



## 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.

beeline®

Login to Continue

Username

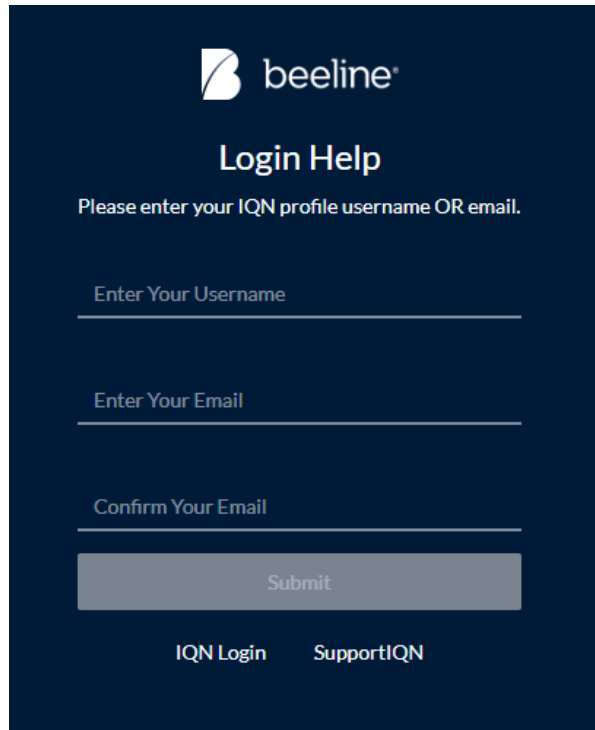
Password

Login

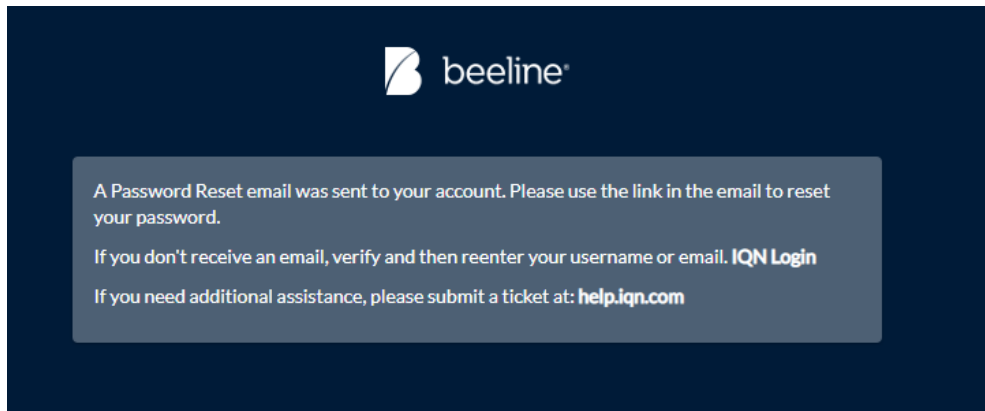
Login Help SupportIQN



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

A dark blue rectangular form with the Beeline logo at the top. Below the logo is the title "Login Help" and a prompt "Please enter your IQN profile username OR email." There are three input fields: "Enter Your Username", "Enter Your Email", and "Confirm Your Email". Below these fields is a grey "Submit" button. At the bottom of the form are two links: "IQN Login" and "SupportIQN".

