

## Chapter 8 – User Administration

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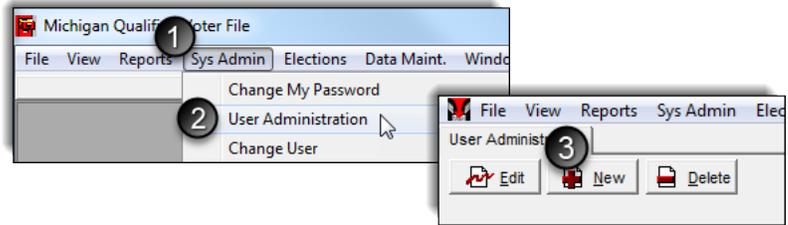
## User Administration – QVF Replica Sites

QVF accounts with administrative access can add/delete users and change user passwords if necessary. At least one person in the office should have administrator level access to the QVF software.

### Adding Users

Once an administrator has logged into the QVF:

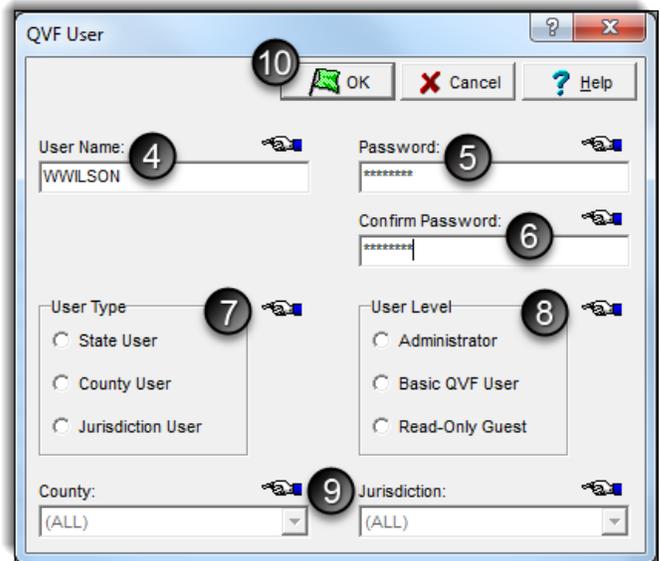
1. Click Sys Admin
2. Select User Administration
3. Click New
4. Enter a username
5. Enter a strong password



**Note:** strong passwords have at least 8 characters and contain the following elements:

- Letters
- Numbers
- Special characters

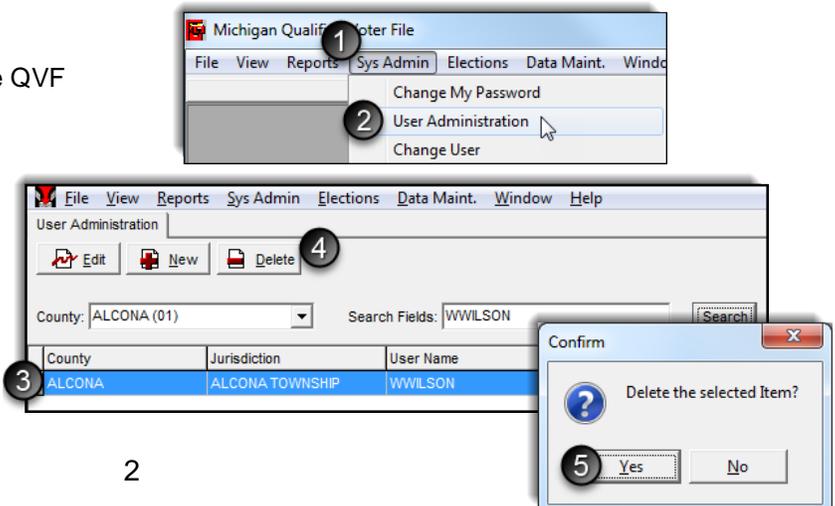
6. Confirm the password
7. Select a user type based on your jurisdiction
8. Select a user level
  - Administrator – read and write access to the software with user administration privileges
  - Basic QVF User – read and write access to the software
  - Read-Only Guest – limited access, unable to make changes to data in the software
9. Select a County/Jurisdiction based on your office
10. Click OK



