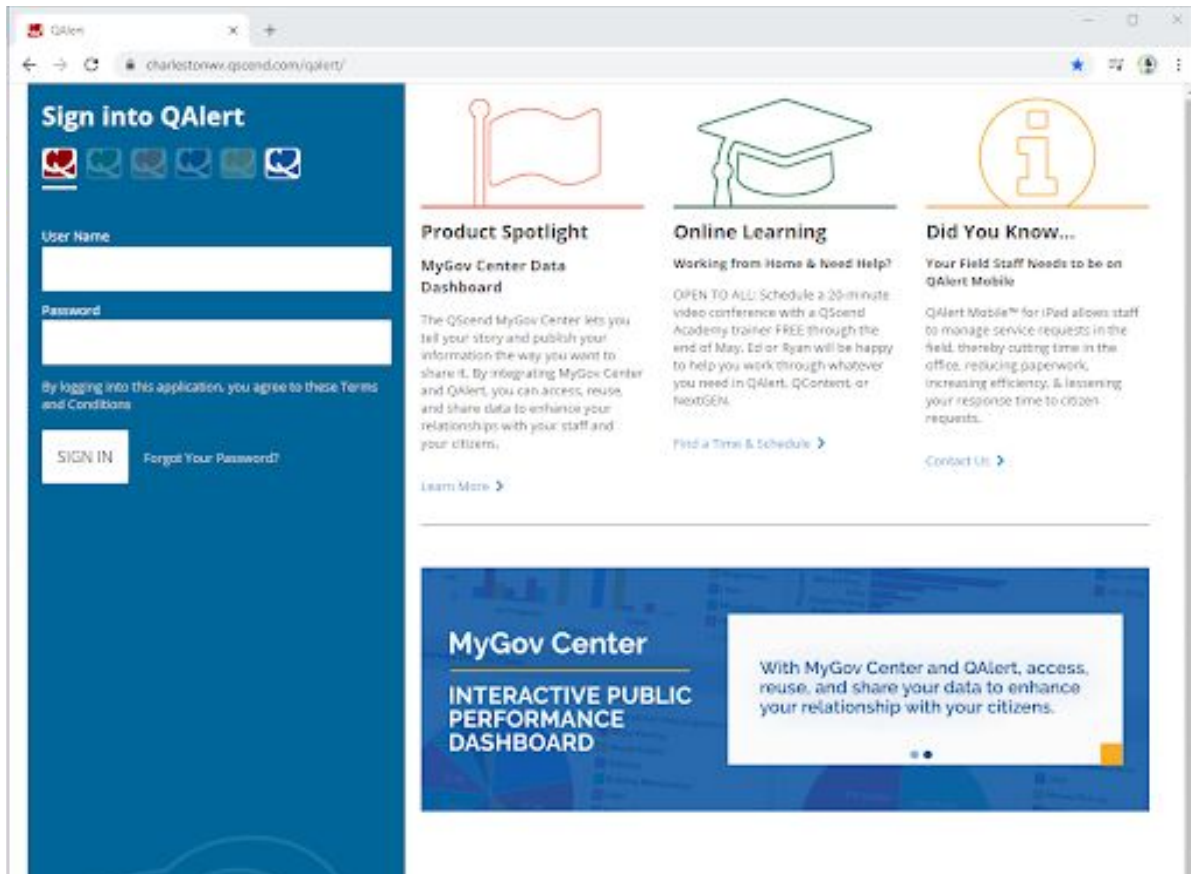
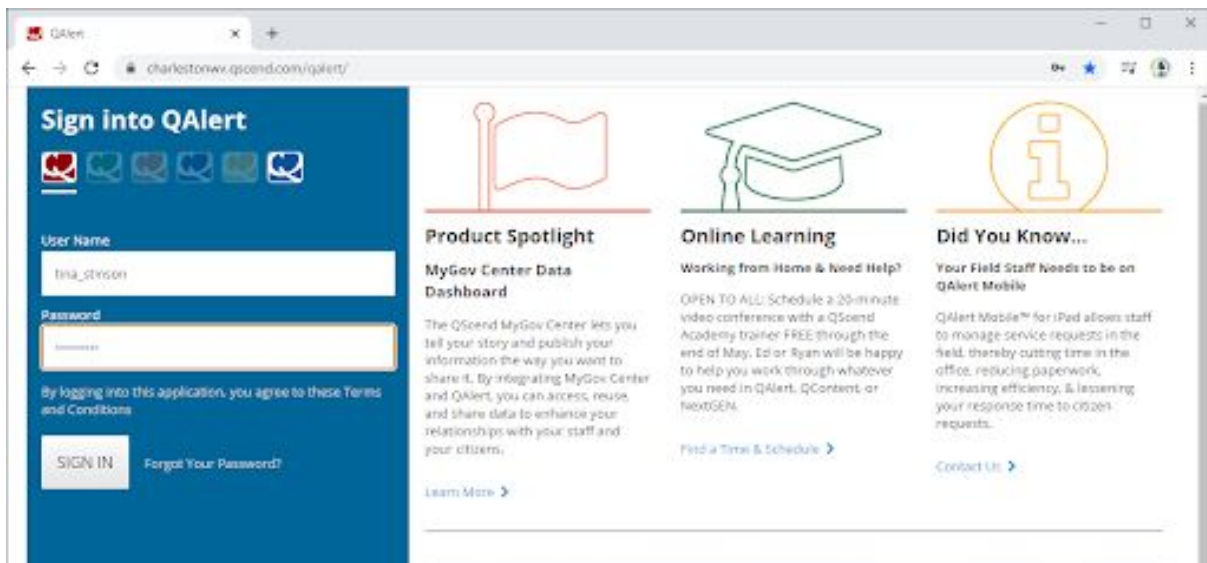