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

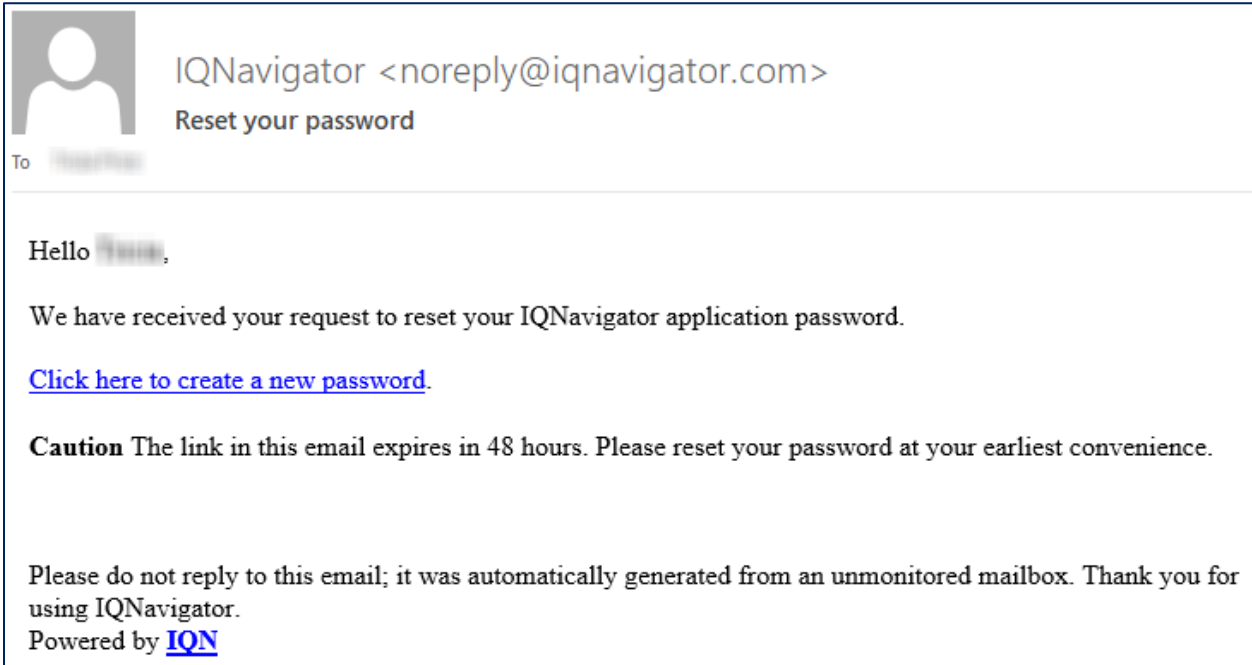
A dark blue rectangular pop-up window with the Beeline logo at the top. Inside the pop-up is a light blue box containing the following text: "A Password Reset email was sent to your account. Please use the link in the email to reset your password." followed by "If you don't receive an email, verify and then reenter your username or email. **IQN Login**" and "If you need additional assistance, please submit a ticket at: [help.iqn.com](https://help.iqn.com)".

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.*



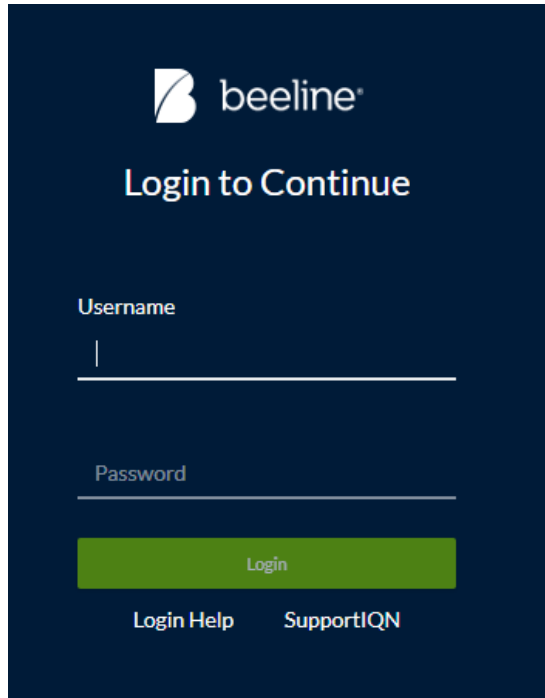
 Be aware that you must reset your password **BEFORE** the timeframe indicated in the email expires.


5. Open the email message and click the “**Click here to create a new password.**” text link 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.

The image shows a login screen for Beeline. At the top, there is the Beeline logo (a stylized 'B' with a magnifying glass) and the text 'beeline®'. Below this, the heading 'Login to Continue' is displayed. There are two input fields: 'Username' and 'Password'. The 'Username' field has a cursor in it. Below the 'Password' field is a green button labeled 'Login'. At the bottom, there are two links: 'Login Help' and 'SupportIQN'.

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 accidentally “save” any content that was auto-generated during the reset process.