

Password Manager Self Service

User Reference Guide



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Password Manager Self Service

Users Reference Guide



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LabCorp Password Manager Self Service

The Password Manager Self Service tool enables you to easily and securely reset or change the password associated with your logins for LCA (network/Windows), email and Employee Portal (portal.labcorp.com). The tool is available 24 hours a day, every day. It can be accessed from a computer connected to the LabCorp network and from the Employee Portal using any Internet connection.

Be sure to set up your Question & Answer Profile. When you need to reset a forgotten password or change your password, you will need to provide the answers to the questions in your profile.

Webpage Access

The Password Manager Self Service home page is accessible on OneWorld in Quick Links using the Quick Tools drop-down menu as well as the Password Manager Self Service icon (🔒) located in the Quick Tools section. (see [Figure 1 – Quick Links and Quick Tools](#)).

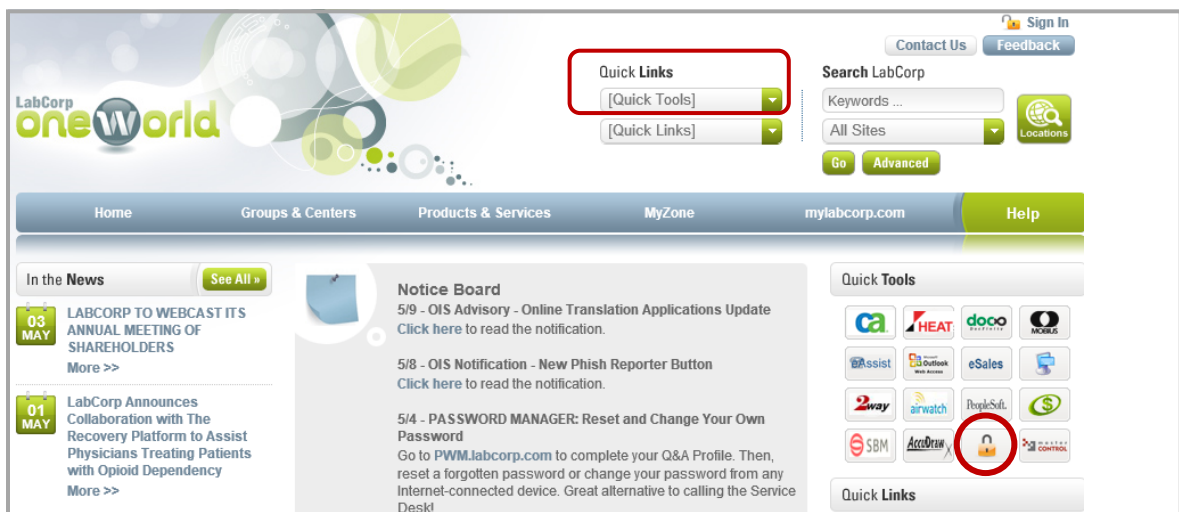


Figure 1 – Quick Links and Quick Tools

Once the Password Manager Self Service option is selected from the menu or selected from Quick Tools the Password Manager Self Service home page will appear (see [Figure 2 - Password Manager Self Service Homepage](#)).

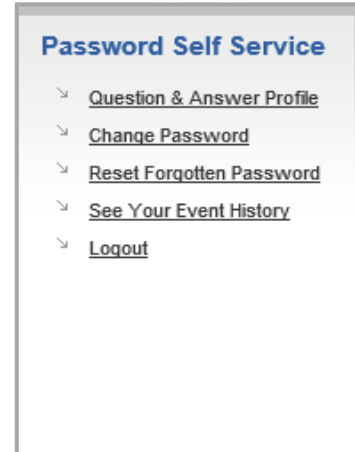


Figure 2 - Password Manager Self Service Homepage

Password Manager Self Service Navigation Menu

The Password Manager Self Service navigation menu consists of the following options (see [Figure 3 - Navigation Menu](#)):

- **Question & Answer Profile:** Use to create challenge responses needed to reset your password
- **Change Password:** Use to initiate the password change process
- **Reset Forgotten Password:** Use to reset a password; you will be prompted to answer previously supplied challenge questions
- **See Your Event History:** Use to display your previously used passwords
- **Logout:** Used to exit *Password Manager Self Service*



[Figure 3 - Navigation Menu](#)

Question & Answer Profile

In order to begin utilizing the Password Manager Self Service, you must create your personal Questions and Answers (Q&A) profile. The Q&A profile is a series of questions that are presented to you when a password reset is needed. You may create or update your Q&A profile by providing responses to a series of questions. The responses must be confidential; only you should know the correct answers.