### Deleting Users

Once an administrator has logged into the QVF

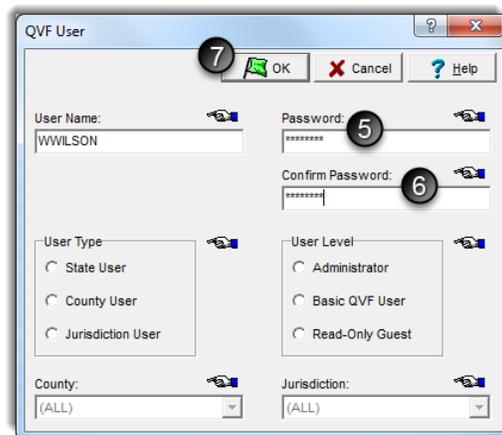
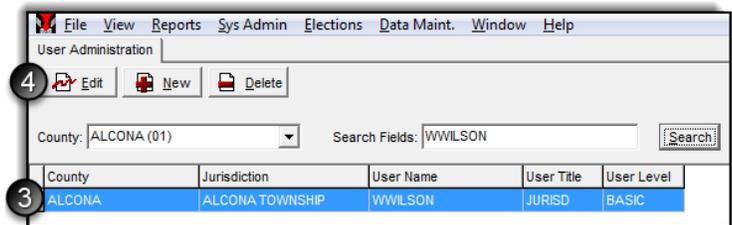
1. Click Sys Admin
2. Select User Administration
3. Select the user from the list of users
4. Click Delete
5. Click Yes



## Changing Another User's Password

If a user has forgotten their password an administrator should log in to QVF and and:

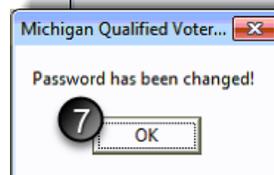
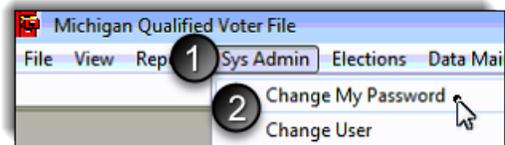
1. Click Sys Admin
2. Select User Administration
3. Select the user from the list of users
4. Click Edit or double-click the username
5. Type a new strong password (see pg. 2, Step 5)
6. Confirm the new password
7. Click OK
8. The user should then log in to QVF and proceed with the steps listed below to change their password so that only they know it.



## Changing Your Password

Once you have logged in to the QVF:

1. Click Sys Admin
2. Select Change My Password
3. Enter the old/current password
4. Enter a new strong password (see pg. 2, Step 5)
5. Verify the new password
6. Click OK
7. Password has been change. Click OK



## Changing Users

The Change User function allows one user to log out, and another to log in without exiting the QVF program.

1. Click Sys Admin
2. Select Change User
3. Another user can enter their own username and password to log in

## User Administration – QVF Lite Sites

Election officials wishing to use the QVF Lite software to manage voter registration and administer elections are required to be trained by the Bureau of Elections QVF Help Desk staff prior to accessing the software. After training, users must sign a user agreement and are then issued a QVF Lite account. QVF Lite accounts are specific to the individual user and are not permitted to be shared.

A QVF Lite account also gives the user access to limited function in the Elections Management Portal (EMP). The password will expire every 3 months and you will be reminded to change your password 2 weeks before it expires. All password changes and resets must be done from the EMP website.

## New Users

New QVF Lite users should first log in to the EMP to authenticate their account and change their password.

1. Enter username
2. Enter password
3. Click Login
4. Select 3 security questions from the drop-down menus and provide your personal answers after each question. Answers are not case sensitive, but spelling and punctuation count
5. Click Update
6. Change your password. Proceed to “Password Changes”, pg. 5 for further instructions

If you ever forget your username, click “Forgot Username?”, select your county and jurisdiction and click Continue to have a list of usernames for the jurisdiction emailed to your Merit Election Email account.

**Elections Management Portal**

1 Username  [Forgot Username?](#)

2 Password  [Forgot Password?](#)

By clicking the LOGIN button you certify that you accept [POLICY 1460.00](#) Issued Date: September 1, 2003.

3

**Elections Management Portal**

Please make sure all 3 of your security questions are answered.

