

Refresher IT Handbook

Law School IT Department

CONTENTS:

1. Introduction.....	2
2. Accessing the Student Area of the Law Society Website.....	2
How to log onto the Student Area of the Law Society website:.....	2
I want to change my Law Society Website Password, what do I do?	3
I forget my Law Society Website Password, what do I do?	4
3. Accessing Moodle.....	5
4. How to Setup, reset and unlock YOUR NETWORK PASSWORD online – QUEST PASSWORD MANAGER: 6	
Where do I access Quest Password Manager from?.....	6
How do I setup my Quest Password Manager Q&A Profile?	6
I want to setup my Quest Password Manager Q&A Profile, but I forget my Network Password?.....	10
My password is due to expire, how can I reset it?	11
I forget my Network Password, how do I reset it?	12
My account is locked, what should I do?.....	13
5. Email Access from Home/Office.....	14

Refresher IT Handbook

Don't forget, you have 2 accounts while you are a PPC student:

- 1. Network Password - used for Blackhall terminal access and external email access**
(Expires every 30 days, can be reset using Quest Password Manager)
- 2. Law Society Website Password – used to access the Law Society website, with single-sign-on to Moodle** *(never expires)*

1. Introduction

This is a Refresher Guide to the Student Area of the Law Society Website for PPC students. If you have any queries or special IT needs, please do not hesitate to contact a member of the IT section through the following IT support address: support@propc.ie

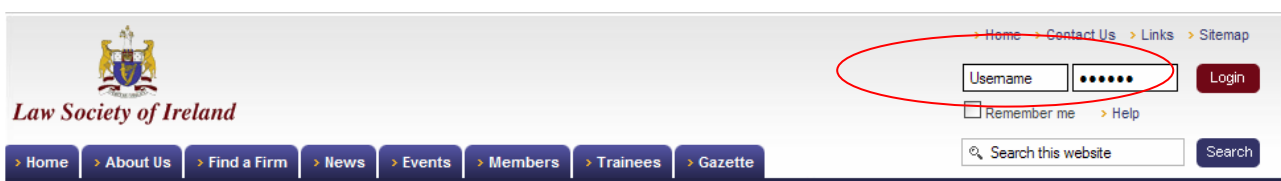
2. Accessing the Student Area of the Law Society Website

As you are aware, the Law Society website www.lawsociety.ie has a student section which is dedicated to trainee solicitors. It is available to you throughout your duration on the PPC courses and has many useful features. The following section of this document will explain how to access the websites' student area and what to do if you encounter difficulties when attempting to log on.

How to log onto the Student Area of the Law Society website:

Firstly you should browse to the Law Society Website www.lawsociety.ie

Click *Login* in the top right hand corner. On the page that follows, enter your *Student Number* and your password. Then click *Login*.



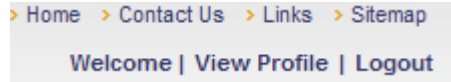
You will then see your name on the top right hand corner of the page.

Remember, your Law Society Website Password never expires (unlike your Network Password which is used to access your remote email, remote connect and your account from the terminals in the college). You can of course change your Law Society Website Password if you like (explained next in this document).

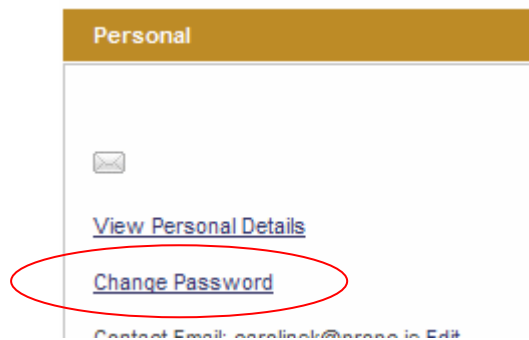
Refresher IT Handbook

I want to change my Law Society Website Password, what do I do?

Once logged into the Law Society Website, click on the *View Profile* link located on the top right hand side of the page.



On the page that follows click the link for *Change Password*.



As per the image below, please enter your current password, then enter a new unique password, confirm and then click *Change*.

Change Password

To change your password, just complete the fields below.

Please note, your new password must be at least 7 characters in length.

Change Password

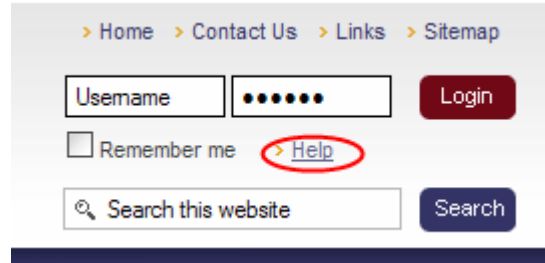
Password	<input type="text"/>
New Password	<input type="text"/>
Confirm Password	<input type="text"/>
<input type="button" value="Change"/>	

This **Law Society Website Password**, unlike your **Network Password** (used to access your remote email, remote connect and your account from the terminals in the college), **will not expire**.

