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## Password Manager user guide

### Getting started

Password Manager is a tool that allows you to reset your computer passwords (i.e. your NBFC login—and/or your legacy login if you use that to login to your computer too), unlock your account, and modify the notifications you receive about this password.

**To start using Password Manager, all you need to do to register is create your Questions and Answers Profile.** To learn more about that, check out the [Creating and Updating your Questions and Answers Profile](#) section.

#### In this guide, you can also learn how to:

- [Connect to Password Manager when you need to](#)
- [Update your Questions and Answers profile](#)
- [Reset or change your password](#)
- [Unlock your account if you get locked out](#)
- [Change your notification settings](#)
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### Connecting to Password Manager

You can connect to by doing any of the following:

- Navigating to <https://mypassword.nbfc.com> in Microsoft Internet Explorer; or
- Clicking the Desktop or Start menu shortcut to the site; or
- Clicking the "Forgot My Password" icon from the Windows login screen

### Connecting to Password Manager with Microsoft Internet Explorer

**Password Manager only supports Microsoft Internet Explorer browser (all versions).**

1. Using Internet Explorer, visit <https://mypassword.nbfc.com>.

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1. Using Internet Explorer, visit <https://mypassword.nbfc.com>.
2. Type your Windows NBFC user name, a part of your user name, or your @nbfc.com email address in the displayed text box. For example:
  - my Windows NBFC username. e.g. nbitpar
  - nbfc\my Windows NBFC username. e.g. nbfc\nbitpar
  - my NBFC email address e.g. johndoe@nbfc.com
- If you enter a part of your account name, several matches may be found. In this case you will see a list of user names followed by descriptions under Search Results. Select your account name from this list.
- If you can't find your account in the search results, follow the instructions on the screen.

## Connecting to Password Manager from the Windows login screen

If your account is locked or you need to change your password, you can access Password Manager from the Windows login screen.

### For Windows 7:

1. Press Ctrl+Alt+Delete.
2. Select the Forgot My Password link on the Windows login screen—this will take you to Password Manager.

### For Windows 8:

1. Press Ctrl+Alt+Delete.
2. Select your user tile on the Windows login screen.
3. Click Sign-in options and select the Password Manager icon.

## Creating and updating your Questions and Answers Profile

To register with Password Manager, you need to create your Questions and Answers Profile. A Questions and Answers (Q&A) Profile is a series of security questions to which you specify your confidential answers.

Later, you'll use these questions and answers in order to reset your password or unlock your account. When you create or update your Q&A Profile, ensure that nobody knows the correct answers to the Q&A Profile questions but you.

### To create or update your Questions and Answers Profile:

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#### **To create or update your Questions and Answers Profile:**

1. Connect to Password Manager
2. On the Home page, click the My Questions and Answers Profile link.
3. Follow the steps in the wizard to complete the task.

### Using a Passcode to create or update your Questions and Answers Profile

If you've forgotten your password and aren't registered with Password Manager, or if you forgot your answers to the security questions, you need to get a temporary Passcode from IT Client Services before you can create or update your Questions and Answers Profile to reset your password.

#### **To create or update your Q&A Profile by using a Passcode:**

1. Get a Passcode from IT Client Services at extension 6232 or 1-866-383-5841
2. Connect to Password Manager
3. On the Home page, click I Have a Passcode.
4. Follow the steps on the screen to complete the task.

### Resetting your password

Password Manager allows you to reset your Windows passwords before you login to the network (from the Windows login screen), as well as when you're already logged in to the system. It will automatically synchronize your new NBFC password with your legacy login account, if you have one.

Essentially, this means that once it's reset, you'll be able to use the same password for both logins.

#### **To reset your password:**

1. Connect to Password Manager
2. On the Home page, click Forgot My Password.
3. Follow the steps on the screen to complete the task.

### Changing your password

Password Manager allows you to change your Windows login password before you login to the network (from

## Changing your password

Password Manager allows you to change your Windows login password before you login to the network (from the Windows login screen), as well as when you are already logged in to the system.

It automatically synchronizes your new password in NBFC with the other Windows legacy systems you have an account for.

Once the password has been changed, you'll be able to use the same password for both logins.

### To change your password

1. Connect to Password Manager
2. On the Home page, click Manage My Passwords.
3. Follow the steps on the screen to complete the task.

## Unlocking your account

When you exceed the allowed number of attempts to enter the correct password, your account will be locked. You can unlock your account through Password Manager by following these steps:

1. On the Windows login screen, click Forgot My Password to open Password Manager.
2. Type in your user name.
3. On the Home page, click Unlock My Account.
4. Follow the steps on the screen to unlock your account.

**The system can automatically detect if you're locked out or not. If the option to "Unlock My Account" is not available, then your accounts (NBFC and legacy systems) are not locked.**

## Configuring your notifications

When you make changes to your password or modify your Password Manager account, you'll receive follow-up email notifications. You can control how often you receive these notifications by following these steps:

1. Connect to Password Manager
2. On the Home page, click My Notifications.
3. Follow the steps on the screen to complete the task.

## Changing the language for Password Manager

You can easily change the language on Password Manager by doing the following:

1. On the navigation bar, click the language link.



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3. Follow the steps on the screen to complete the task.

### Changing the language for Password Manager

You can easily change the language on Password Manager by doing the following:

1. On the navigation bar, click the language link.
2. In the Select Language dialog box, select your preferred language.

### Need further assistance?

For technical assistance with the Password Manager tool, contact IT Client Services:

- From the office, dial: extension 6232
- If you're calling from home, the road or one of our remote offices, call: 1-866-383-5841