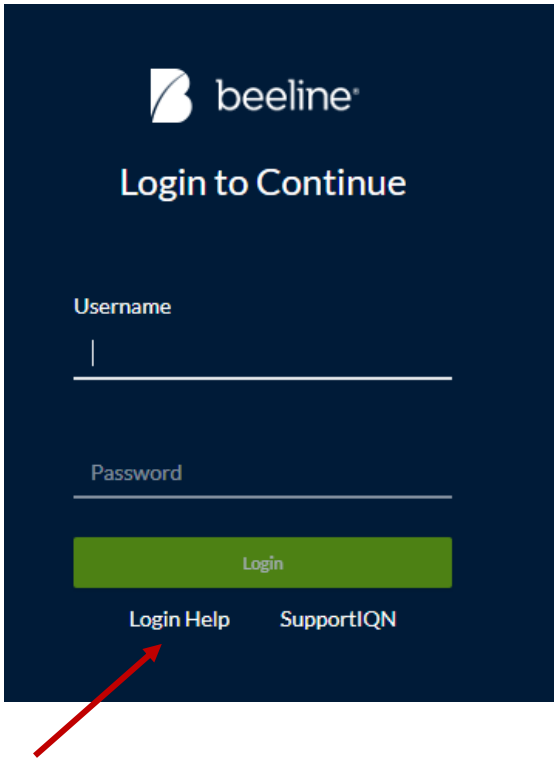
Password Reset (Self-Directed)

This job aid explains how a user (either agency staff or contract worker) can reset their password by using the links on the IQNavigator system login screen.

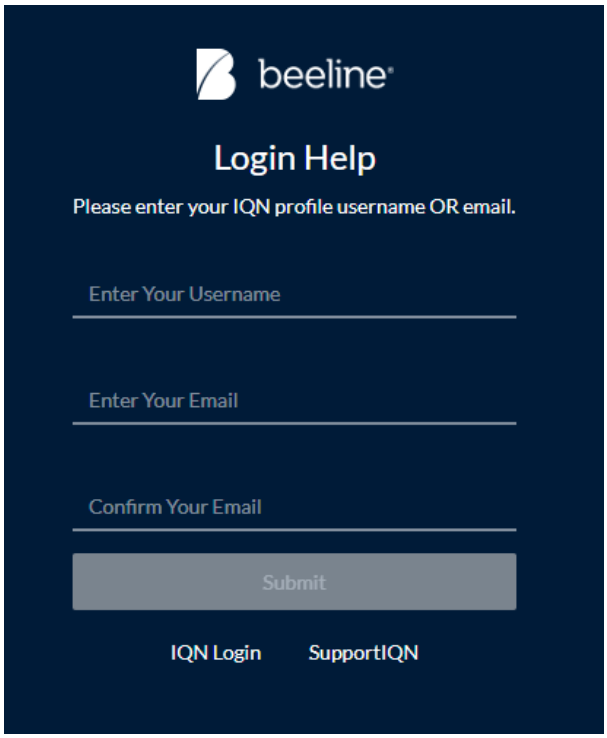
NOTE: ⚠ Only use this method if you know that the email address on your Personal Contact Info record is a valid one and one to which you have access.

To reset your password:

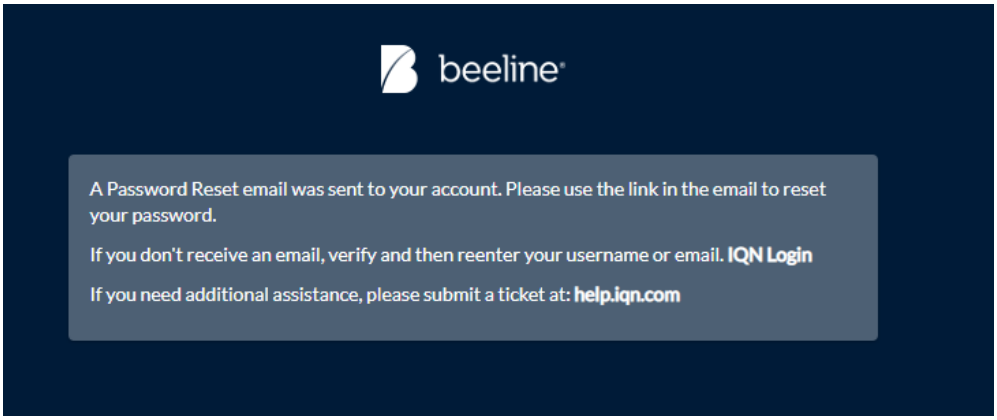
1. Click the **Login Help** text link located below the **Login** button on the IQNavigator login screen. The Login help screen appears.



