solabs QM

SOLABS QM10 Release 10.8 and 10.9
Password Self-Service for SOLABS Identity Users

Introduction

With SOLABS QM10 Release 10.8 the SOLABS QM10 Login Page is now directly connected with the Password Management Portal to facilitate the user experience in setting their initial passwords and any End-User Self-Service options such as changing a password or retrieving a forgotten password.   **This document is specific to Password Self-Service for users with the SOLABS Identity Login Type on Releases 10.8 and higher**.

SOLABS QM10 Release 10.8 introduced a new SSO (Single-Sign-On) feature that allows use with OneLogin or Azure AD. When using one of these features the Login Type will be specific to the SSO being used. For example, the Login Type would be Azure AD instead of Solabs Identity.   Because SSO allows the SOLABS QM10 password to be the same as the user's Windows password, the Password Management Portal is not required.

SOLABS QM10 Login Types

SOLABS QM10 Users can be created by the Administrator with one of several Login Types.

- Users who will be using Test (Sandbox) or Validation instances of SOLABS QM10 will be set up with a DATABASE Login Type.

- Users who will be using the Production instance of SOLABS QM10 will be set up with a SOLABS Identity (SOLABS ID) Login Type or, if an SSO feature is enabled, a Login Type specific to the SSO in use. If they previously had a DATABASE Login Type, the Administrator will change the User account settings to a SOLABS Identity Login Type or one of the SSO Login Types when the Production instance is rolled out.

- **If an SSO feature is enabled, the instructions on the following pages are not applicable.**

Setting up an Initial SOLABS Identity Password – New Users

When the SOLABS QM10 Administrator sets up a User with the **SOLABS Identity** Login Type, or changes a User from DATABASE Login Type to SOLABS Identity Login Type, the User will receive an automated email a link (URL) to SOLABS QM10, their Username (email address) and a temporary password.   Click on the link provided in the email to access the SOLABS QM10 Login Page.   Log in using the Username and Temporary Password provided in the above email.

This will bring up the Password Management Portal.

If the SOLABS **Unique ID/username (SOLABSQM 10.8.0)** field is not auto-populated with the Username from the above email, enter it in that field.   Enter the Temporary Password in the **Password** field.
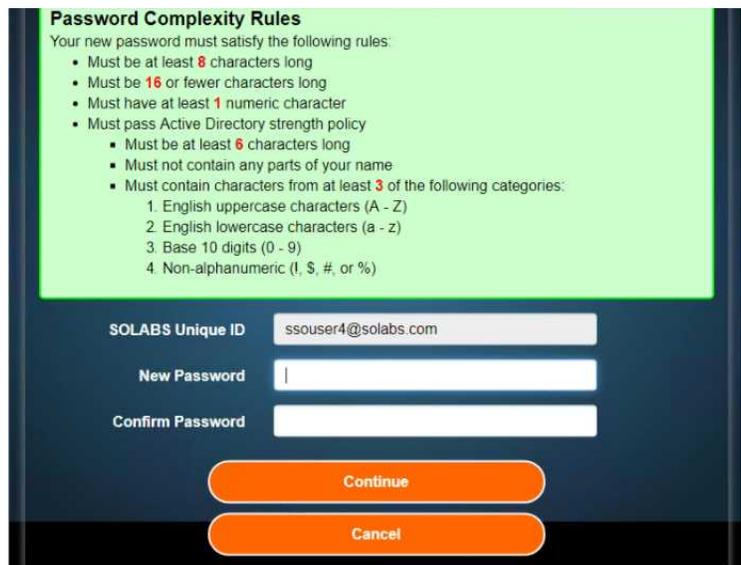
Then click the **Set Password** button.

Following the **Password Complexity Rules** create an initial SOLABS QM10 password and enter it into the **New Password** field. Re-enter the same password into the **Confirm Password** field.

Then click the **Continue** button**.**

 You will then be asked to create **five security responses** from a list of 15 questions. This will be used in case you forget your password in the future. If you do not do this, you will not be able to use the Forgot Password feature.

At the next screen, click **Continue logging in** to access your SOLABS QM10 account directly.

November 2021

Changing a Password

Users can choose to change their password at anytime using the **User Actions** > **Change Password** option on their Setup screen.

Choosing that option will bring up a screen with instructions. Click the **OK** button to be brought directly to the **Password Manager Portal**.

After logging into the **Password Manager Portal** with your current password, follow the instructions for creating and confirming a new password.

