As long as the user is enrolled in the Self Service these steps will work to reset KMG Passwords.

Go to  https://password.kmgprestige.com

Select the Prestige Password Self Service

Select Reset Password

If you have not previously Enrolled it will state that with an Error at the top - Please contact help desk.
Enter username and select next

Reset Password

If you have lost or forgotten your password, use this wizard to reset it to a new one.

Please enter your username

User Name: firstname.lastname

Answer security questions and select next

Reset Password

Question: What month were you born?
Answer:

Question: What are the last four digits of your telephone number?
Answer:
Choose a new password and confirm
Type in the security code and select reset.