Update Security Questions

Security Question 1	Select...	4
Security Answer 1	<input type="text"/>	
Security Question 2	<input type="text"/>	
Security Answer 2	<input type="text"/>	
Security Question 3	<input type="text"/>	
Security Answer 3	<input type="text"/>	

Select...

- In what city does your nearest sibling live?
- What was your childhood nickname?
- In what city did you meet your spouse/significant other?
- What is the name of your favorite childhood friend?
- What street did you live on in third grade?
- What is your maternal grandmother's maiden name?
- In what city or town was your first job?

**Elections Management Portal**

Update Security Questions

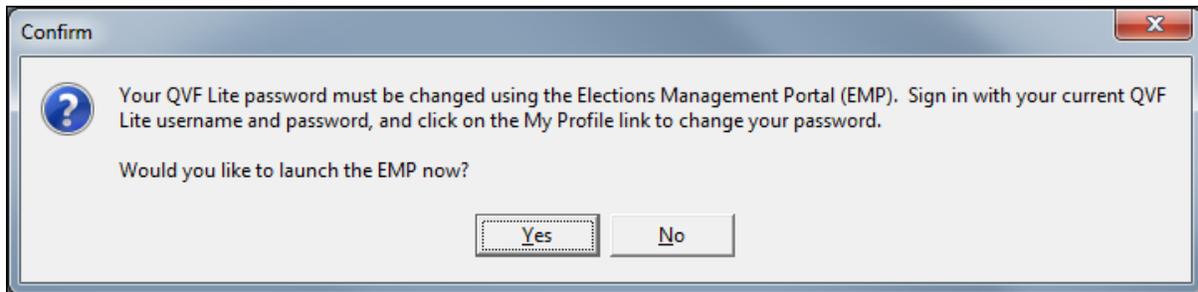
Security Question 1	In what city or town did your mother and father meet?
Security Answer 1	*****
Security Question 2	What was your childhood nickname?
Security Answer 2	*****
Security Question 3	What is the name of the place your wedding reception was held?
Security Answer 3	*****

5

## Password Changes

QVF Lite passwords must be changed every 3 months. You will be notified with a pop-up message in QVF two weeks before your password expires until you successfully change your password.

By clicking the Sys Admin menu and selecting Change My Password, you will be prompted to log in to the EMP to change your password.



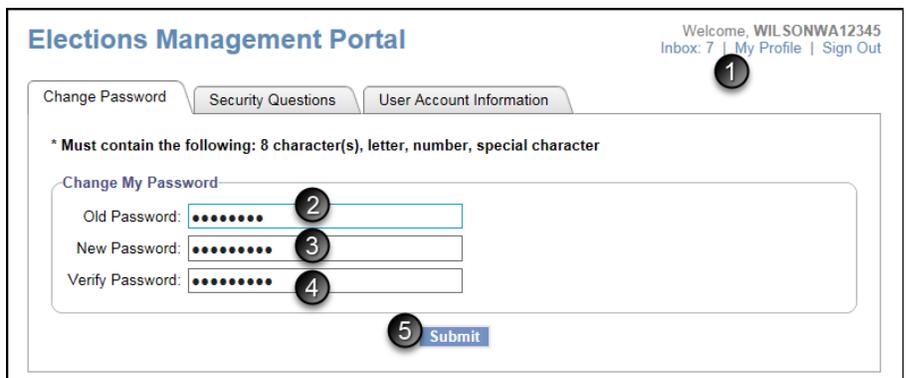
If you need to change your current password, log in to the EMP and then:

1. Click My Profile
2. Enter current password
3. Enter a new strong password

**Note:** strong passwords have at least 8 characters and contain the following elements:

- Letters
- Numbers
- Special characters

4. Enter your new password again to verify
5. Click Submit
6. Confirmation message displays when the password has been successfully changed

A screenshot of the "Elections Management Portal" "Change Password" page. The page has tabs for "Change Password", "Security Questions", and "User Account Information". A welcome message at the top right says "Welcome, WILSONWA12345" with links for "Inbox: 7", "My Profile", and "Sign Out". A note states: "\* Must contain the following: 8 character(s), letter, number, special character". The "Change My Password" section has three password fields: "Old Password", "New Password", and "Verify Password", each with a strength indicator. A "Submit" button is at the bottom right. Numbered callouts 1 through 5 point to the "My Profile" link, the "Old Password" field, the "New Password" field, the "Verify Password" field, and the "Submit" button respectively.

