

QVF Refresh User Password Guide

QVF Refresh accounts are granted only after an individual has received the appropriate software training from the Bureau of Elections and submitted a QVF Refresh User Agreement. Users must not share their username or password. When logging into QVF Refresh, verify that you are using the correct username by referring to the original email that was sent to you after you received training. If you are unsure of your username, please email the QVF Help Desk at QVFHelpDesk@michigan.gov for assistance.

The Help Desk does not know your password, and all password resets should be done through the self-service, "Forgot password?" link on the login page which is discussed later in this guide.

Password Requirements

Passwords must contain 8-26 characters and meet 3 of the 4 following criteria:

- Lowercase letters
- Numbers (0-9)
- Uppercase letters
- Special characters

When choosing a password, you may not repeat any of your 10 previous passwords. Passwords expire after 90 days and you will be prompted to create a new password once it expires.

Reset Your Password

If you have forgotten your password or need to make a new one for any reason, proceed with the following steps.

To change your password:

1. On the QVF Refresh website, enter your QVF Refresh username
2. Click "Forgot Password?"

A new temporary password will be sent to the email address on file for that username.

Once you have received the email with a temporary password, return to the QVF Refresh website to enter your username and the new temporary password.

Note: It may be most helpful to copy/paste the temporary password from the email into the password field. To copy/paste, highlight the password, right-click with your mouse, left-click Copy. Then, right-click with your mouse in the Password field and left-click Paste.

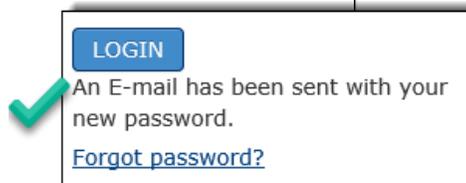
3. Enter username and new temporary password
4. Click Login

1 SMPLNAME

PASSWORD

LOGIN

2 [Forgot password?](#)



3 SMPLNAME

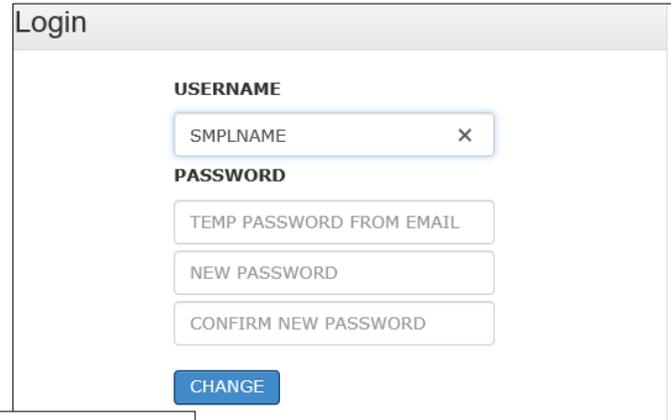
PASSWORD

enter most recent temporary password

4 LOGIN

You will then be prompted to create a new strong password by completing the following steps:

5. Re-enter the temporary password
6. Enter a new strong password
7. Re-enter the new strong password
8. Click Change



From QVF Administrator:

Please do not respond to this email. This email is to inform you that your QVF Refresh account has been given the following temporary password:

Ssueaux6

All passwords are case sensitive and temporary. Upon logging in, you will be required to change your password. Passwords must contain 8-26 characters and contain at least 3 of the following 4 items:

- Lowercase letters
- Uppercase letters
- Numbers (0-9)
- Special characters

When choosing a password, you may not use any of your 10 previous passwords. If you experience any issues when resetting your password, please contact the [QVF Help Desk](#) at 800.310.5697.

Account Locked

After 3 incorrect password entries, your account will be locked for 15 minutes before you can click the link to reset the password or try again. The Help Desk *cannot* unlock your account any sooner.

