

Password Self Service

User Reference Guide



TRAINING • EDUCATION • DEVELOPMENT





Password Self Service

User Reference Guide

IT Training, Education & Development

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LabCorp Password Self Service

The Password Self Service application allows you to easily and securely manage your password for Portal, LCA, and/or MS Outlook Exchange. By using the Self Service Website, you can reset and change your password.

To access the LabCorp Password Self Service Website:

- 1) Open **Internet Explorer** accessible from your **Start** menu or from the **Internet Explorer** icon on your desktop
- 2) Enter **pwm.labcorp.com/pwm** in the **URL Address** field; do **NOT** type **www** in front of the address (see **Figure 1**)

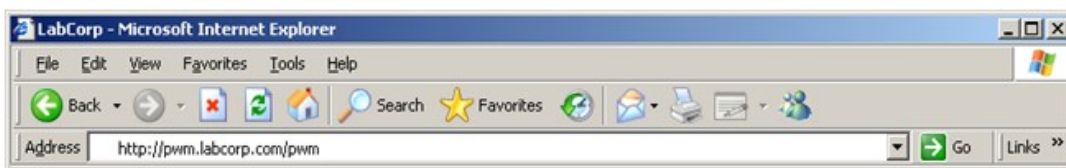


Figure 1 - URL Address Field

- 3) Click **Go** (located beside the **URL Address** field); the **Password Self Service** homepage will be displayed (see **Figure 2**)

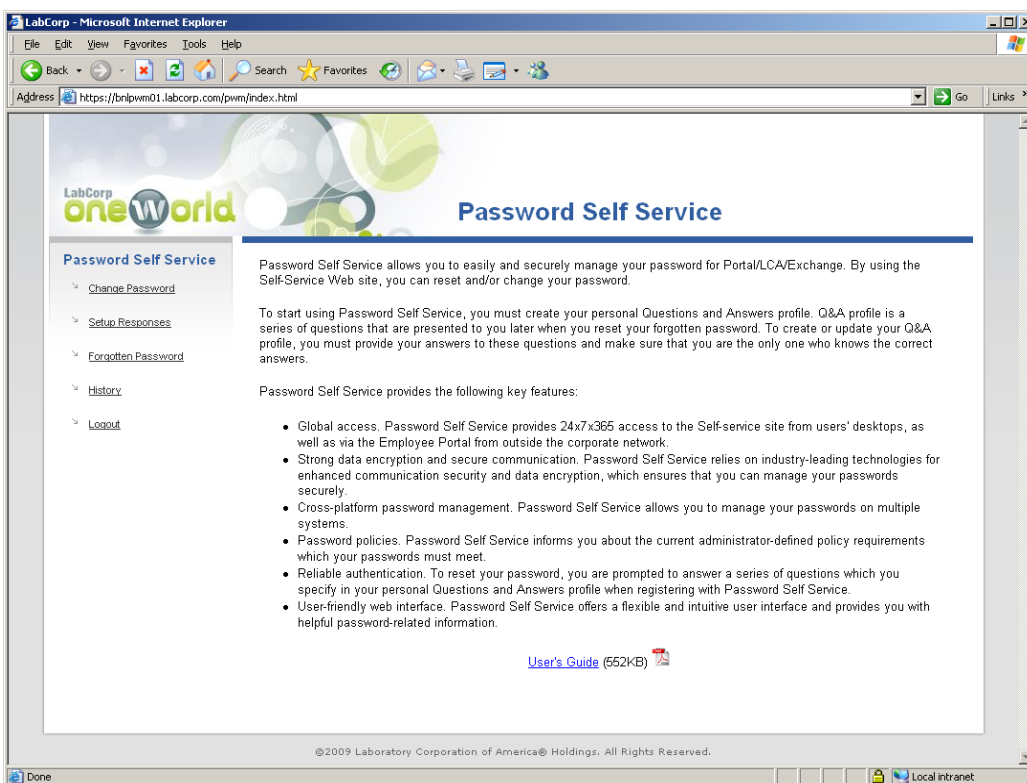


Figure 2 - Password Self Service Homepage

Password Self Service Navigation Menu

The Password Self Service navigation menu consists of the following options:

- **Change Password:** use this option to initiate the password changes process
- **Setup Responses:** use this option to create challenge responses needed to reset your password
- **Forgotten Password:** use this option to reset your password by answering the previously supplied challenge questions
- **History:** use this option to display your password event history
- **Logout:** use this option to exit the of the Password Self Service website

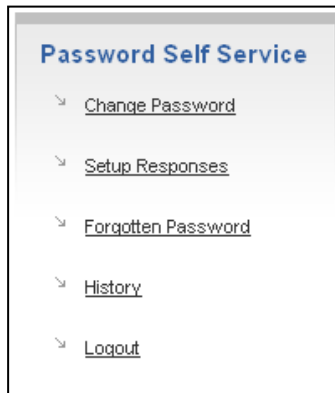


Figure 3 - Password Self Service Navigation Menu

Setup Challenge Response Answers

In order to begin utilizing the Password Self Service, you must create your personal Questions and Answers (Q&A) profile. The Q&A profile is a series of questions that are presented to you when a password reset is needed. Users may create or update their Q&A profile by providing their responses to a series of questions. The responses must be confidential; only the user should know the correct answers.

To setup your Challenge Response answers:

- 1) Select **Setup Responses** from the navigation menu
- 2) If prompted, enter your **User ID** and **Password** to log onto the website (see **Figure 4**)

A screenshot of a login form. At the top, there is a dark header with the text "Please Log In" and "Password Self Service" below it. The form contains two input fields: "Username" and "Password". Below the "Password" field are two buttons: "Login" and "Clear".

Figure 4 - Password Self Service Log In Screen

You will be presented with a series of Challenge Questions (see **Figure 5**). You are not required to answer all the questions. However, it is recommended that you respond to at a minimum of four questions.

Setup Password Responses
Password Self Service

In the event that you forget your password, you can recover your password by answering questions known only to you.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

You are required to answer at least 4 of the following questions.

>

Your favorite color:
>

The model of your first car:
>

Your favorite sport or hobby:
>

Figure 5 - Setup Password Responses

The last two items on the screen allow you to create your own Challenge Questions and Responses (see **Figure 6**).

The city of your high school:
>

Your hometown newspaper's name:
>

Your high school mascot:
>

Question
>

Question
>

Figure 6 - User Supplied Questions and Responses

- 3) Click **Setup Responses** to save your answers (see **Figure 6**; page 3); the **Success Confirmation** screen will appear (see **Figure 7**)

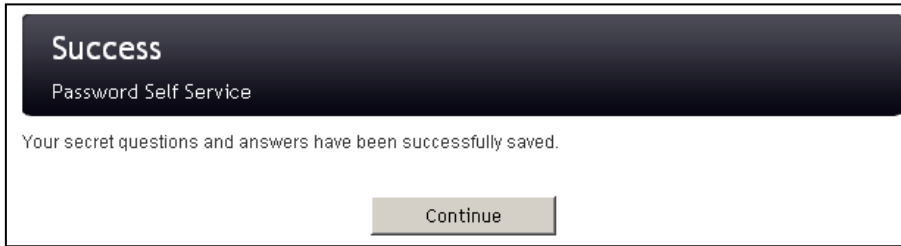


Figure 7 – Success Confirmation Screen

Changing Your Password

To change your password:

- 1) Select **Change Password** from the navigation menu
- 2) If prompted, enter your **User ID** and **Password** to log onto the website; the **Change Password** screen will appear (see **Figure 8**)

