Password Reset

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 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