To setup your Question & Answer Profile:

- Select **Question & Answer** from the navigation menu
- If prompted, enter your **User ID** and **Password** to log onto the application (see [Figure 4 - Password Manager Self Service Log In Screen](#))

A screenshot of a login screen titled "Please Log In" for "Password Self Service". The screen has a dark blue header with the title in white. Below the header, there are two input fields: "Username" and "Password". Below the input fields, there are two buttons: "Login" and "Clear". At the bottom of the screen, there is a footer with the text "Idle Timeout: 4 minutes" and "PWM v1.4.3 b847 | May 16, 2018 1:28:55 PM | src: 10.105.81.213".

[Figure 4 - Password Manager Self Service Log In Screen](#)

You will be presented with a series of challenge questions (see [Figure 5 - Setup Password Responses Screen](#)) and required to answer at least 4 questions.

Setup Password Responses
Password Self Service

In the event that you forget your password, you can recover your password by answering questions known only to you.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

You are required to answer at least 4 of the following questions.

»

Your favorite color:

»

The model of your first car:

»

Your favorite sport or hobby:

»

Figure 5 - Setup Password Responses Screen

The last two items on the screen will allow you to create your own challenge questions.

- Select [Save Responses](#) (see [Figure 6 - User Supplied Questions and Answers Screen](#)); the [Success Confirmation](#) screen will appear (see [Figure 7 – Success Confirmation Screen](#))

Your hometown newspaper's name:

»

Your high school mascot:

»

Question

»

Question

»

Figure 6 - User Supplied Questions and Answers Screen

- Select **Continue** (see [Figure 7 – Success Confirmation Screen](#)); the system will return to the **Password Manager Self Service** home page

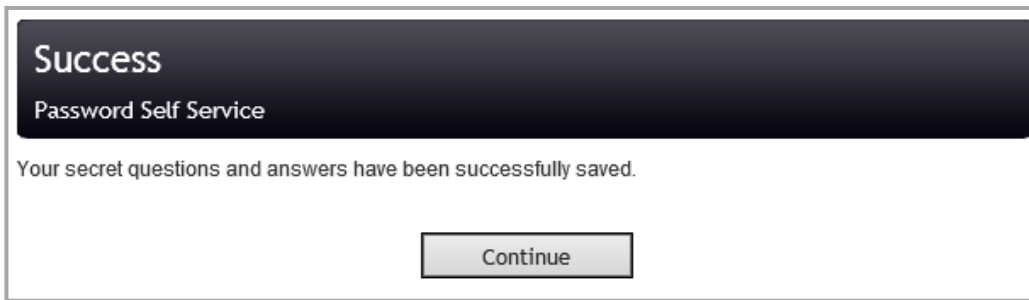


Figure 7 – Success Confirmation Screen

Change Password

To change your password:

- Select **Change Password** from the navigation menu

If prompted, enter your **User ID** and **Password** to log onto the application; the **Change Password** screen will appear (see [Figure 8 - Change Password Screen](#)).

A screenshot of the "Change Password" screen. The header is dark with "Change Password" in white, and "Password Self Service" below it. The main text says: "Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:" followed by a bulleted list: "• Password is case sensitive.", "• Must be at least 7 characters long.", "• Must be no more than 32 characters long.", "• Must not include part of your name or username.", "• Must not include a common word or commonly used sequence of characters." Below the list is a link: "» [Auto-generate a new password](#)". There is a grey box with the text "New password accepted". Below that are two input fields: "New Password" and "Confirm Password", both containing masked characters (dots). The "Confirm Password" field has a small eye icon on the right. At the bottom, there are three buttons: "Change Password", "Clear", and "Show Password".