2. Follow the instructions as indicated. Enter **either** your username **or** your email address.



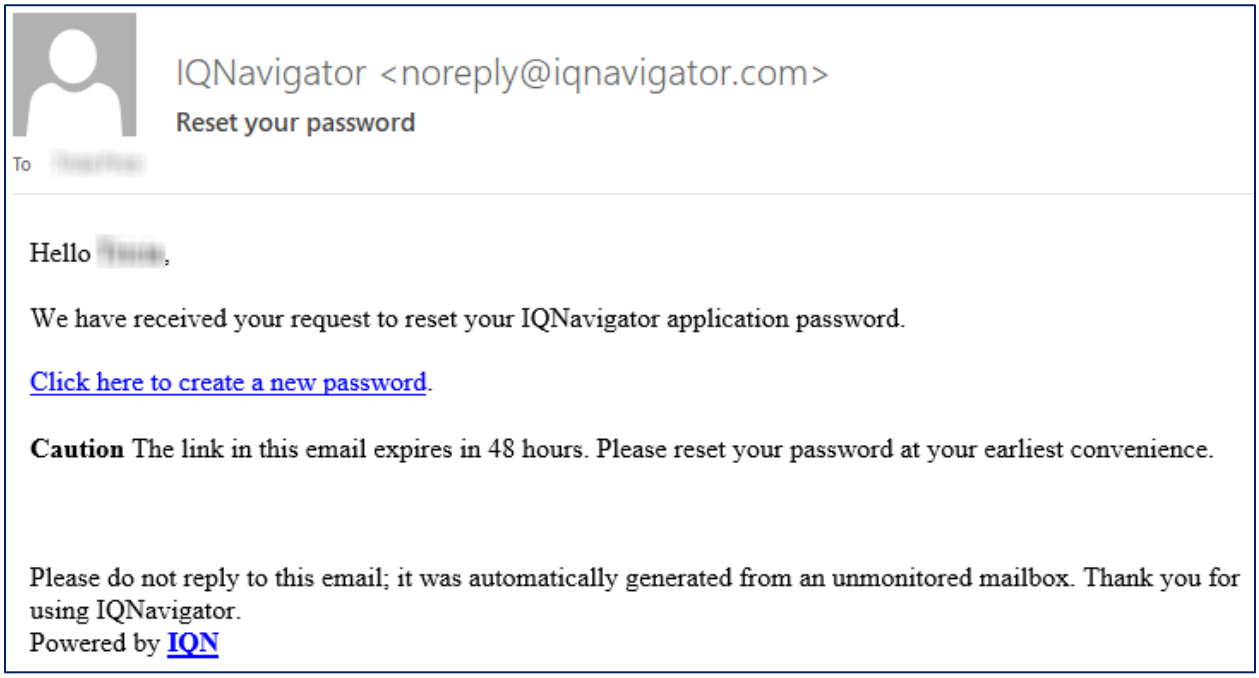
3. Click **Submit**. A pop-up window displays with more instructions:



