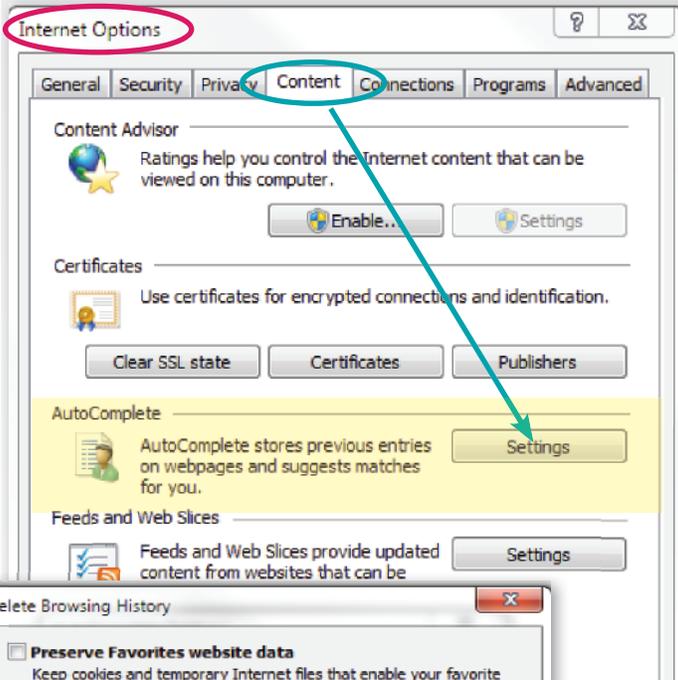
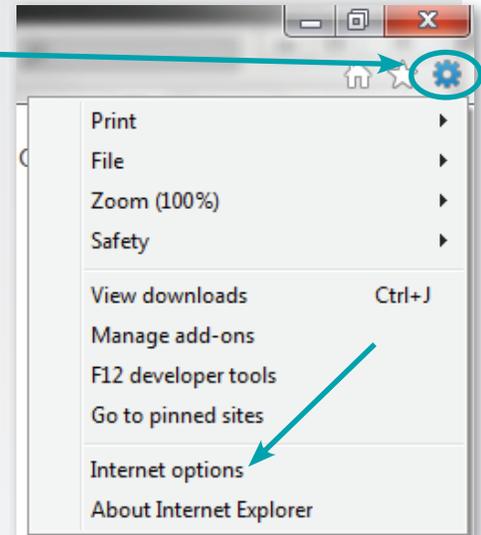


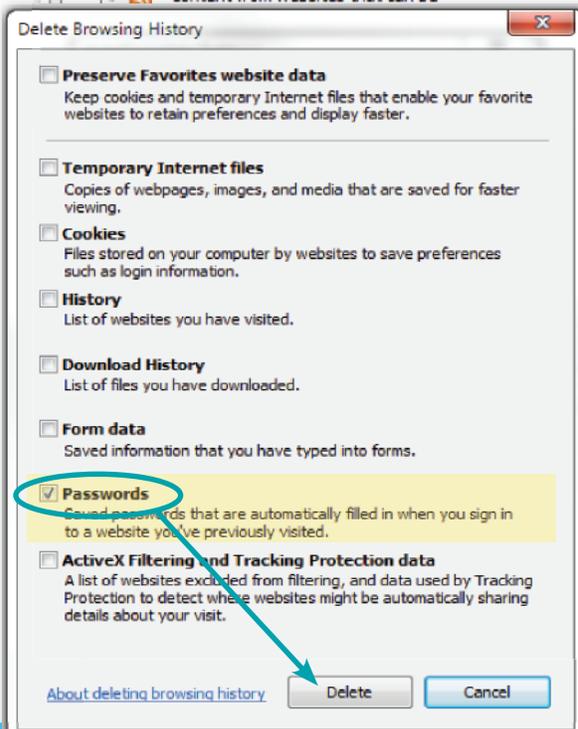
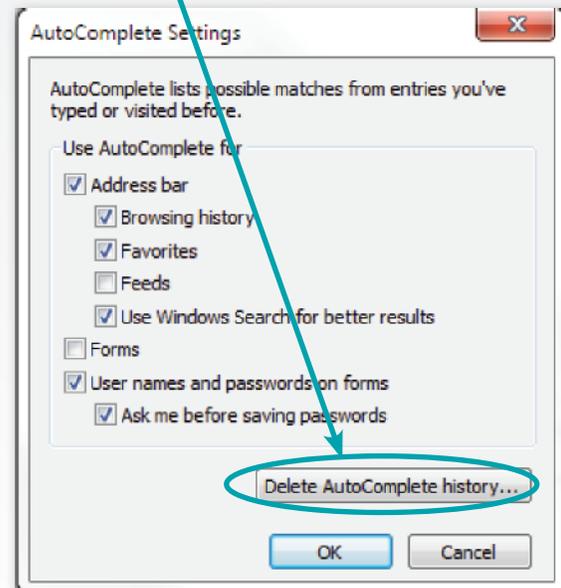
The QHN platform allows for great flexibility in the usage of the system. The ability to use various Internet browsers is one of these features however, if you allow your browser to save your password or use “AutoComplete” this may complicate the process to reset your system password.

Internet Explorer

- In IE version 9 and above click on the “gear”  in the upper right-hand corner. Click on **Internet Options**. Then select the **Content** tab. The location of **Internet Options** in older versions of IE is inconsistent.



- Click on Settings, the below window will open. Click on **Delete AutoComplete history**.