Figure 8 - Change Password Screen

- Enter your new password in the **New Password** field
- Enter your new password again in the **Confirm Password** field

- Select **Change Password**; the **Please Wait** confirmation screen will appear (see **Figure 9 – Please Wait Confirmation Screen**)

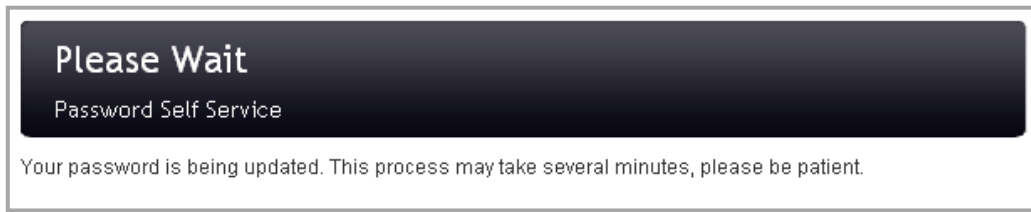


Figure 9 – Please Wait Confirmation Screen

Once the password change request has been processed, the **Success** confirmation screen will appear (see **Figure 10 - Success Confirmation Screen**).

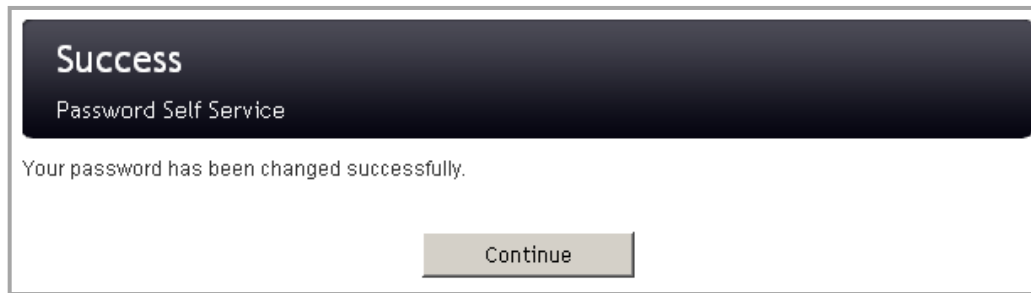


Figure 10 - Success Confirmation Screen

Reset Forgotten Password

The system will not process a request to reset a forgotten password if you have not successfully setup your Q&A profile; user's challenge questions and answers must be on file in the system.

To reset a forgotten password:

- Select **Reset Forgotten Password** from the navigation menu; the **Forgotten Password** screen will appear (see **Figure 11 - Forgotten Password Screen**)
- Enter your username in the **Username** field

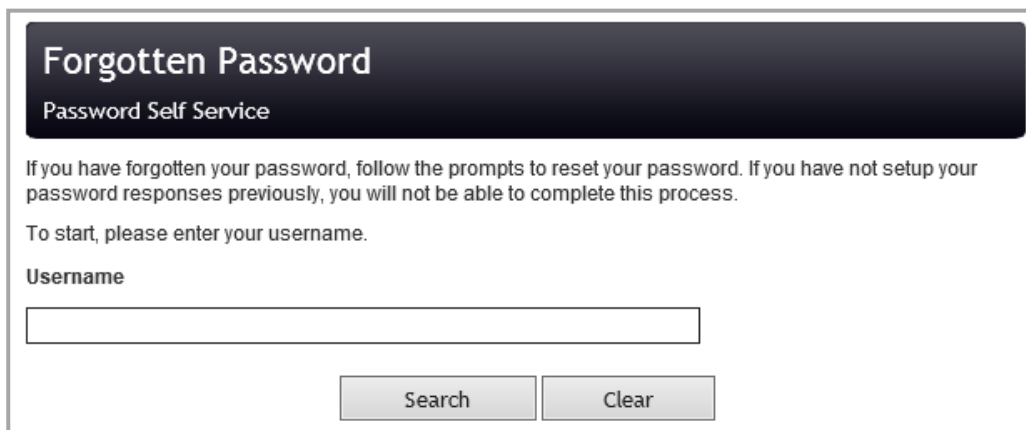


Figure 11 - Forgotten Password Screen

- Select **Search**; the **Forgotten Password** screen with the security questions screen will appear

You will be asked to enter your employee ID and presented with two random questions from your Q&A profile (see [Figure 12 - Forgotten Password Screen with Security Questions](#)).

Forgotten Password
Password Self Service

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

What is your employee ID?

