


Web-Reset

User Guide

	Webreset.xit.imshealth.com – User guide	Version 1.2	1/12
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Revisions

Date	Revision	Object		
		Rédaction	Validation	Approbation
2023-02-24	1.2	Minors corrections (logos, url...)		
2017-11-22	1.1	IQVIA Branding		
		IQVIA		
2017/01/09	1.0	Creation of document		
		QuintilesImS		

Documents de référence

	Titre / Révision / Date	Origine	Projet

1 INTRODUCTION

<https://webreset.xit.imshealth.com/> is a service for IQVIA's customers; it allows them to reset their password.

Before performing any password reset, the user must save his email, professional or personal.

If a user performs a password reset, he will receive an email containing a link to reset the password.

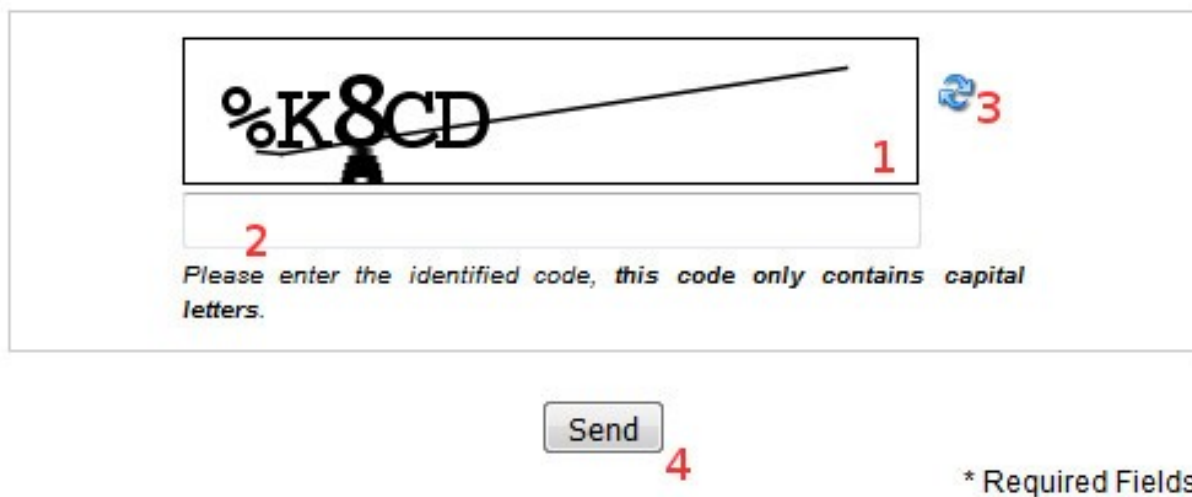
A password reset with this service will also unlock the account.

2 CAPTCHA USAGE

2.1 What is Captcha ?

A **CAPTCHA** or **Captcha** (Completely Automated Public Turing test to tell Computers and Humans Apart) is a type of challenge-response test used to ensure that the response is not generated by a computer. The process usually involves one computer (a server) asking a user to complete a simple test which the computer is able to generate and evaluate.

2.2 Usage






1. Words to identify
2. The input zone to enter their letters
3. A refresh button, apply if Captcha is unreadable
4. The button to submit your letters

3 INFORMATION EDITION AND CONSULTATION

3.1 Step 1 – Connection on the portal

To change your E-mail address, it is necessary to connect to the portal. Once connected, you will be able to change your E-mail address, your password, and know when your password has been changed for the last time.


Connect to password management application | Language :  

Authentication Reset

[Home](#) >> Connect to password management application

Connect to password management application

Login *
jdupond or julie.dupond@iqvia.com

1

Password *

2
?