Refresher IT Handbook

I forget my Law Society Website Password, what do I do?

Should you forget your password at any time, click on the *Help* link underneath the logon area on the homepage of the Law Society Website.



Scroll down to the Trainee section on this page. Click on the *request a password* link.

Trainees

The trainee area of the website includes access to moodle. Login with your student id number and password. If you have forgotten your password, you can [request a password](#).

Please note that your password will be sent to your [trainee email account](#). If you cannot login to your email, you can [reset your email password here](#).

Enter your *student number* and click *Reset*

Your **Law Society Website Password** will be then reset and emailed to your Blackhall Email account, accessed through Outlook on your Citrix Desktop (when in the college) and through the following web address when accessing remotely <http://mail.propc.ie>

If you are having trouble accessing your Blackhall Email account, please reset/unlock your own Blackhall Email account by using the steps outlined in the *Quest Password Manager* section of this document.

Refresher IT Handbook

3. Accessing Moodle

Once you are logged into the Law Society website you can then click *Enter* below the icon for Moodle on the right hand side of the page.



On the page that follows, please click on the link *Trainee Moodle* for direct access to Moodle.

Moodle

The Moodle solution has been developed to offer students a 'per-subject' page where course related material is disseminated. The utility afforded students information on each subject as well as ancillary services offered by the Law School e.g. booking a prison tour online.

Access Moodle

- > Follow this link to access [Trainee Moodle](#).

You will then see the homepage of Moodle. You are automatically signed into Moodle once you are able to log onto the Law Society website. All courses are listed on the homepage. Select your area to gain access to your course materials. Also note the homepage *Latest News* section for up to date news on conferences etc.

4. How to Setup, reset and unlock YOUR NETWORK PASSWORD online – QUEST PASSWORD MANAGER:

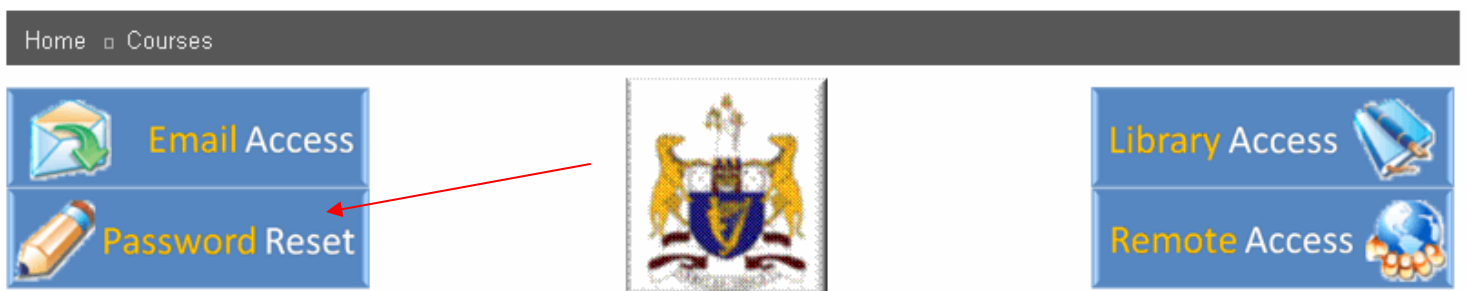
Should you forget your **Network Password** (used to access your remote email, remote connect and your account from the terminals in the college) at any time or lock your account (enter your Network Password incorrectly three times), students can now reset and unlock their Network Passwords from any computer terminal in the college, home or office where there is Internet access.

Quest Password Manager provides 24x7x365 access to the Self-Service site, allowing you to easily and securely manage your password.

REMEMBER THE FORMAT OF YOUR NETWORK PASSWORD MUST BE AT LEAST 6 CHARACTERS LONG AND MUST BE ALPHANUMERIC

Where do I access Quest Password Manager from?

- 1. In the college:** To access Quest Manager from the terminals in the college, please click on the link *Forgot my Password* located in the bottom right hand corner on the logon screen (before you log onto the network).
- 2. From home/office:** If you have access to Moodle (through the Law Society Website) click on the link *Password Reset* as per the image below to access Quest Password Manager.



