

CQRS Year End – Check your Password Expiry and Security Questions

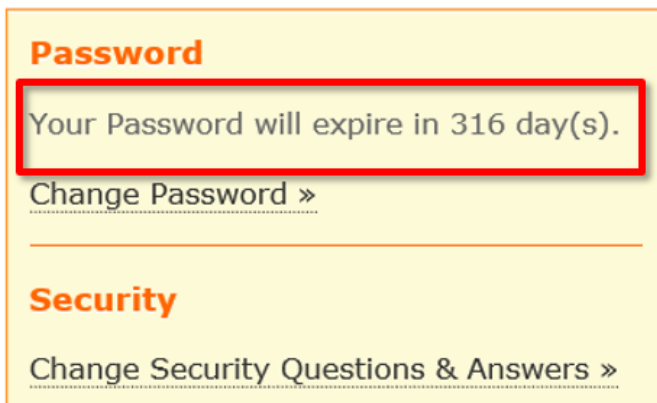
To prepare for year-end CQRS tasks and avoid delays caused by password resets and Service Desk queries, it's a good idea to check your password expiry and memorable questions in advance.

Checking Password Expiry

If you are logged into CQRS, click on the 'My' Account Link at the top of the page:



On the following screen you can check how many days are left until your password expires:



Change your password now if it is due to expire soon or over the year end, to avoid delays caused by having to contact the Service Desk at a time when you need to be using CQRS for important year-end tasks such as inputting/approving QOF achievements.

Changing your password

Select the Change Password link

Password

Your Password will expire in 177 day(s).

[Change Password »](#)

Security

[Change Security Questions & Answers »](#)

Enter information in these required fields:

- Current Password
- New Password
- Confirm New Password

NOTE: Follow the Password Policy when selecting a new password.

Select:

- Save to save the new password. You will receive a “Password Change Successful” message. After creating a new password, you will need to sign in again. You are automatically directed to the Sign In page.
or
- Cancel to clear the fields and return to the My Account page.

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

Current Password: *

New Password: *
Confirm New Password: *

Password Policy:

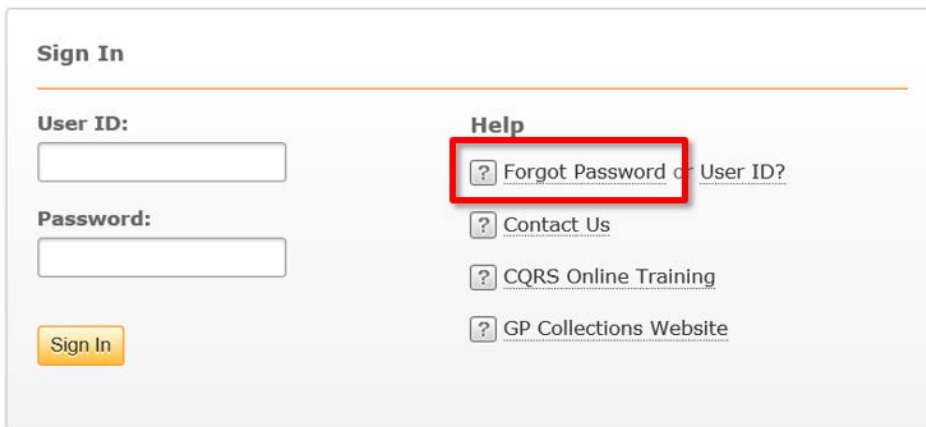
- Password may only be changed once every 72 hours.
- Password can not contain all or part (first or last part) of the User ID.
- Password must be 8-32 characters long.
- Password must be different from the previous 8 passwords.
- Password must be different from the current password.
- Password must address three of the following four categories:
 - Uppercase characters (A...Z)
 - Lowercase characters (a...z)
 - Base 10 digits (0...9)
 - Non alphanumeric (!, ?, £ etc.)

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Now check your security questions to make sure they up-to-date and relevant.

Forgotten passwords and updating security questions

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



Sign In

User ID:

Password:

Sign In

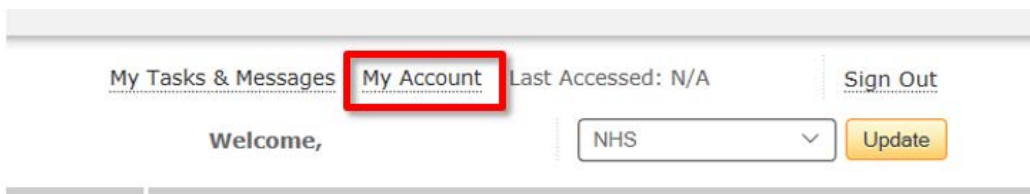
Help

- [? Forgot Password or User ID?](#)
- [? Contact Us](#)
- [? CQRS Online Training](#)
- [? GP Collections Website](#)

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

If you have forgotten your security questions and responses you need to contact the Service Desk [via email](#) for a password reset; therefore to avoid unnecessary delays it's a good idea to keep them up-to-date and relevant. Here's how:

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



[My Tasks & Messages](#) [My Account](#) Last Accessed: N/A [Sign Out](#)

Welcome, [Update](#)

Click the 'Change Security Questions & Answers' link:



Password

Your Password will expire in 177 day(s).

[Change Password >>](#)

Security

[Change Security Questions & Answers >>](#)

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?	▼

<input type="button" value="Save"/> <input type="button" value="Cancel"/>

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