

What do I do if my profile activation or password reset email is expired?

When the user's DCI account is created or the password is reset, the DCI system will generate an email for the user to activate their profile or reset their password. This system-generated email is only active for a specific amount of time (typically 24 hours) determined by the security policies of the user's organization.

1. Locate the email sent by support@dcisoftware.com
 - a. Check spam if the email is not in the inbox
2. Select the **Activate Your Profile** or **Reset Password** button in the email
 - a. Please note: The Activate Your Profile or Reset Password button link will only be active for a specific amount of time (typically 24 hours) determined by the security policies of the user's organization
3. After clicking the Activate Your Profile or Reset Password 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 1**.
4. Complete the steps to activate the profile or reset the password by following the system prompts OR
5. View the article Password Reset or Profile Activation for full, step-by-step processes.

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](#)