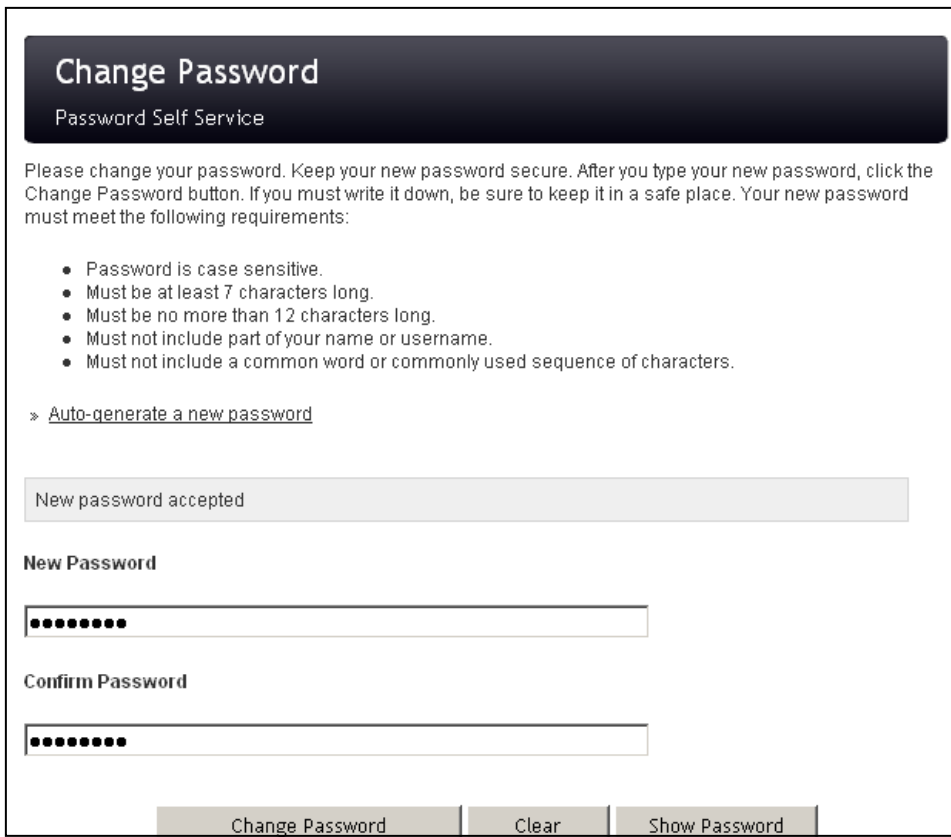
The image shows the 'Change Password' screen for 'Password Self Service'. The title 'Change Password' is in a large, bold font at the top left. Below it, 'Password Self Service' is written in a smaller font. The main text reads: 'Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:'. Below this text is a bulleted list of requirements: 'Password is case sensitive.', 'Must be at least 7 characters long.', 'Must be no more than 12 characters long.', 'Must not include part of your name or username.', and 'Must not include a common word or commonly used sequence of characters.'. Below the list is a link: '» Auto-generate a new password'. Below the link is a message box that says 'New password accepted'. Below the message box are two input fields: 'New Password' and 'Confirm Password', both with masked characters (dots). At the bottom, there are three buttons: 'Change Password', 'Clear', and 'Show Password'.

Figure 8 - Change Password Screen

- 3) Enter your new password in the **New Password** field
- 4) Enter the new password again in the **Confirm Password** field

- 5) Click **Change Password**; the **Password Updating Confirmation** screen will appear (see **Figure 9**)

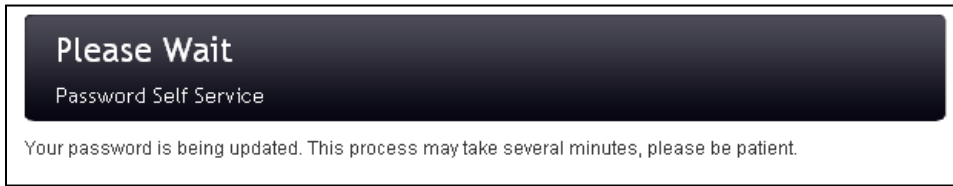


Figure 9 – Password Updated Confirmation Screen

Upon successful completion of processing the password change request, the **Success Confirmation** screen will appear (see **Figure 10**).

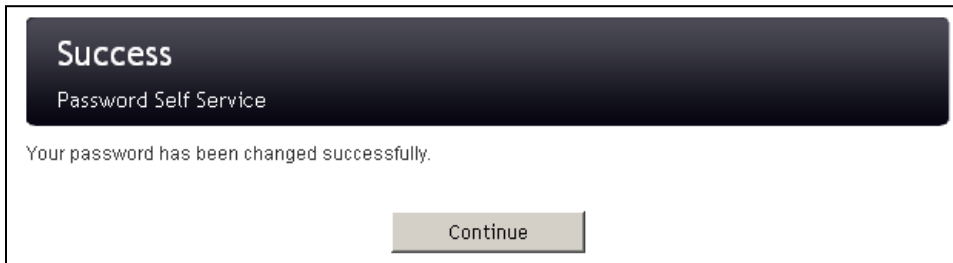


Figure 10 - Success Confirmation Screen

Resetting a Forgotten Password

The system will not process a request to reset a forgotten password if the user has not successfully setup their Q&A profile; user's Challenge Questions and Responses must be on file in the system.