## Elections Management Portal

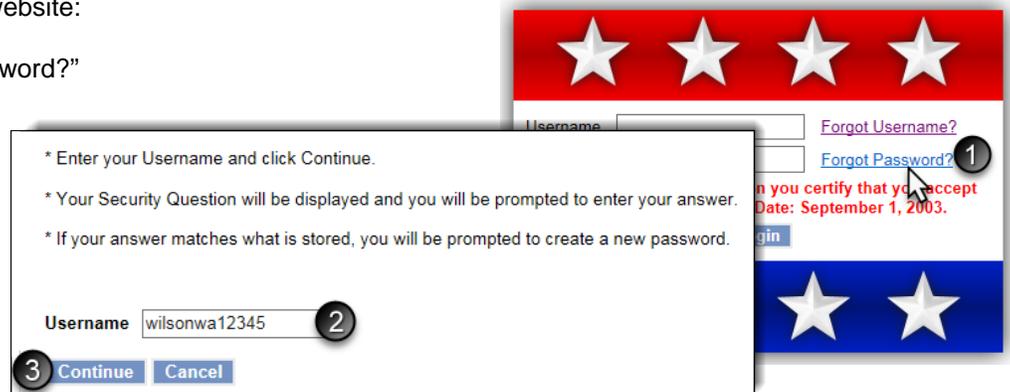
Your password for EMP and QVF Lite has been changed. ✓

Change Password Security Questions User Account Information

## Password Reset/Log In Help

If you ever forget your password or it expires before you are able to change it, go to the EMP website:

1. Click "Forgot Password?"
2. Enter Username
3. Click Continue

A screenshot of the "Elections Management Portal" login page with a "Forgot Password?" link highlighted. A modal dialog box is open over the login form. The dialog box contains instructions: "Enter your Username and click Continue.", "Your Security Question will be displayed and you will be prompted to enter your answer.", and "If your answer matches what is stored, you will be prompted to create a new password." The "Username" field in the dialog contains "wilsonwa12345". There are "Continue" and "Cancel" buttons. Numbered callouts 1 through 3 point to the "Forgot Password?" link, the "Username" field, and the "Continue" button respectively.

4. Answer your security question to authenticate your account
5. Click Continue

**Note:** If your answer matches what is stored, you will be prompted to create a new password. If your answer does not match what is stored, you will be given a chance to answer a second security question. If your second and third answers do not match what is stored, your account will be locked for 30 minutes before you can try again.

6. Enter your new strong password

**Note:** strong passwords have at least 8 characters and contain the following elements:

- Letters
- Numbers
- Special characters

7. Enter your new password again to verify
8. Click Change Password
9. Click Continue

\* Enter the correct answer to the Security Question that is displayed and click Continue.  
\* If your answer matches what is stored, you will be prompted to create a new password.

What is the name of the place your wedding reception was held?

\*\*\*\*\* 4

5 Continue Cancel

\* Enter a new password and click Change Password.  
\* If your password resets you will be automatically logged in.  
\* Must contain the following: 8 character(s), letter, number, special character

New Password: ..... 6

Verify Password: ..... 7

8 Change Password Cancel

Updated X

i Your password for EMP and QVF Lite has been changed.

9 Continue

## Username Retrieval

If you have forgotten your QVF Lite username, go to the EMP website:

1. Click Forgot Username?
2. Select your county
3. Select your jurisdiction
4. Click Continue

A list of usernames for the jurisdiction will be emailed to your Merit Election Email account.

## Elections Management Portal

Username ..... 1 Forgot Username?

Password ..... Forgot Password?

By clicking the LOGIN button you certify that you accept [POLICY 1460.00](#) Issued Date: September 1, 2003.

Login

\*Select your county and jurisdiction from the lists and click Continue.  
\*Your username will then be emailed to your Merit account.

County 2 ALCONA - 01

Jurisdiction 3 ALCONA TOWNSHIP - 01040

4 Continue Cancel