[Forgot your password?](#)

93WJ8

3

*Please enter the identified code, **this code only contains capital letters.***

4

* Required Fields

IQVIA undertakes to comply with the Act n°78-17 of 6 January 1978 on Data Processing, Data Files and Individual Liberties, as amended by the Act of 6 August 2004. All fields of this questionnaire are mandatory to be filled in. Your answers will allow us to check your identity. They are intended for IQVIA, its affiliate companies and partners. You may ask at any time to have access to personal data we hold on you, to have it modified or suppressed. Please write to eu.dpo@iqvia.com or to IQVIA, Tour D2, 17 bis place des Reflets, TSA 64567, 92099 La Défense CEDEX, France


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1. Your username (Ex : cclient\julie ou julie)
2. Your password
3. The captcha you have read
4. The submit button

3.2 Step 2 – Information consultation and modification

Your are now connected to <https://webreset.xit.imshealth.com> :

Logout [rrobez] | User profile | Language : 

1

Authentication Reset

[Home](#) >> [User profile](#)


User profile

If the "New password" and "Confirm password" fields are empty when sending the form, only the e-mail adress will be changed.

Login
You cannot change your username with this application.

2

New password
Please type a password different from 5 previous, minimum 8 characters, containing 3 type of characters between uppercase, lowercase, digit, Non-alphabetic characters.

3 

Confirm password
Please type your password again

4

Password last set
This gives you the date your password was last set at.

1 days ago - Thursday 23 February 2023 -- 02:11:06 (Eastern Standard Time) **5**

Email Address * Your E-mail has been changed.
This email address will be used to send you a link if you have lost your password.

6

7

* Required Fields

1. This link allows you to logout of the portal when you want
2. Your username, you cannot modify this field
3. If you wish to change your password, please fill this field
4. You have to fill this field
5. The password information
6. You can also change your E-mail address by modifying this field
7. Submit the form



If you don't want to change your password, just let the fields « New password » and « Confirm password » empty.

3.3 Step 3 – E-mail modification

Logout [rrobez] | User profile | Language :

Authentication Reset

[Home](#) >> [User profile](#)

User profile

If the "New password" and "Confirm password" fields are empty when sending the form, only the e-mail adress will be changed.

Login
You cannot change your username with this application.

New password
Please type a password different from 5 previous, minimum 8 characters, containg 3 type of characters between uppercase, lowercase, digit, Non-alphabetic characters.

Confirm password
Please type your password again

Password last set
This gives your the date your password was last set at.

1 days ago - Thursday 23 February 2023 -- 02:11:06 (Eastern Standard Time)

Email Address * Your E-mail has been changed. 1
This email address will be used to send you a link if you have lost your password.




* Required Fields

1. If you change your E-mail address, a little box will be displayed to inform you that the field has been changed.

4 PASSWORD RESET

4.1 Step 1 – Password reset request

To ask a password reset request you have to complete the following form


Connect to password management application | Language :  

Authentication Reset

Home

Reset your password


This portal is designed for IQVIA Customers, it allows them to reset their password.
Please fill the following form, an email will be send to you to help you to reset your password.

Login *
jdupond or julie.dupond@iqvia.com

1

Email Address *

2



3

Please enter the identified code, **this code only contains capital letters.**

4

* Required Fields

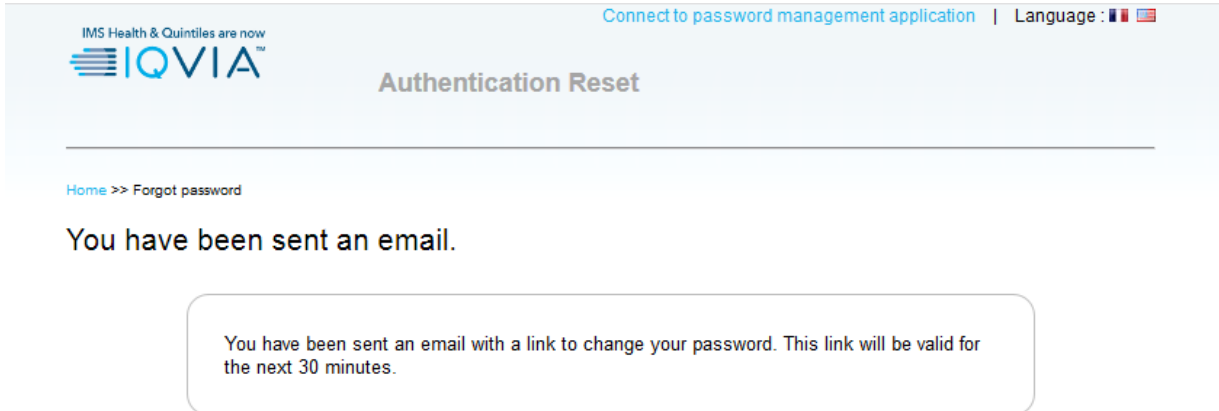
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You may ask at any time to have access to personal data we hold on you, to have it modified or suppressed. Please write to eu.dpo@iqvia.com or to IQVIA, Tour D2, 17 bis place des Reflets, TSA 64567, 92099 La Défense CEDEX, France