1. Go to: <https://charlestonwv.qscend.com/qalert/>. While you are here, bookmark this page.



2. Enter your User Name and Password, then click SIGN IN.



3. Upon signing in, you should see a view similar to below. Your view will be dependent upon the type of QAlert access you are assigned.

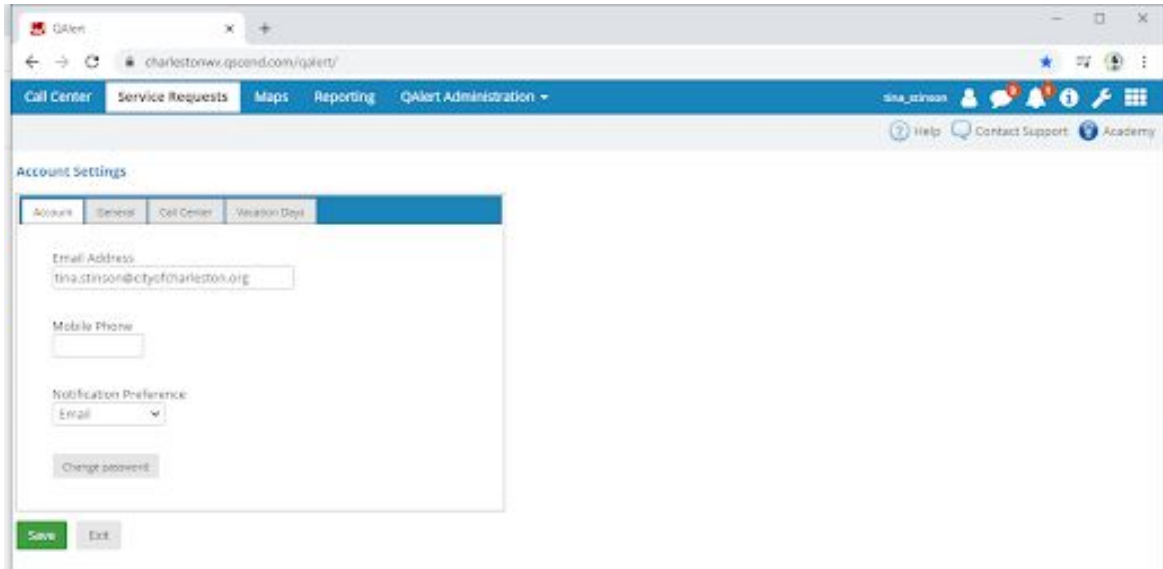
The screenshot shows the QAlert web application interface. At the top, there is a navigation bar with tabs for 'Call Center', 'Service Requests', 'Maps', 'Reporting', and 'QAlert Administration'. Below the navigation bar, there are icons for 'Add', 'Edit', 'Delete', and 'Print'. The main content area is divided into two columns. The left column contains a sidebar with 'Views' and 'Request Types' sections. The right column contains a search bar and a table of service requests.

