

# Password Reset

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**Description:** In this topic, the user will learn how to reset their password.

\*Please note: If the user is unable to verify the security question or SSN (social security number) and DOB (date of birth), contact a supervisor or employer for assistance. They will send a reset password email that will allow the user to reset the security question.

**Role Required:** Employee (base user)

**Permission Required:** N/A

1. The DCI Portal provides a forgot password function on the login page
  - a. Web portal - Click the **Forgot your password?** blue hyperlink on the login page
  - b. Mobile app - Click the **Forgot Password?** blue hyperlink on the login page
2. Enter your email address and click **Send Reset Email**
3. Locate the email sent by [support@dcisoftware.com](mailto:support@dcisoftware.com) to reset the password
  - a. Check spam if the email is not received in the inbox
4. Click the **Reset Password** link in the email
  - a. This link will only be active for a specific amount of time (typically 24 hours) determined by the organization
    - i. If the link is inactive, it will alert with "Invalid Token. Please contact your DCI administrator." Select the **Resend the email** button and proceed back to **step 3**.
5. The email will open the Security Verification webpage. The user will have the choice to verify one of two options:
  - a. The Security question
    - i. Case sensitive and must be entered exactly as when created
  - b. SSN (social security number) and DOB (date of birth)
6. Click **Verify**
7. The Reset Password page will open. Enter a new password into the two fields, **Please enter password** and **Please confirm password**.
  - a. Password Criteria
    - i. Must be at least 10 characters
    - ii. Must contain 1 uppercase letter, lowercase letters, numbers, and special characters.
    - iii. Must not contain more than two repeated characters in a row
    - iv. The password should be different from the 3 previous passwords
    - v. Password should not contain the user's account name or parts of the user's full name that exceed two consecutive characters
8. Click **Reset**
9. The user password is now reset and active

## Related articles

- [Logging into the Web Portal](#)
- [What are the password requirements in DCI?](#)
- [Change Password](#)
- [Authentication Guide](#)
- [Password Reset](#)