Signing on to Quest

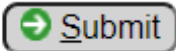Central Time Zone: https://tn.gawquest.com/equest/quest
Eastern Time Zone: https://tne.gawquest.com/equest/quest

Quest Sign On
Please enter your sign on information
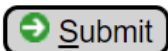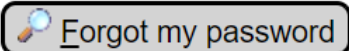
Demo Environment   **Live Environment**

Jurisdiction: *	weakleydemo
User ID: *	kartho
Password: *	demo

Submit

Jurisdiction: *	weakley
User ID: *	kartho
Password: *	

Submit   Forgot my password

Every county has a demo environment that is used to customize and train new employees. This environment will always be available to you.

Jurisdiction:	The name of the county you are logging into. **This is not case sensitive**.
User ID:	Counties may have different formats for their user ID but each person who logs into Quest must have a unique User ID set up for them. **This is not case sensitive.**
Password:	This is your unique password. The first time you log into Quest, the password is your User ID in ALL CAPS, so in the example above, KARTHO. You will be forced to change your password. You should have a strong password that will have to be changed periodically. At a minimum every 90 days. **This is case sensitive**.

Click the **Submit** button to Sign on.

Changing your Password

If you are forced to change your password, you will automatically be taken to your PERSON DETAIL screen, to the password section.

Your password must be a strong password that meets the following criteria:

- Minimum of 8 characters
- At least 1 alphabetical letter (a-z)
- At least 1 numerical character (0-9)
- At least 1 special character (!, @, #, $, %, ^, or *)
- Your password must be changed every 90 days.

Type a new password, hit the **TAB** button on your keyboard, then type the password again.

Click on the **Update** button to save your changes. In the top left-hand corner, it must say: Updates completed successfully. If there is an error message it will inform you in red. For example: Passwords don't match, please try again.

Once you have successfully changed your password, you must sign off and sign back in with your new password.

When the computer asks if you'd like to store your password, always click NEVER FOR THIS SITE. Storing your password will cause problems. When it asks if you'd like to receive notifications from this site, say yes.

You can change your password at any time by doing a name search on your name and scrolling down to the password section.

Forgot My Password

If you add your email to your Person Detail screen you will also receive an email notifying you about your password expiring. If you forget your password and your email is on your person in Quest, you can use the **Forgot my password** button. It will email you a one-time password so you can log in and change your password.

Signing off Quest

Menu | Sign Off

If you don't interact with the system within 1 hour, you will be logged out. You interact with the system by clicking on one of the buttons across the bottom or using the Menu.

If there is writing on your screen and you have not clicked UPDATE to save that information, it will be lost. Until you click the UPDATE button, you have not sent the information to the server located in Indianapolis, IN.

Your county has a certain number of licenses available, probably fewer than there are actual people, so if you're going to be away from your desk, you must **SIGN OFF** Quest.

Do NOT click the X to close the browser. That will not release your license and sign you off Quest. .

Menu | Sign off is the appropriate way to close out of Quest.

If you have questions, contact the support desk: support@gawquest.com