Change Login Information - Video

Description: In this topic, the user will learn how to change a password, pin, security question, email address, and username.

*Please note: A pin is a four digit number that can be used to log in to DCI from a mobile device

Role Required: Employee (base user)

Permission Required: N/A

- Change Password
- Change Pin
- Change Security Question
- Change Email Address
- Change Username

Related articles

Change Password

- 1. Log in to the DCI web portal
- 2. Click the username in the upper right-hand corner of the page which is indicated with a person icon
- 3. Click Settings on the drop-down menu
- 4. Click Change Password on the submenu
- 5. Enter the current password
- 6. Enter the new password
 - a. The password must be at least eight characters and contain three of the following: lowercase letter, uppercase letter, number, special character. Passwords may not contain three consecutive letters of the username.
- 7. Enter the new password again to confirm
- 8. Click the blue Change Password button
- 9. Click Yes to confirm
- 10. A green alert message appears briefly that reads Password Changed Successfully!

Change Pin

- 1. Log in to the DCI web portal
- 2. Click the username in the upper right-hand corner of the page which is indicated with a person icon
- 3. Click Settings on the drop-down menu
- 4. Click Change PIN or on the submenu
- 5. Enter the password on the Verify Password screen and click Verify
- 6. The change PIN screen will open. Enter the new 4-digit PIN and confirm.
- 7. Click Change PIN and Yes to confirm
- 8. A green alert message appears briefly that reads Pin Changed Successfully!

Change Security Question

- 1. Log in to the DCI web portal
- 2. Click the **username** in the upper right-hand corner of the page which is indicated with a person icon
- 3. Click **Settings** on the drop-down menu
- 4. Click Change Security Question on the submenu
- 5. Enter the password and click Verify
- 6. Select a question from the drop-down menu
- 7. Enter the security answer in the Answer field. This field is case-sensitive.
- 8. Click **Submit** and **Yes** to confirm
- 9. A green alert message appears briefly that reads Security Question Changed Successfully!

Change Email Address

- 1. Log in to the DCI web portal
- 2. Click the username in the upper right-hand corner of the page which is indicated with a person icon
- 3. Click **Settings** on the drop-down menu
- 4. Click Change Email on the submenu
- 5. Current email address is visible
- 6. Enter and confirm the new email address
- 7. Select Change Email to save the new email address
- 8. Verification Code field appears
- An email has now been sent to the new email address. Open to retrieve the verification code and enter this in the Verification Code field in DCI.
- 10. Click Change Email and Yes to confirm
- 11. A green alert message appears briefly that reads Email Changed Successfully!

Change Username

1. Log in to the DCI web portal

- 2. Click the **username** in the upper right-hand corner of the page which is indicated with a person icon
- 3. Click **Settings** on the drop-down menu
- 4. Click Change Username on the submenu
- 5. Current username is visible
- 6. Enter the new username
- 7. Click **Change Username** and **Yes** to confirm
- 8. A green alert message appears briefly that reads Username Change Successfully!

Click the video below to launch the video player in a new tab.



Updating Your Login Information











Related articles

- What are the password requirements in DCI?
- Change Password
- Authentication Guide
- Password Reset
- Mobile App Logging into the Mobile App