To reset your forgotten password:

- 1) Select **Forgotten Password** from the navigation menu; the **Forgotten Password** screen will appear (see **Figure 11**)
- 2) Enter your username in the **Username** field

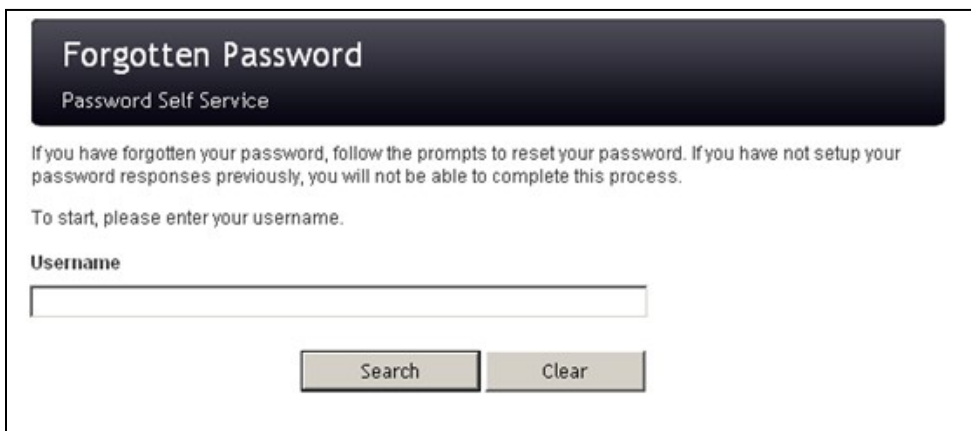


Figure 11 - Forgotten Password Screen

You will be asked to enter your employee ID and presented with two random questions from the Challenge Questions in your Q&A profile (see **Figure 12**)

Forgotten Password
Password Self Service

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

What is your employee ID?

Your favorite sport or hobby:

The year your mother was born:

Figure 12 - Forgotten Password Screen

3) Respond to the questions; upon successfully responding the Change Password screen will appear (see **Figure 13**)

Change Password
Password Self Service

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 7 characters long.
- Must be no more than 12 characters long.
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.

> [Auto-generate a new password](#)

New password accepted

New Password

Confirm Password

Figure 13 - Change Password Screen

- 4) Enter your new password in the **New Password** field
- 5) Enter the new password again in the **Confirm Password** field
- 6) Click **Change Password**; the **Password Updating Confirmation** screen will appear (see **Figure 9**; page 4)

Upon successful completion of processing the password change request, the **Success Confirmation** screen will appear (see **Figure 10**; page 5)

Viewing Your Password Change History

To view your password history:

- 1) Select **History** from the navigation menu; the **User Event History** screen will appear (see **Figure 14**)

User Event History	
Password Self Service	
This page shows your password event history. Only actions performed with PWM are shown here. All times listed are in the Eastern Standard Time timezone.	
Sep 8, 2009 2:14:49 PM	Change Password
Sep 8, 2009 2:13:36 PM	Recover Forgotten Password
Sep 8, 2009 2:10:05 PM	Change Password
Sep 8, 2009 2:05:26 PM	Setup Password Responses
Aug 22, 2009 7:35:53 PM	Change Password
Aug 22, 2009 7:35:05 PM	Setup Password Responses
Aug 22, 2009 7:34:29 PM	Change Password

Figure 14 - User Event History Screen

Logging Out

To log out:

- 1) Select **Logout** from the navigation menu; the Logout Confirmation screen will appear (see **Figure 15**)

Logout	
Password Self Service	
You are now logged out.	
Please close all internet browser windows before you try to login again.	

Figure 15 - Logout Confirmation Screen

Revision Record

This section contains a record of the revisions to this manual's edition.

Version	Description	Writer/Editor/Reviewer	Date
1.0	First Draft	Chuck Jeffries	07/08/2009
1.1	Draft Edit	Debra Odom	07/14/2009
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