ID	Request Type	Address
11415	Mayor's Office	Charleston
14223	Mayor's Office	Charleston
13788	Mayor's Office	40 Pinnacle Dr Charleston
10718	Mayor's Office	647 Maple Rd Charleston
12541	Mayor's Office	6508 MacConde Ave SE Charleston
12027	Mayor's Office	Charleston
17837	311 Helpdesk-City Employees	Charleston
17104	Mayor's Office	11214 Zabel Dr

4. At the top of the screen in the **blue** navigation bar, click on the person icon (between your user name and the quote bubble icon). When you do so, it will open up a box that says Settings and Log out. Click Settings.

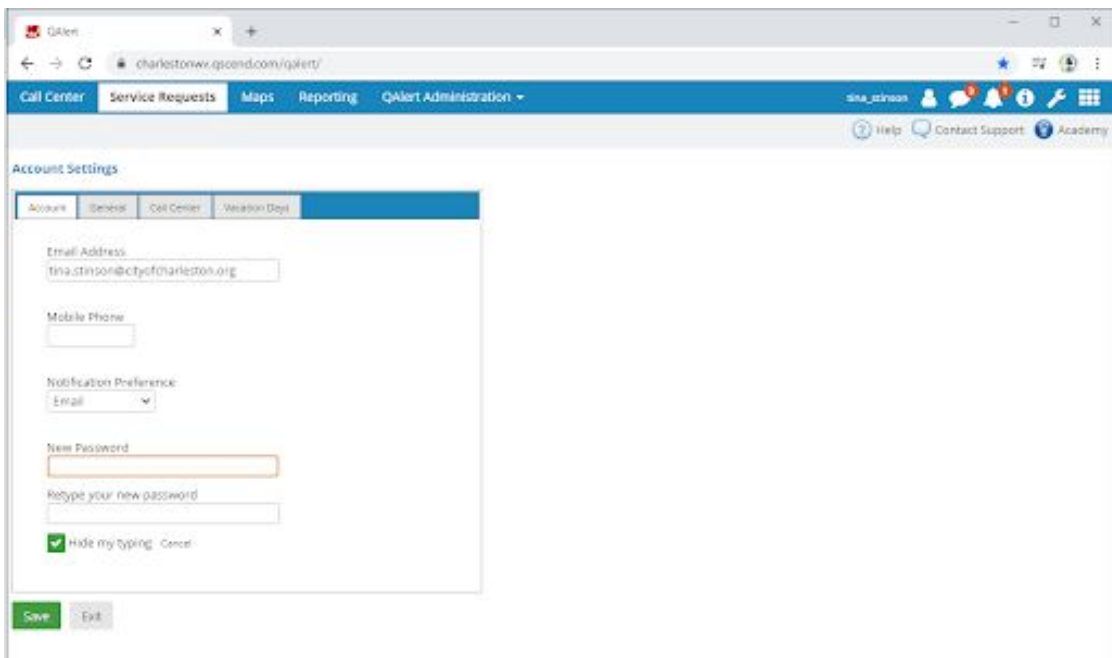
The screenshot shows the QAlert web application interface with the user profile menu open. The navigation bar is the same as in the previous screenshot. The user profile menu is located in the top right corner and contains options for 'Settings', 'Log Out', 'Ticket Support', and 'Academy'. The main content area is the same as in the previous screenshot.

5. When you click Settings you will see the following screen. Click on the grey box at the bottom that says “Change password”.



The screenshot shows a web browser window with the URL charlestonww.qpsend.com/qalert/. The navigation bar includes 'Call Center', 'Service Requests', 'Maps', 'Reporting', and 'QAlert Administration'. The user is logged in as 'tina_stinson'. The 'Account Settings' page has tabs for 'Account', 'General', 'Call Center', and 'Vacation Days'. The 'Account' tab is active, showing the following fields: 'Email Address' (tina.stinson@cityofcharleston.org), 'Mobile Phone', 'Notification Preference' (Email), and a 'Change password' button. At the bottom left are 'Save' and 'Exit' buttons.

6. When you click “Change password” you will be directed to this screen. Enter your new password, retype your new password and click the green Save button. Upon completion of this step, you will be directed back to the Service Requests tab (see screenshot in Step 3).



The screenshot shows the same 'Account Settings' page, but now with 'New Password' and 'Retype your new password' fields. A 'Hide my typing' checkbox is checked. The 'Save' button is highlighted in green. The 'Change password' button is no longer visible.