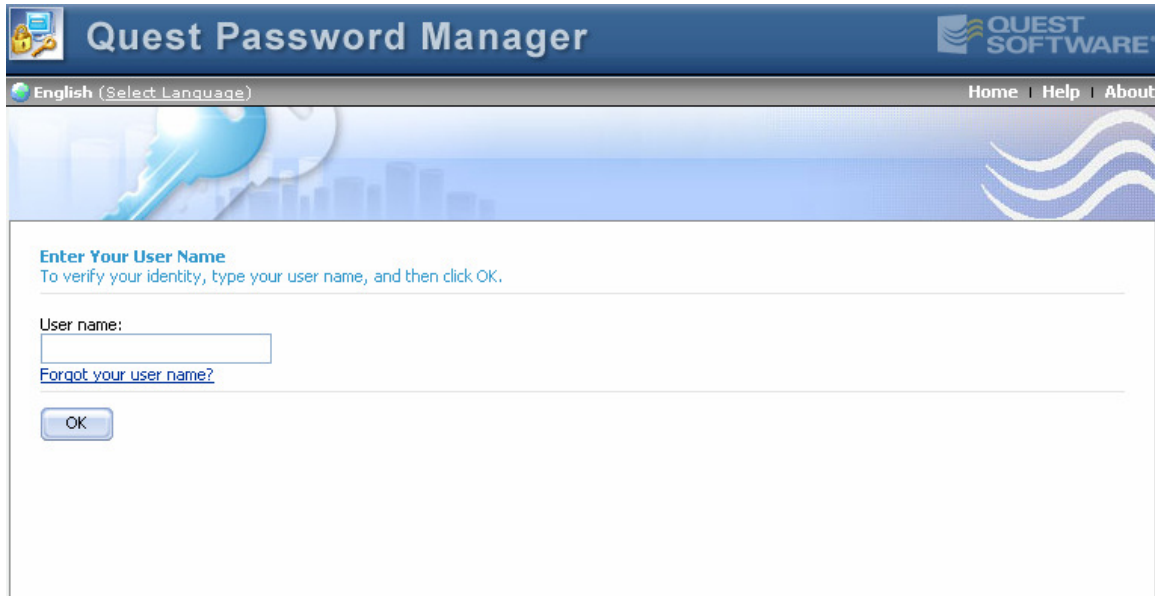
- 3. If you cannot access Moodle because you forgot your Law Society Website password, then browse to the following link: <https://quest.propc.ie/QPM/User/Identification/>.**

How do I setup my Quest Password Manager Q&A Profile?

Enter the information as prompted below:

- Enter your *Student Number* as the User name.
- Then click *OK*.

Refresher IT Handbook



Quest Password Manager

English (Select Language) Home | Help | About

Enter Your User Name
To verify your identity, type your user name, and then click OK.

User name:

[Forgot your user name?](#)

OK

THIS PART MUST BE COMPLETED BY FIRST TIME USERS:

To setup your account you must create your personal *Questions and Answers Profile*. Questions and Answers profile (Q&A profile) is a series of questions that are presented to you later when you wish to reset your forgotten password or unlock your account.

To create or update your Q&A profile, you must provide your answers to the questions, while ensuring that nobody knows the correct answers but you.

To create or update your personal Questions and Answers Profile please follow these steps:

1. Click on the **My Questions and Answers Profile** box



Quest Password Manager

English (Select Language) Home | Help | About

Welcome, A3000 - Test User. If you are not A3000 - Test User, [click here](#).
Register with Password Manager by creating your Questions and Answers profile and use the tools below to manage your passwords and unlock your account.

My Questions and Answers Profile
Configure your personal Questions and Answers profile that will allow you to reset your forgotten password or unlock your account in the future.

I Have a Passcode
If you have not registered with Password Manager and forgot your password, click here to create your Questions and Answers profile using your passcode.

Refresher IT Handbook

2. On the “**Enter Your Password**” page, type in your current Network Password in the **Password** text box and then click **Next**

My Questions and Answers Profile (pquest2)

Enter Your Password
To begin the registration process or update your personal Questions and Answers profile, enter your password.

Steps to complete:
1. Authentication
2. Q&A profile

User name:
pquest2
[If you are not pquest2, click here.](#)

Password:
●●●●●●●●●●

To continue, click Next.

Next

3. On the “**Configure Your Questions and Answers Profile**” page, do the following:
 - **Make sure you untick “Hide my answers for security purposes”.** This way you will be able to see what answers you are entering. See image below:

Refresher IT Handbook

Steps to complete:

1. Authentication
2. Q&A profile

Configure Your Questions and Answers Profile
Provide answers to these questions and make sure you remember your answers, because the questions will be used later to allow you to reset your forgotten password and unlock your account.

