# 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
9. 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.



## Related articles

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