



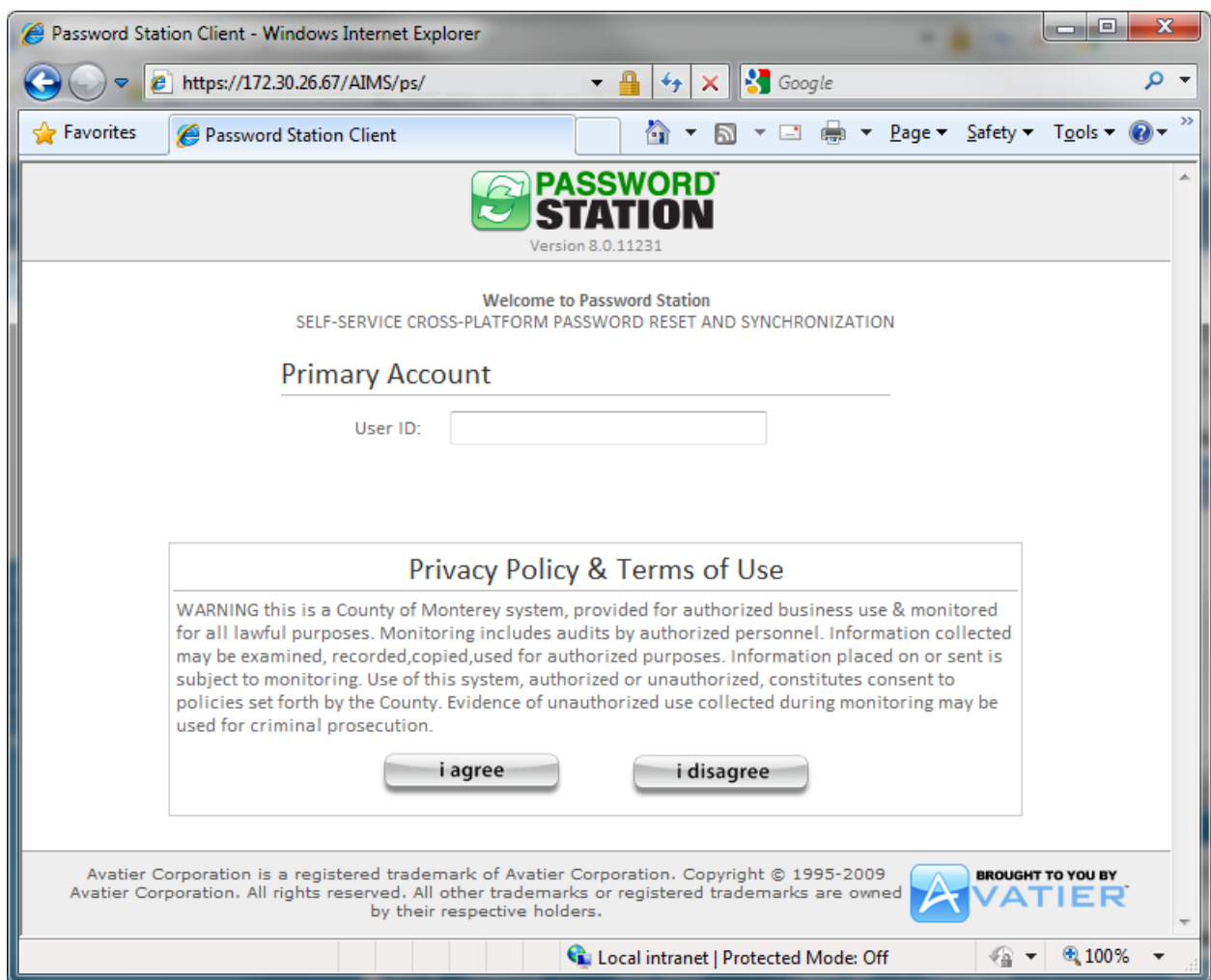
Monterey County IT Service Desk

Password Station VPN User Guide

Password Station is a web-based, self-service program that allows a user to reset their County of Monterey password without having to contact the IT Service Desk. Password Station protects a user's account by having the user verify their identity through the use of Identity Challenge Questions, the answers for which are determined by the user during the enrollment process. **Please note: All users must enroll before they can use the Password Station self-service functionality.**

Password Station Access

- 1) Establish a VPN connection to the County of Monterey network.
- 2) Open your web browser and type the following URL into the address bar and hit enter. <https://172.30.26.67/AIMS/ps/>.
- 3) You should now be at the Password Station website.






(Additional instructions on next page →)



Monterey County IT Service Desk








Password Station VPN User Guide

Password Station Enrollment

- 1) Input your user name in the User ID: field and click on 
- 2) When prompted, enter your user account password and click on 
- 3) You will then be prompted to answer three Identity Challenge Questions.
 - a. Choose questions that only you will know the answer to, and that will be hard for someone else to guess.
 - b. Never share your questions OR answers with anyone!
- 4) Once you've answered the questions, click 
- 5) You are now enrolled in Password Station!

Reset your Password in Password Station

****This only works if you have ALREADY enrolled****

- 1) From the main Password Station web page, enter your user name in the User ID: field and click on 
- 2) You will be presented with three buttons. Click on **Forgot Password** 
 - a. If you know your password, you can also change your password at this screen by clicking on **Change Password** 
 - b. You can also change your enrollment questions and/or answers from this screen by clicking on **Enrollment** 
- 3) Password Station will ask you if you know your current password. If you have forgotten it, click on 
- 4) You will be prompted with each of your Identity Challenge Questions. Answer each of them correctly and hit 
- 5) You will then be prompted to type in your new password, and then a second time to confirm it. Click 
- 6) A new page will come up that should show a successful password change for your account. You may now use this new password to log in.