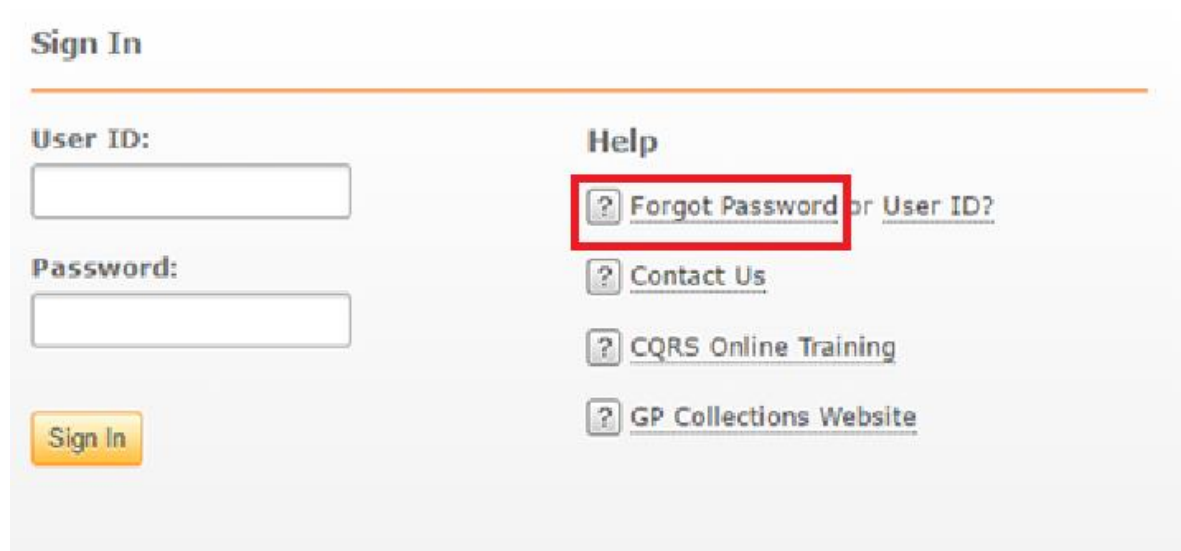


CQRS Forgotten Passwords

Password Reset

If you are unable to log in to CQRS, you can reset your password by following the 'Forgot Password' link:



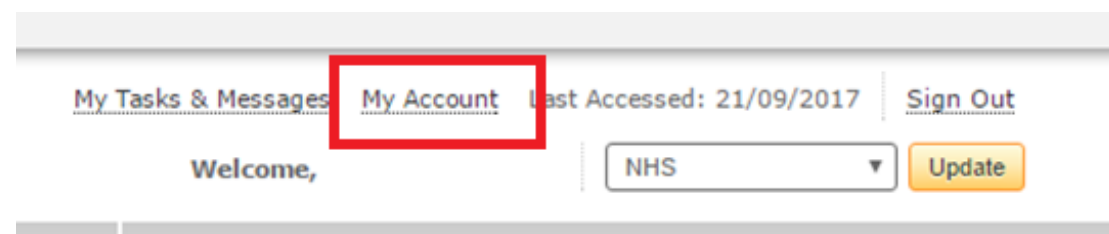
The screenshot shows the 'Sign In' page with a 'User ID:' field, a 'Password:' field, and a 'Sign In' button. To the right is a 'Help' section with four links: 'Forgot Password or User ID?' (highlighted with a red box), 'Contact Us', 'CQRS Online Training', and 'GP Collections Website'.

Security Questions Password Reset

The password reset process involves answering three security questions which you set when you first set up your account. The answers to these questions are case sensitive.

To avoid being locked out of your CQRS account and having to call the Helpdesk for password resets it's a good idea to keep your stored security questions up-to-date and relevant. Here's how:

Once logged into CQRS, click the 'My Account' link at the top of the page.



The screenshot shows the top navigation bar of the CQRS interface. It includes links for 'My Tasks & Messages', 'My Account' (highlighted with a red box), 'Last Accessed: 21/09/2017', and 'Sign Out'. Below the navigation bar, there is a 'Welcome,' message, a dropdown menu showing 'NHS', and an 'Update' button.

Click the 'Change Security Questions & Answers' link from the yellow box on the right-hand side of the screen.



On the next screen:

Select three security questions from the dropdown menus and enter your answers in the boxes below.

Choose questions with answers you can easily remember, but others will not be able to guess.

Remember: the answer fields are case sensitive.

Change Security Questions and Answers ?

* indicates required field(s)
[« Back to My Account](#)

Please update the Security Question(s) and/or Answer(s) for the combinations you wish to change:

Security Question 1: *

What was the name of your primary school?	▼
What is the middle name of your oldest child?	
What was the first Secondary school you attended?	
What was the name of your primary school?	

Security Question 2: *

What is the street name of the house you grew up in?	▼

Security Question 3: *

What is the name of your first employer?	▼

Save | Cancel

Once you have chosen your questions and answers, click 'Save' at the bottom of the page.