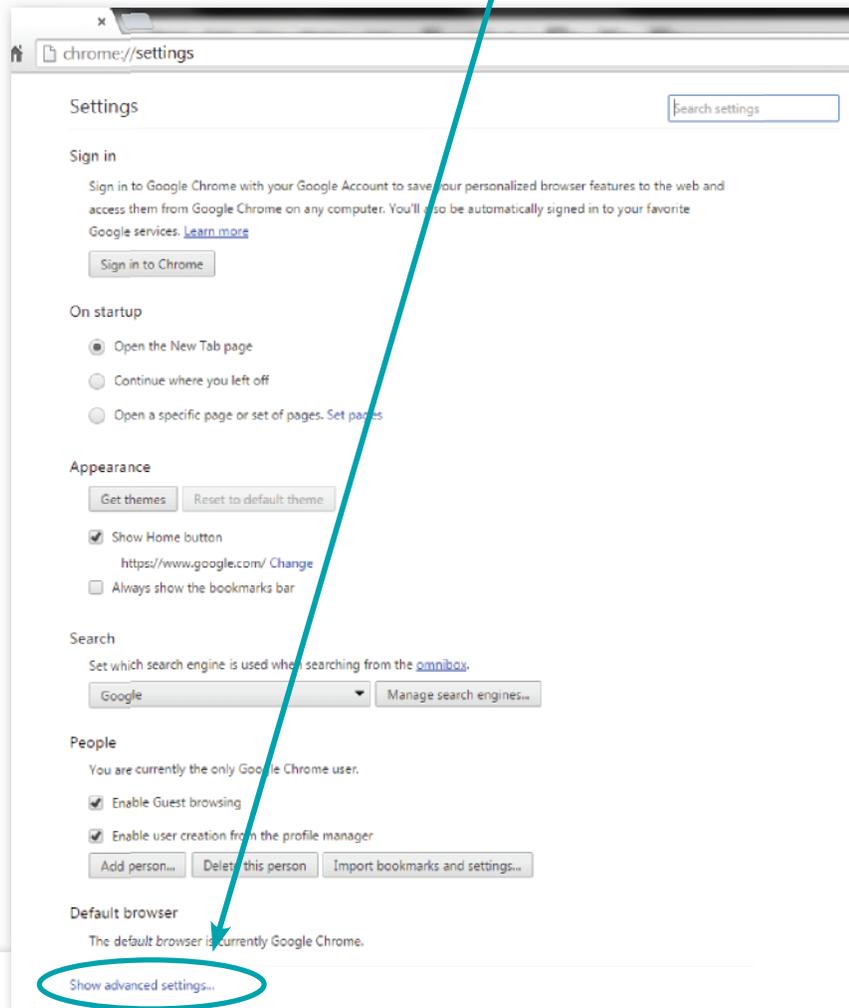
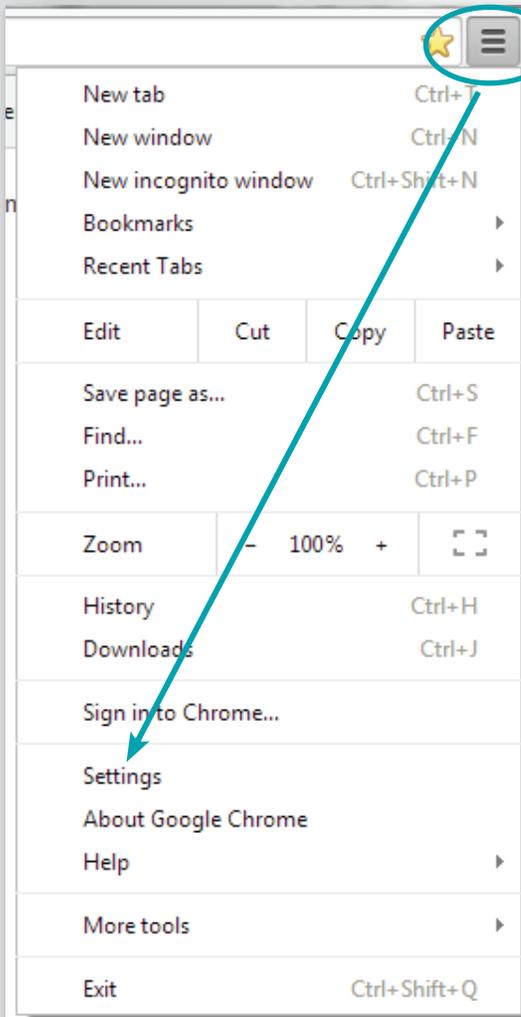
- Select **Passwords** check-box only and click delete. **PLEASE NOTE: There is no option to delete passwords for individual websites this option deletes all saved passwords.**
- You are now able to enter your new passwords for all websites that apply.
- Once Password is changed do not select save password when promoted by your browser to avoid this complication in the future.

Managing Browser Saved Passwords



Google Chrome

- Click on the “Menu” icon  in the upper right-hand corner.
- Click on Settings, the below screen will open.
- Click on **Show advance settings**.



- Once you click on **Show advance settings** the window will expand and show the below section, click on **Manage passwords**.

Passwords and forms

- Enable Autofill to fill out web forms in a single click. [Manage Autofill settings](#)
- Offer to save your web passwords. [Manage passwords](#)

- In the saved passwords area, click on the website you want to manage and delete the saved password by clicking on the **X**.
- Now you are able to enter your User name and a new password on the QHN website.

