

## Creating and Updating Your Questions and Answers Profile

*To create or update your personal Questions and Answers profile*

1. You will be prompted to setup your Q and A Profile the first time you login. To connect to the Self-service site, after that, type in <http://password.otc.edu> in the address line of your web browser.
2. On the **Locate Account** page, enter part of your first and/or last name or login name, then click “Search”.

**Locate Account**

To locate your account, enter part of your first and/or last name or login name, and then click Search.

Enter your first, last, partial, or logon name:

3. On the **Welcome** page, select “My Questions and Answers Profile”.

**Welcome, MARSHALL, JENNIFER N..** If you are not MARSHALL, JENNIFER N., [click here](#).

Register with Password Manager by creating your Questions and Answers profile and use the tools below to manage your passwords and unlock your account.

	<b>Forgot My Password</b>	Set your new password by answering a series of private questions.
	<b>Manage My Passwords</b>	If you know your current password, you can securely change all your passwords.
	<b>My Questions and Answers Profile</b>	Configure your personal Questions and Answers profile that will allow you to reset your forgotten password or unlock your account in the future.

4. Enter your “Password”, and select “Next”.

**Enter Your Password**

To proceed, enter your password.

User name:  
marshalj

If you are not MARSHALL, JENNIFER N., [click here](#).

Password:

7. Check the box, “Hide my answers for security purposes. Select the questions you wish to answer, and answer them. When finished, select “Finish” at the bottom of the page.

**Configure Your Questions and Answers Profile**

Provide answers to these questions and make sure you remember your answers, because the questions will be used later to allow you to reset your forgotten password and unlock your account. Your answers must comply with the policy requirements. To see the policy, [click here](#).

Language of questions and answers: English

Hide my answers for security purposes

Select a question:  
What is your pet's name?

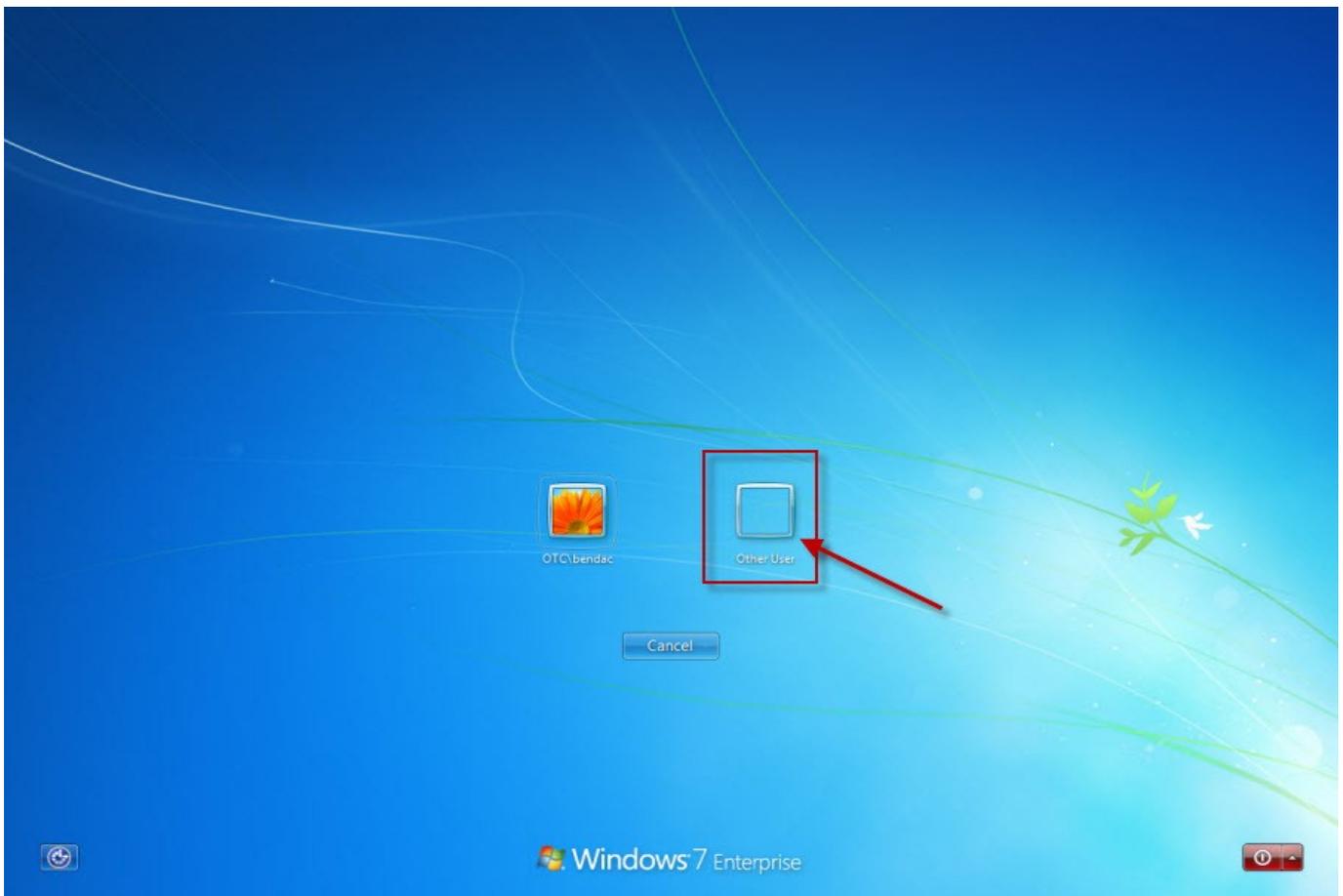
Answer:  
Confirm answer:

Select a question:  
What was your high school mascot?

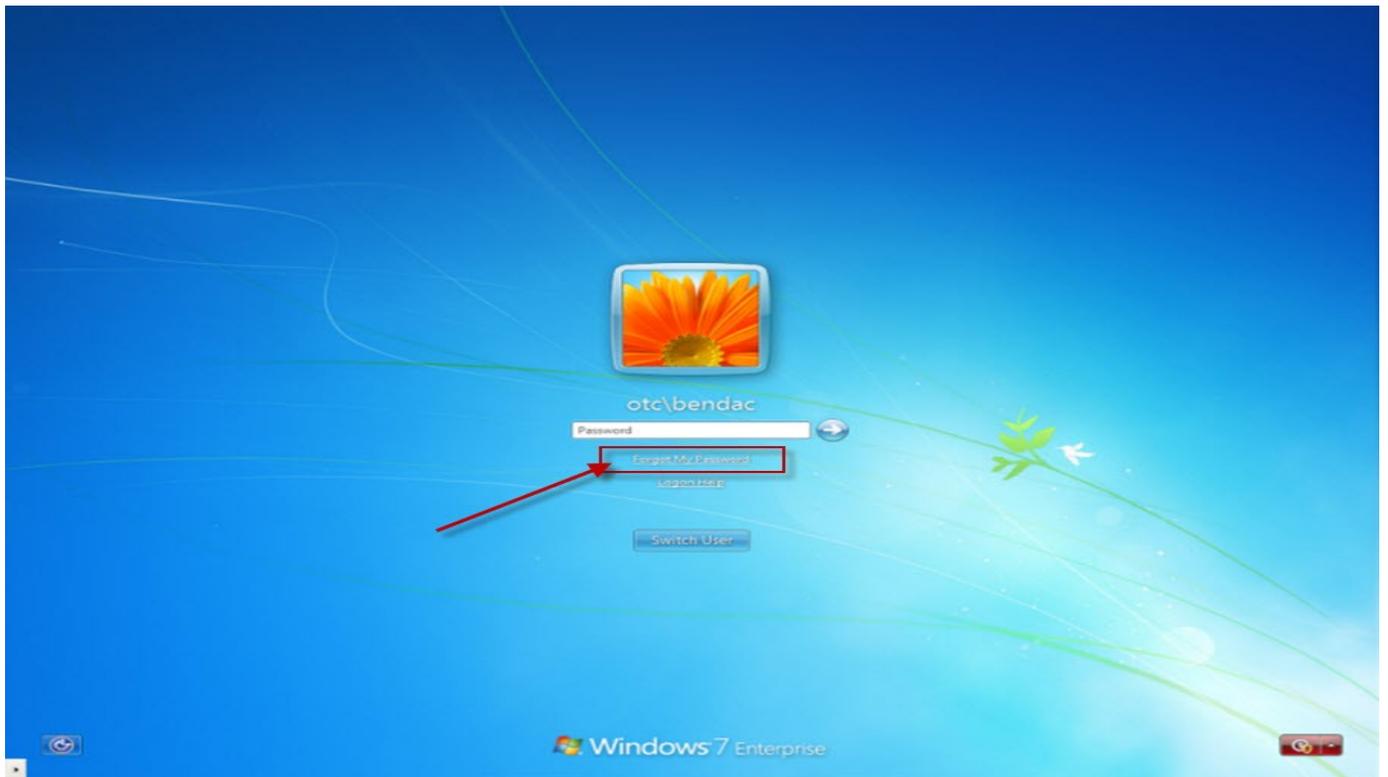
Answer:  
Confirm answer:

If your account is locked, or if you forgot your user name or your password, you can access the Self-service site of Password Manager from the **Windows logon screen**.

1. Hit “Ctrl+Alt+Delete”, on your keyboard.
2. Select “Other User”



3. Select "Forgot My Password".



3. The **Locate Account** page will appear. Follow the previous steps.

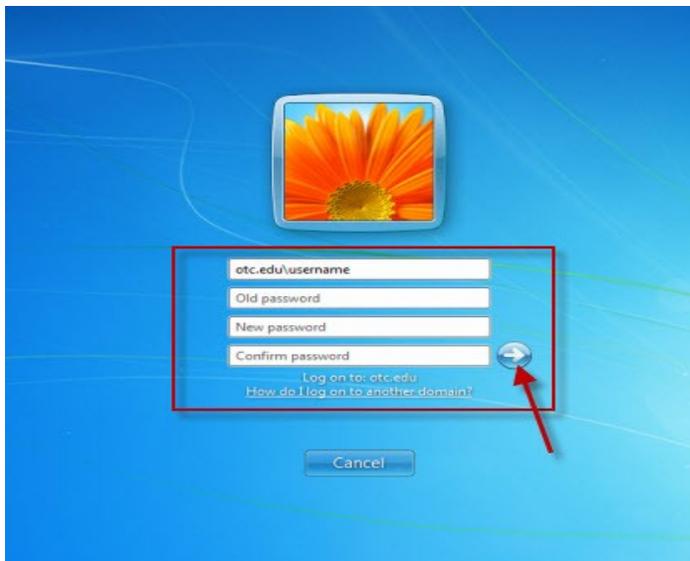


## Resetting Your Password

You can reset your password by using the Self-service site. Password Manage allows you to reset your password when already logged in, and before you are logged on to the system.

*To reset your password while already logged in:*

1. Hit “Ctrl+Alt+Delete”.
2. Select “Change a Password”:



3. Fill in your “Old password”, put in a “New password”, “Confirm password”, and hit the arrow key. You will receive a box confirming your password has been changed.

**To reset your password without logging in:**

1. Connect to the Self-service site by typing <http://password.otc.edu> in the address bar of your Web browser.
2. On the **Locate Account** page, enter part of your first and/or last name or login name, then click “Search”.



**Locate Account**

To locate your account, enter part of your first and/or last name or login name, and then click Search.

Enter your first, last, partial, or logon name:

Search

3. On the **Welcome** page, you can perform the following tasks:



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