

Quest Password Manager

Introduction

Your SSC System user ID and password, may differ from the one you normally use in your Council. the Quest Password Manager service allows you to manage the password on this account and to reset it without contacting the service desk when you have forgotten it. To do this you must set up a profile of questions and answers that can be used to verify who you are.

Before logging on to Oracle the first time please:

- Set up your 'Questions and Answers Profile'
- Change your temporary password using 'Manage my Passwords'

Start



Open your web browser and browse to: <https://letmein.ssc.rcuk.ac.uk>

Enter your SSC Oracle User ID (i.e. ****@ph.rc)

My Questions and Answer Profile

- Enter your current password
- Choose 5 questions and add your answers. Note the answers are case sensitive. You will be asked 4 of these questions when resetting a forgotten password
- Enter a security answer. This is the answer that you will be asked for over the phone when talking with the ISS support team.
- Click 'Finish' and then 'go to my home page'

Manage my Passwords

- Enter your current password
- Enter your new password and confirm it
- Click 'Finish' and then 'go to my home page'

Forgot my Password

- You will have 3 attempts to answer 3 of the questions you have chosen on your Q&A profile
- If successful you will be able to set a new password
- If unsuccessful you will need to contact the helpdesk who will use the Security answer in your Q&A profile to authenticate you and then provide you with a passcode by email and instructions on what to do next

IMPORTANT: When choosing a suitable password please note that:

- Your password must contain at least 8 characters
- Your password must contain 3 of the following 4 categories
 - English uppercase characters (A-Z)
 - English lowercase characters (a-z)
 - Numerical characters (0-9)
 - Non-alphabetical characters (!, \$, #, %)
- Your password must be changed at least every 90 days; there are no automated reminders, so please make a note of when this needs to be done by
- You cannot re-use any of your last 8 passwords
- Your password must not contain part of your username or full name
- Your password must not be written down or divulged to anyone else