Language of questions and answers: English

Hide my answers for security purposes.

Mandatory question:
What is your Mother's maiden name?
Answer:
answer1

Mandatory question:
What was your first school?
Answer:
answer2

Mandatory question:
What is the colour of your eyes?
Answer:
answer3

To continue, click Finish.


Finish

4. When you have provided your answers to all the questions on this page, click **Finish**

Note:

The answers are not case sensitive

You will then get confirmation that you have successfully setup your Questions & Answers profile.

 **You have successfully configured your personal Questions and Answers profile.**
Make sure you remember your answers.
To continue, click one of the links below.

- [Go to home page](#)
- [Close this window](#)

Refresher IT Handbook

I want to setup my Quest Password Manager Q&A Profile, but I forget my Network Password?

If you have forgotten your **Network Password** and are not registered with Quest Password Manager, you must obtain a temporary **Passcode** from the help desk at the Law School before you can create your Questions and Answers profile. Please contact the IT Helpdesk by email at support@propc.ie. Once a **Passcode** is sent to you, it will expire if not used within 60 minutes.

- Connect to Quest Password Manager using the procedures as previously outlined
- On the **Enter Your User Name** page, type in your *student number*, and then click **OK**
- On the **Welcome** page, click **I Have a Passcode**
- On the **Enter Passcode** page, type in your temporary Passcode, and then click **Next**.
If you do not yet have a passcode, you can obtain it from the help desk
- Then follow the steps as outlined above to configure your Q&A profile

Refresher IT Handbook

My password is due to expire, how can I reset it?

You can reset your password by using the Quest Manager Password Self-service site.

- Connect to Quest Password Manager using the procedures as previously outlined
- On the **Enter Your User Name** page, type in your *student number*, and then click **OK**

Welcome, pguest2. If you are not pguest2, [click here](#).

Register with Password Manager by creating your Questions and Answers profile and use the tools below to manage your passwords and unlock your account.

The screenshot displays a grid of six interactive boxes for password management:

- Forgot My Password:** Set your new password by answering a series of private questions. (Icon: key and question mark)
- Manage My Passwords:** If you know your current password, you can securely change all your passwords. (Icon: key and refresh arrow)
- My Questions and Answers Profile:** Configure your personal Questions and Answers profile that will allow you to reset your forgotten password or unlock your account in the future. (Icon: person)
- My Alerts:** Select events that you want to be notified about, such as when your password was changed or your account was locked. (Icon: envelope)
- I Have a Passcode:** If you have not registered with Password Manager and forgot your password, click here to create your Questions and Answers profile using your passcode. (Icon: card with '0123')

A red arrow points from the 'My Alerts' box up to the 'Manage My Passwords' box.

- On the **Quest Manager welcome** page, click the **Manage My Password** box
- Enter your current password, click **Next**
- On the screen that follows, enter a new password (alphanumeric and at least 6 characters in length)

Enter New Password

Your new password must comply with the password policy.

New password:

Confirm new password:

Refresher IT Handbook

- You will then receive confirmation that your password was successfully changed

I forgot my Network Password, how do I reset it?

- Connect to Quest Password Manager using the procedures as previously outlined
- On the **Enter Your User Name** page, type in your *student number*, and then click **OK**

Welcome, pguest2. If you are not pguest2, [click here](#).

Register with Password Manager by creating your Questions and Answers profile and use the tools below to manage your passwords and unlock your account.

The screenshot displays five menu items in a grid layout:

- Forgot My Password**: Set your new password by answering a series of private questions. (Icon: key and flower)
- Manage My Passwords**: If you know your current password, you can securely change all your passwords. (Icon: key and green arrow)
- My Questions and Answers Profile**: Configure your personal Questions and Answers profile that will allow you to reset your forgotten password or unlock your account in the future. (Icon: person)
- My Alerts**: Select events that you want to be notified about, such as when your password was changed or your account was locked. (Icon: envelope)
- I Have a Passcode**: If you have not registered with Password Manager and forgot your password, click here to create your Questions and Answers profile using your passcode. (Icon: card with '0123')

A red arrow points from the 'My Alerts' box to the 'Forgot My Password' box.

- On the **Answer the Questions** page, type the correct answers to the displayed questions, and then click **Next**
On this page, you must provide the answers, which you have specified in your personal Questions and Answers profile.
*Untick **Hide my answers for security purposes** check box to see what you are typing in.*
- Then, on the **Enter New Password** page, do the following, and then click **Finish**:
 - Type your new password in the **Password** text box (alphanumeric and at least 6 characters in length)
 - Re-type the password in the **Confirm new password** text box

Note:

The current Security Policy defines the number of attempts to provide the correct answers. If you exceed the allowed number of attempts, you will see an error message describing the problem.

