

COMMITTEE MANAGER

Account Access Issues: Password resets & challenge questions Quick User Guide

Troubleshooting account access issues in Committee Manager*

Reviewers can use this guide to regain access to your Committee Manager account in these scenarios:

I forgot my <i>Committee Manager</i> email / User ID.....	1
I forgot my <i>Committee Manager</i> password and need to reset it	2
I need to change my email / User ID and reset my challenge questions	3

* *Committee Manager* is the module for reviewers formerly known as *iCommittee*

QUICK TIP

Locked out of your account due to too many password attempts?

**You will need to contact the *Committee Manager* administrator
at your health authority to unlock your account.**

I forgot my *Committee Manager* email / User ID

Your email address is your User ID in Committee Manager.

- Please try the email address you have registered with your health authority’s credentialing office.
- If you can’t sign in with your email address, please contact the Committee Manager administrator at your health authority to retrieve your login information.

I forgot my *Committee Manager* password and need to reset it

1. Go to the Committee Manager home screen and select *Forgot Password*

First Time Here

Email or User ID

Password

Log On

Forgot Password

2. Enter your email / User ID, then click on *reset password*

1: Enter your email here

2: Click here

Reset Your Password:
Please enter the email address you use to log on:

Email Address:

Reset Password

You will be asked to answer 2 of the 5 challenge questions you set up when you created your Committee Manager account. The 2 questions displayed are chosen at random.

1. Enter the answers to your challenge questions here
*Tip: The answers are **case sensitive***

2. Enter your **NEW** password here

3. Then click [Reset Password](#)

Change Your Password:
Please enter the answers you registered for these questions:

What high school did you attend?

What city were you born in?

Enter your new password:

Password:

Confirm Password:

Reset Password

3. If you do not know the answers to your challenge questions, your account will become locked.

*If you enter the wrong answer, you will be given a new set of 2 of your 5 previously selected challenge questions. After 5 failed attempts to answer the questions, your account will become **LOCKED**.*

In this case, you must contact your Committee Manager administrator to unlock your account. After unlocking your account, the administrator can manually reset your password and you may login to reset your challenge questions and answers.

⚠ You answered one or more challenge questions incorrectly. Your account has been locked.

Change Your Password:
Please enter the answers you registered for these questions:

What is your favorite animal?

What high school did you attend?

Enter your new password:

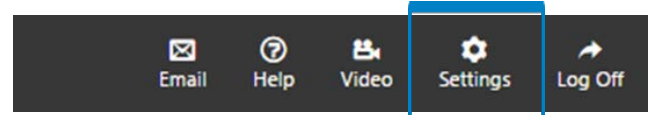
Password:

Confirm Password:

Reset Password

I need to change my email / User ID and reset my challenge questions

- Once you have regained access to your Committee Manager account, you are able to change your email / User ID and reset the 5 mandatory challenge questions.



Click on "Settings" in the top right of the toolbar

- Next, you will see the *Change Account Settings* page.

Change Account Settings

You will see these options.

You will need your password to make these changes.

- Update Your Email Address
- Register New Password Challenge Questions

Password:

[Continue](#)

- If you choose to update your email address (also your User ID), you'll see this page.

Type in your NEW email address and then click on [Update Settings](#)

Update Your Email Address:

Enter the email address to be used for your log on and messages:

Email Address:

[Update Settings](#)

- If you choose to register your challenge questions, you will see this page

Use these fields to enter your new challenge questions and answers.

Once you have completed this process, click [Register New Challenge Questions](#)

Register New Challenge Questions:

If you forget your password, you can reset it by providing answers to questions randomly selected from the question/answer pairs that you register:

Please select a unique question for each question field. Please enter a unique answer in each answer field.

Question:

Answer:

Question:

Answer:

Question:

Answer:

Question:

Answer:

Question:

Answer:

[Register New Challenge Questions](#)

[Cancel](#)

Still have questions or cannot access your account?
Please contact your Committee Manager administrator for help.