4. Check your email inbox. You should see an email with “Reset your password” in the subject line.

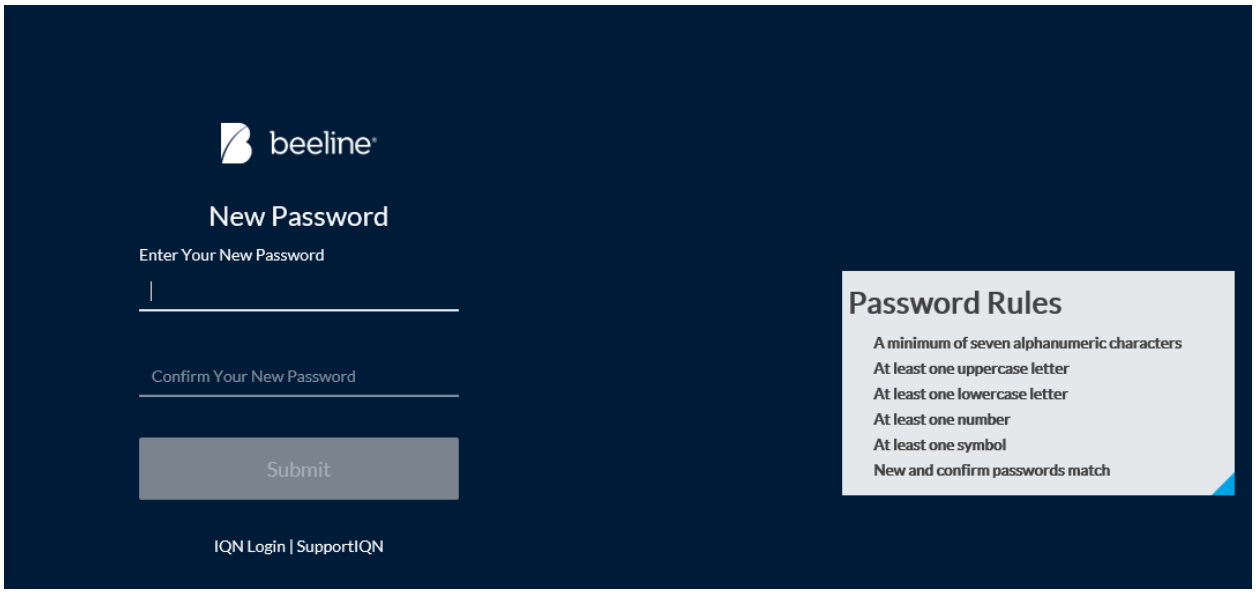
*If you do not receive an email within five minutes, click the IQN Login text link in the instructions pop-up shown in Step 3 above. Use the option (either username or email) that you did not use the first time, then click **Submit** to continue.*

If you do not receive an email with your second attempt, you will need to contact your staffing agency or IQN Support for assistance.



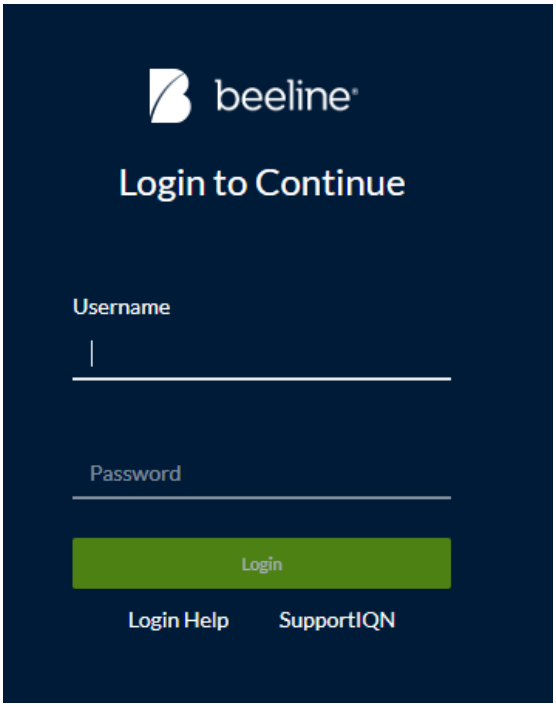
⚠ Be aware that you must reset your password **BEFORE** the timeframe indicated in the email expires.

5. Open the email message and click the "**Click here to create a new password.**" text ink in the email. The IQNavigator New Password entry screen opens. Follow the Password Rules in the pop-up display to create your new password.



6. Type your new password in the "**Enter Your New Password**" field.
7. Repeat your new password in the "**Confirm Your New Password**" field.

8. Click **Submit**. The IQN login screen displays.



9. Verify that your username is correct. **DELETE** any content that auto-populates into the Password field and **MANUALLY** enter your **NEW** password.
10. Click **Login** to continue. Your home dashboard displays.

    ⚠ If you use a browser or third-party password saver program, it is better to wait until your second manual login entry to save your updated password so that you do not accidently “save” any content that was auto-generated during the reset process.