Choose **Try to continue logging in** to be brought directly back to your SOLABS QM10 account.
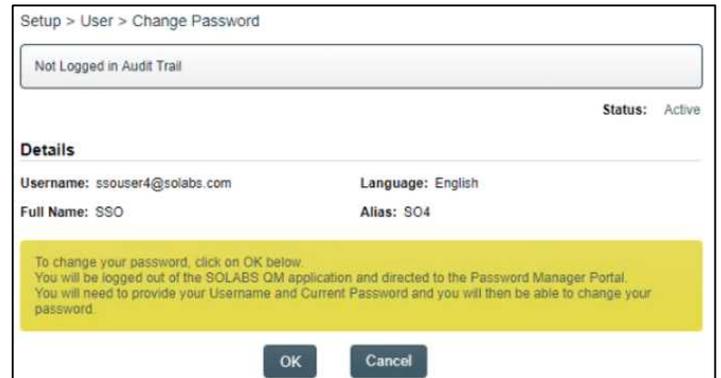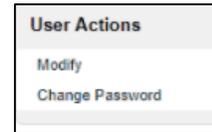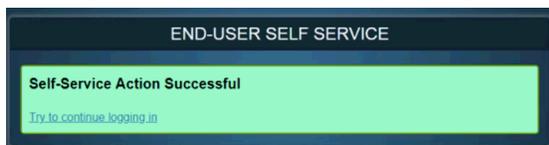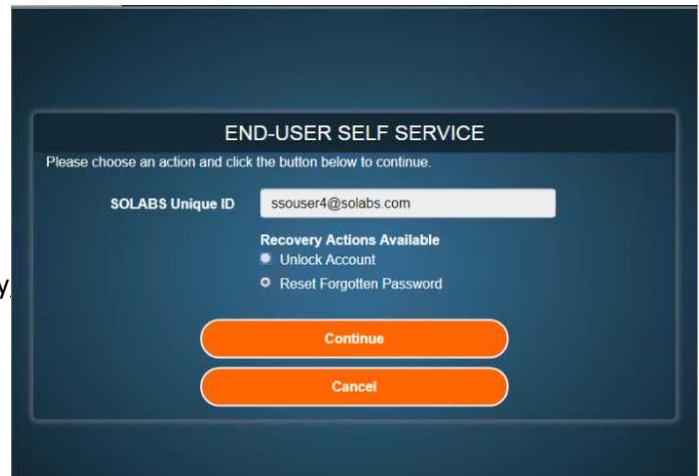
Resetting a Forgotten Password

If you have forgotten your password, you can use the **Forgot Password** option on the SOLABS QM10 Login Screen to access the **Password Management Portal**.

To access the Password Management Portal directly use https://my.solabs.com/

The **END-USER SELF SERVICE** screen in the Password Management Portal will be pre-populated with your Username. Under **Recovery Actions Available** choose the **Reset Forgotten Password**. Then click the **Continue** button.

November 2021
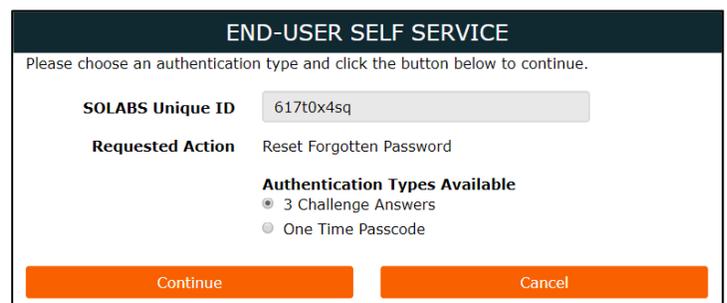
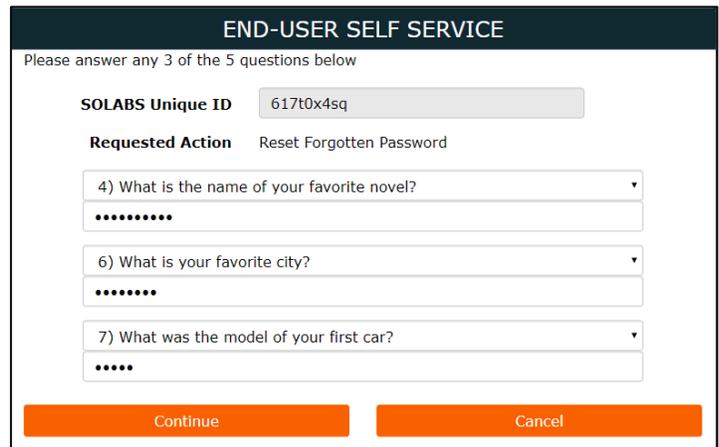At the next screen, you can choose one of the following authentication types:

- **3 Challenge Answers**
- **One Time Passcode**.

Selecting the One Time Passcode option will send a passcode to you by email, with instructions for resetting your password. It is valid for one login only and will expire after 10 minutes.

Selecting the **3 Challenge Answers** option will bring you to the Answer Page, where you will be presented with 3 of the 5 questions/responses you set up initially (See Page 1). Answer all three (3) questions and then click **Continue**.

Create and confirm your new password as described on Page 1 or Page 2 of this document and click **Continue**.

Choose **Try to continue logging** in to be brought directly back to your SOLABS QM10 account.
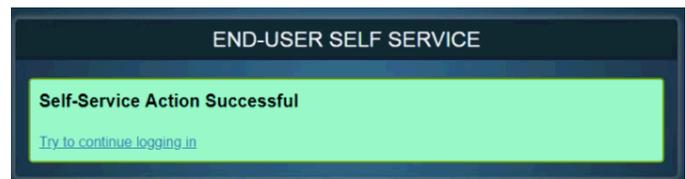
What if I get Locked Out?

You will be locked out of SOLABS QM10 after 5 unsuccessful login attempts. You will need to contact your local SOLABS QM10 System Administrator and ask them to unlock your account.

November 2021