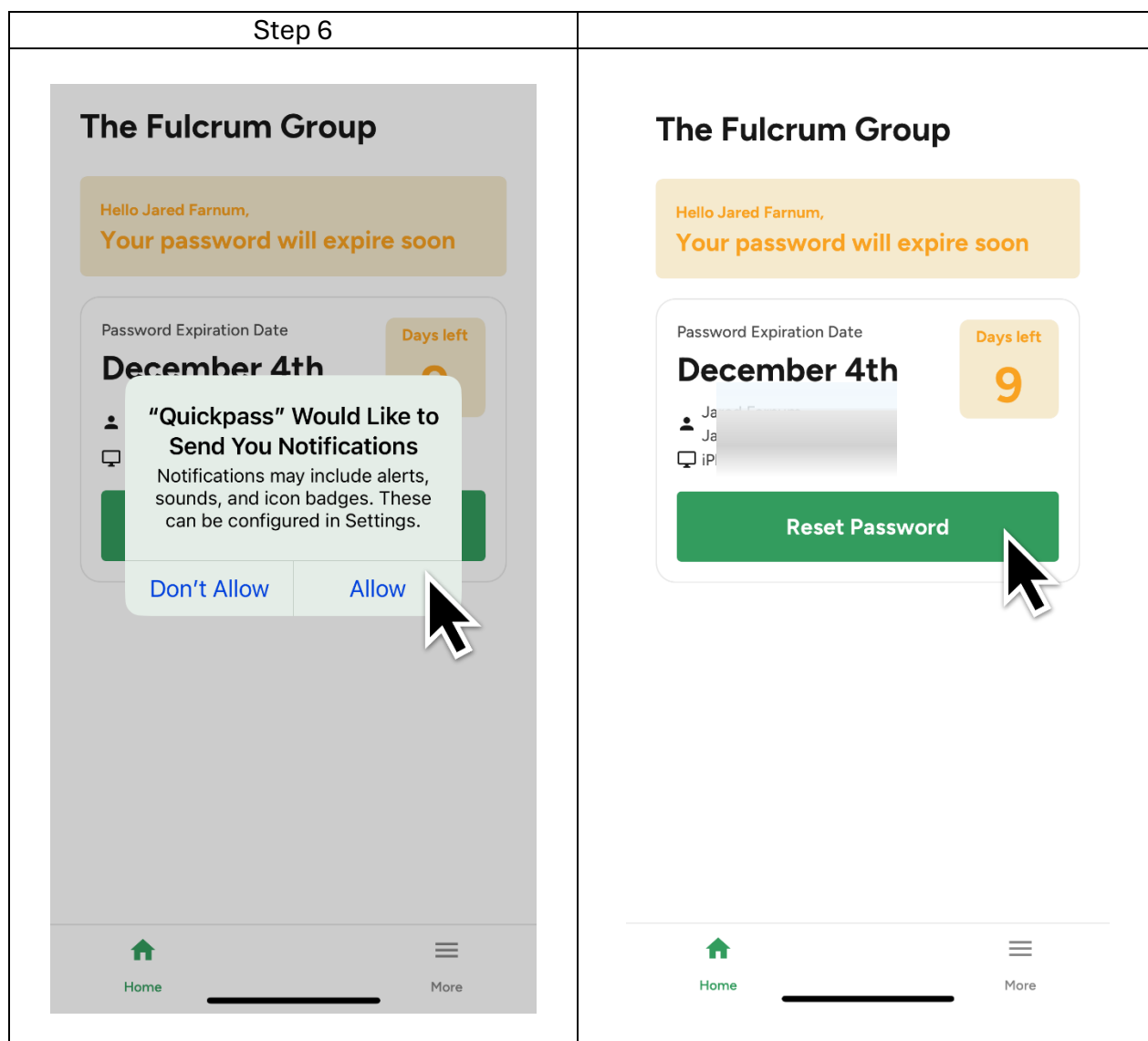
Phone Support
817-898-1277

Email Support
helpdesk@fulcrumgroup.net

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

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.



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	
<div data-bbox="313 495 531 525">Reset Password</div> <div data-bbox="313 579 688 632"> <input type="password"/> New Password </div> <div data-bbox="313 669 688 1092"> <div data-bbox="332 688 466 707">Password Policy</div> <div data-bbox="332 722 384 737">General</div> <ul style="list-style-type: none"> • Passwords expire every: 9 Days • Minimum password age: 1 Days • Minimum 7 Characters in length <div data-bbox="332 825 498 840">Include 3 of 4 Conditions</div> <ul style="list-style-type: none"> • One Uppercase Letter (A-Z) • One Lowercase Letter (a-z) • One Number (0-9) • One Non-alphabetic Character (ie. !, @, #, \$, %, ^, &, *) <div data-bbox="332 949 384 963">Exclude</div> <ul style="list-style-type: none"> • Parts of the users full name that exceed two consecutive characters • User account name • Last 24 passwords used </div> <div data-bbox="313 1199 688 1262"> <input type="button" value="Reset Password"/> </div>	<div data-bbox="881 489 1164 520">Reset Password</div> <div data-bbox="881 583 1370 665"> <div data-bbox="902 583 1036 602">New Password</div> <input type="password"/> This!Is?aSec-your-PW. </div> <div data-bbox="902 678 1101 697">Password update failed</div> <div data-bbox="881 753 1370 915"> <div data-bbox="907 783 1079 804">Password Policy</div> <div data-bbox="907 825 976 840">General</div> <ul style="list-style-type: none"> • Passwords expire every: 9 Days • Minimum password age: 1 Days </div> <div data-bbox="881 938 1370 1020"> <input 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.

Phone Support
817-898-1277

Email Support
helpdesk@fulcrumgroup.net

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