Refresher IT Handbook

My account is locked, what should I do?

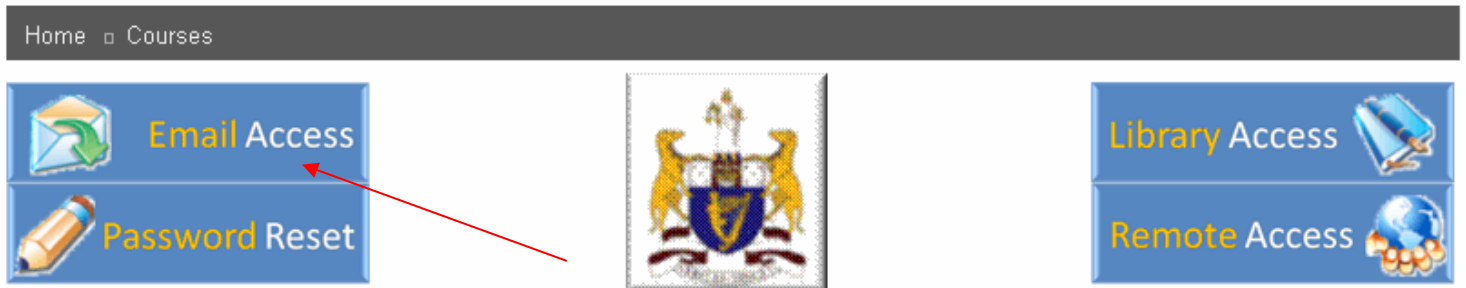
If you enter your password incorrectly 3 times, your account is automatically locked. Quest Manager Password Self-service site allows you to unlock your account online.

- Connect to Quest Password Manager using the procedures as previously outlined
- On the **Enter Your User Name** page, type in your *student number*, and then click **OK**
- Click **Unlock My Account**
- On the **Answer the Questions** page, type the correct answers to the displayed questions.
On this page, you must provide the answers, which you have specified in your personal Questions and Answers profile.
*Untick **Hide my answers for security purposes** check box to see what you are typing in.*
- Click **Finish**

5. Email Access from Home/Office

Students, please note that your Blackhall Email Account will remain open for you the duration of the PPC course.

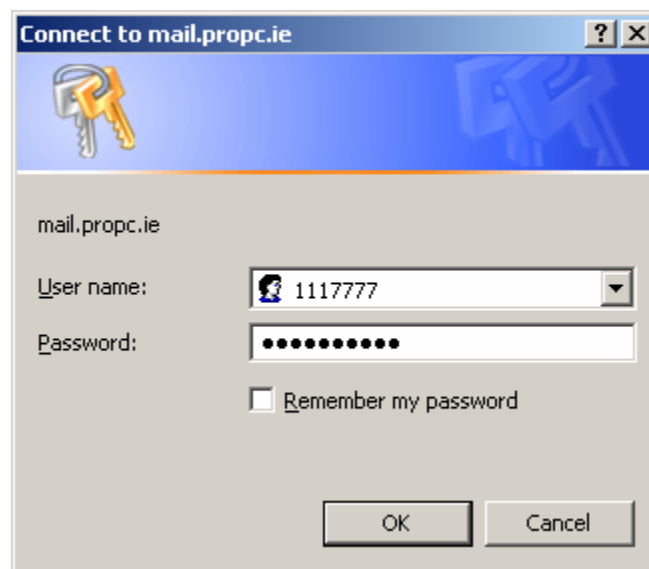
To access you email from the home or office please click on the link provided on the homepage of Moodle.



If you cannot get access to the Law Society Website, then use the following address for email access:

<http://mail.propc.ie>

A dialog box will then appear prompting you to enter your Username and Password.



Your **User name** is your student number.

The **Password** is your *Network Password*, used to access your remote email, remote connect and your account from the terminals in the college

If you are accessing your email from an Internet Café, ensure you **do not** tick the '**Remember My Password**' check box as others will be then be able to access your email account.

Refresher IT Handbook

When your password has been verified with our server, you will be granted access to a ‘drilled-down’ version (Outlook Web Access OWA) of Outlook.

If you need your password reset, changed or unlocked please follow the steps outlined above for *Quest Password Manager* in **Section 3**.

If you experience difficulty, email the IT Team from a personal email account, at the following email address, stating your problem, your student number and a contact phone/mobile number:
support@propc.ie

Please also note that firewalls in some offices may prohibit your access to your email account. In this circumstance, you will need to contact the IT Department within your firm.