

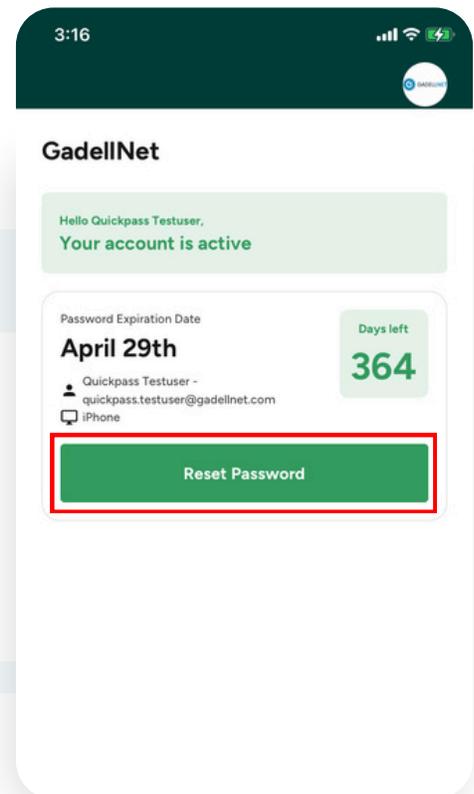
# Quickpass | How to Reset Your Password



## Step 1

Open the Quickpass app on your mobile device (you may be asked to input your passcode).

Click **Reset Password**



After you choose reset password, you'll be taken to a screen that shows you the password requirements for your organization.

If you need technical assistance, please reach out to [help@gadellnet.com](mailto:help@gadellnet.com) or call **314-942-7485**.



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## Step 2

Input your new password.

Click **Reset Password**

New Password

**Password Policy**

General

- Passwords expire every: 365 Days
- Minimum password age: 0 Days
- Minimum 12 Characters in length

Include 3 of 4 Conditions

- One Uppercase Letter (A-Z)
- One Lowercase Letter (a-z)
- One Number (0-9)
- One Non-alphabetic Character (i.e. !, @, #, \$, %, ^, &, \*)

Exclude

- Parts of the users full name that exceed two consecutive characters
- User account name
- Last 10 passwords used

Reset Password

### Password Updated



Active Directory Password Updated

## Step 3



After selecting Reset Password, you'll be taken to the Password Updated screen. Please wait 5 minutes before trying your new password

If you need technical assistance, please reach out to [help@gadellnet.com](mailto:help@gadellnet.com) or call **314-942-7485**.



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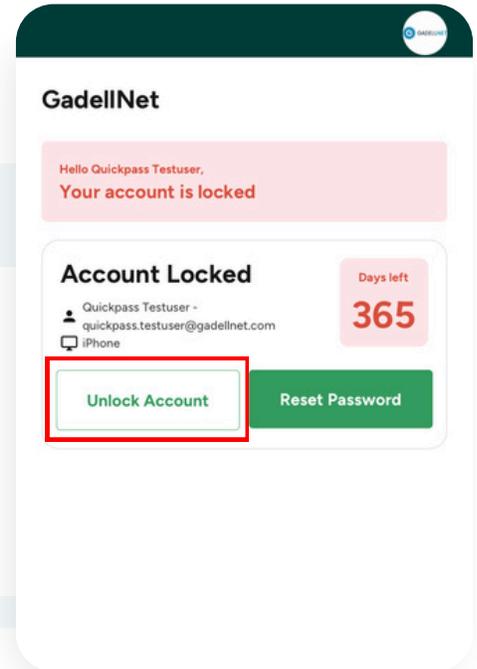
# Quickpass | Unlocking Your Account



## Step 1

Open the Quickpass app on your mobile device (you may be asked to input your passcode).

Click **Unlock Account**



## Account Unlocked

To change password please click on reset password



## Step 2



After selecting Unlock Account, you'll be taken to the Account Unlocked Screen.

**Wait 5 minutes** before logging in.

If you need technical assistance, please reach out to [help@gadellnet.com](mailto:help@gadellnet.com) or call **314-942-7485**.



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