## **Profile Activation**

**Description:** In this topic, the user will learn how to activate their DCI user profile.

Role Required: Employee (base user)

Permission Required: N/A

- 1. When the user's DCI account is created, the DCI system generates and sends an email to the user.
- 2. The user locates the email sent by the system to activate their profile. The sender email will be support@dcisoftware.com.
  - a. Check spam if the email is not received
- 3. Select the Activate Your Profile button in the email
  - a. Please note: The Active Your Profile or Reset Password button link will only be active for a specific amount of time determined by the organization (typically 24 hours)
  - b. After clicking the Activate Your Profile button in the email, if the link is inactive, an alert will appear stating "Invalid Token. Please contact your DCI administrator." Select the **Resend the email** button and proceed back to **step 2**.
- 4. The Authenticate Password page will open. Enter the temporary password and click the Authenticate button.
  - a. The temporary password should be communicated to the user based on organizational procedures
- 5. The Update Password page will open. Enter a new password, confirm it, and select the Update Password button.
  - a. Password Criteria
    - i. Must be at least 10 characters
    - ii. Must contain one uppercase letter, lowercase letter, number, and special character.
    - iii. Must not contain more than two repeated characters in a row
    - iv. The password should be different from the three previous passwords
- 6. An alert box will appear. Select Yes to confirm and update the password.
- 7. The DCI profile login page will open. Enter the login credentials (username and password) and click the Sign In button.
- The update security details page will open. The user will be prompted to select a Security Question and type a Security Answer. Click the Save button.
  - a. The security question and answer will be used as a verification option if the user selects the Forgot Password link to reset their password
  - b. Security questions are case sensitive
- 9. The user is now logged into their DCI profile

## Related articles

- Caregiver Ratings Client
- Unlock an Employee or Client Profile
- How do I view my profile details?
- How do I get an email address for my user profile?
- Change Email Address