Your favorite sport or hobby:

The year your mother was born:

Figure 12 - Forgotten Password Screen with Security Questions

- Enter your responses to the questions and select **Check Responses**; upon successful responding the **Change Password** screen will appear (see [Figure 13 – Change Password Screen](#))

Change Password
Password Self Service

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 7 characters long.
- Must be no more than 12 characters long.
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.

» [Auto-generate a new password](#)

New password accepted

New Password

Confirm Password

Figure 13 – Change Password Screen

- Enter your new password in the **New Password** field
- Enter your new password again in the **Confirm Password** field
- Click **Change Password**; upon success, the **Success** confirmation screen will appear (see **Figure 14 – Success Confirmation Screen**)

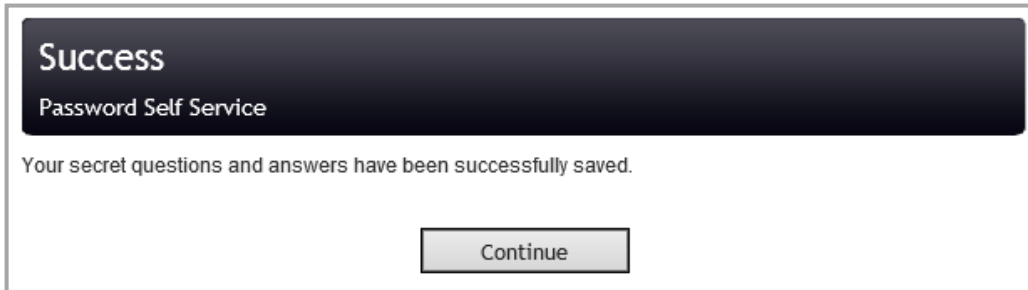


Figure 14 – Success Confirmation Screen

See Your Event History

To view your password history:

- Select **See Your Event History** from the navigation menu; the **User Event History** screen will appear (see **Figure 15 – User Event History Screen**)

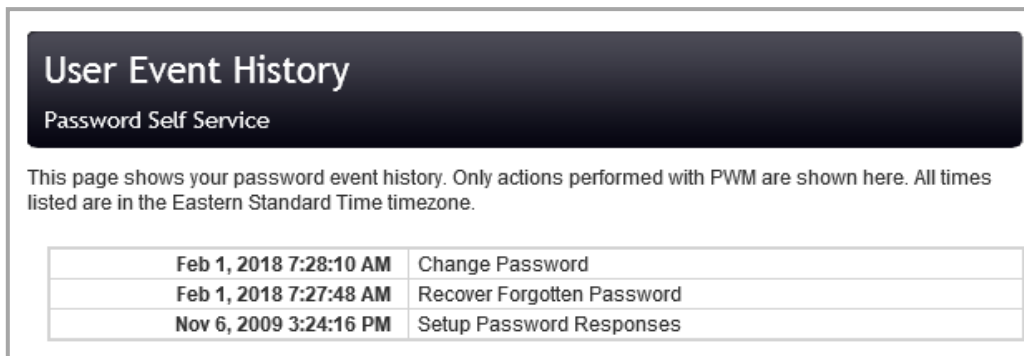


Figure 15 – User Event History Screen

Logout

To log out of Password Manager Self Service:

- Select **Logout** from the navigation menu; the **Logout** confirmation screen will appear (see **Figure 16 – Logout Confirmation Screen**)

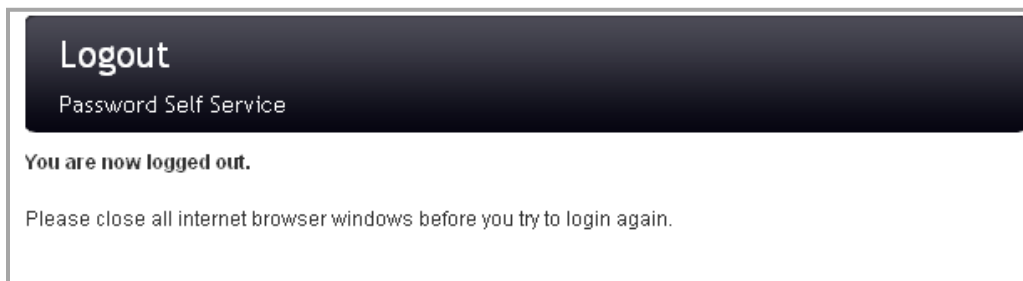


Figure 16 – Logout Confirmation Screen