

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.
8. 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](#)