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1. Your username (Ex : cclient\julie ou julie)
2. Your E-mail address
3. The captcha challenge
4. Submit the form

4.2 Step 2 Confirmation page

After the form is submitted, the following page will be displayed.




This page informs you that a link has been sent to your mailbox, this link contains a form allowing you to set a new password.


The link looks like :

<https://webreset.xit.imshealth.com/web-reset-war/reinitialisationmdp?key=julie,1288976982908,371AF1357DD1DF6E5B22BF816144F6951967F3D5>

4.3 Step 3 Reset


The reset form:

Connect to password management application | Language : 

 **Authentication Reset**

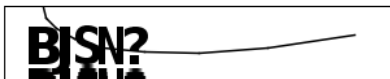
[Home](#) >> [Forgot password](#)

Reset your password

 ?

New password

Confirm password



Please enter the identified code, **this code only contains capital letters.**

4


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You may ask at any time to have access to personal data we hold on you, to have it modified or suppressed. Please write to eu.dpo@iqvia.com or to IQVIA, Tour D2, 17 bis place des Reflets, TSA 64567, 92099 La Défense CEDEX, France

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1. New password value
2. Confirm new password value
3. The captcha challenge
4. Submit the form

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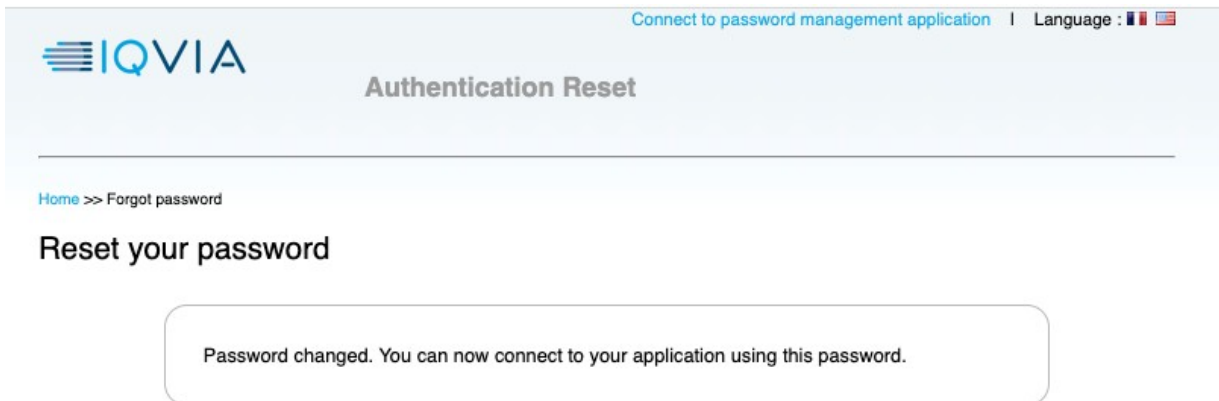
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4.4 Step 4 Your password has been successfully reset

The following message tells you that the password reset process has been successfully accomplished. You can now connect to your session with the new password you have just set.




The screenshot shows the IQVIA Authentication Reset page. At the top right, there is a link "Connect to password management application" and a language selector "Language : [FR] [US]". The IQVIA logo is on the left, and the title "Authentication Reset" is centered. Below the title, there is a breadcrumb "Home >> Forgot password". The main heading is "Reset your password". A rounded rectangular box contains the message: "Password changed. You can now connect to your application using this password."

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