Authentication Guide

Description: In this guide, the user will learn about the different authentication methods and how to update authentication information.

Roles Required: Employee (base user)

Permissions Required: N/A

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Change Password

1. Log in to personal profile
2. Click **Settings** (person icon next to the username in the upper right corner of the main menu)
3. Click **Settings** on the drop-down menu
4. Click **Change Password** on the submenu
5. Enter **Current Password**
6. Enter **New Password** according to the following password criteria
   a. Must be at least 10 characters
   b. Must contain 1 uppercase letter, lowercase letters, numbers, and special characters.
   c. Must not contain more than two repeated characters in a row
   d. The password should be different from the 3 previous passwords
   e. Password should not contain the user's account name or parts of the user's full name that exceed two consecutive characters
7. Enter **New Password** again in Confirm Password field
8. Click blue **Change Password** button to complete the change
9. Click **Yes** to confirmation alert window
10. The password has been changed when the Password Changed Successfully message is displayed on a green bar

Forgot Password

1. There is a **Forgot your password** link on the login page
   a. Web portal - Click the blue **Forgot your password?** hyperlink on the login page
   b. Mobile app - Click the blue **Forgot Password?** hyperlink on the login page
2. Enter the **email address** and click **Send Reset Email**
3. Locate the email sent by the system (support@dcisoftware.com) to reset the password
   a. Check spam if the email is not received in the inbox
4. Click the blue **Reset Password** button in the email
   a. Please note: The Reset Password link will only be active for a specific amount of time determined by the organization (typically 24 hours)
      i. After clicking the Reset Password button in the email, if the link is inactive, an alert will appear "Invalid Token. Please contact your DCI administrator to resend the link or select the **Resend the email** button and proceed back to step 3.
   b. The Reset Password button will open the Security Verification page. The user will have the choice to verify either:

        i. The security question (security questions are case sensitive and must be entered exactly as when created) OR
        ii. SSN (social security number) and DOB (date of birth)
        iii. If unable to verify the security question or SSN and DOB, reach out to a supervisor or employer for assistance who can send a reset password email that will allow the user to reset the security question.
    c. Click the blue **Verify** button
    d. The Reset Password page will open. Enter the new password into fields **Please enter password** and **Please confirm password**.
        i. Hover over the **i** icon (help text) to display organizational password criteria
    e. Click the blue **Reset** button

Add/Change PIN

A PIN may be assigned by the organization when a user account is created. Employee PINs can be used to log in to the mobile app and to clock in and out of the phone EVV system. Client PINs can be used to log into the mobile app or verify historical entries for phone EVV.

1. Log in to personal profile
2. Click **Settings** (person icon next to the username in the upper right corner of the main menu)
3. Click **Settings** on the drop-down menu
4. On the submenu click either:
    a. **Add PIN** if a PIN is not established in the system
        i. Once established, the **Add PIN** tab changes to **Change PIN**
    b. **Change PIN** to change the established PIN
5. Enter the password on the Verify Password page and click the blue **Verify** button
6. Enter PIN
    a. For **New PIN**
        i. Enter a 4-digit PIN
        ii. Confirm 4-digit PIN
    b. To **Change PIN**
        i. Enter new 4-digit PIN
        ii. Confirm new 4-digit PIN
7. Click the blue **Change Pin** button and then **Yes** on the alert pop-up box to confirm
8. The PIN has been added or changed when the Pin Changed Successfully message is displayed on a green bar

Change Security Question

Security questions are used when resetting a password or for other authentication details. Please be sure to select memorable questions and answers.

1. Log in to personal profile
2. Click **Settings** (person icon next to the username in the upper right corner of the main menu)
3. Click **Settings** on the drop-down menu
4. Click **Change Security Question** on the submenu
5. Enter the password on the Verify Password page and click the blue **Verify** button
6. **Select a security question** from the drop-down list or select custom question to create a unique security question
7. Enter the **Answer**
    a. The answer cannot match the username or password
    b. If the answer is on the commonly used password list, an alert will appear in red stating “The answer you provided was found on a commonly used password list and could be easily guessed. Consider using a different word or phrase.”
        i. To continue with the answer, click the checkbox for Use this answer anyway.
    c. Click **Submit** to save the security question
8. The security question has been changed when the Security Question Changed Successfully message is displayed on a green bar

Change Email

Changing an email address requires a verification step for the new email by receiving and entering a verification code sent to the new email.

1. Log in to personal profile
2. Click **Settings** (person icon next to the username in the upper right corner of the main menu)
3. Click **Settings** on the drop-down menu
4. Click **Change Email** on the submenu
5. Current email address is populated
6. Enter new email address
7. Confirm new email address
8. Click the blue **Change Email** button to save the new email
    a. Verification code field appears
9. Change Email cannot be selected until the verification code has been entered
    a. The verification code is sent via a system-generated email
    b. Copy the verification code from the email
    c. Return to DCI and either paste or type the code into the Verification Code field
10. Click the blue **Change Email** button and then **Yes** on the alert pop-up box to confirm
11. The email has been changed when the Email Changed Successfully message is displayed on a green bar
12. If the User Changed Email message template is enabled, the system sends a notification via the DCI messaging module, and depending on settings, via email to the new email address and via SMS text if the user has a verified mobile number.

Add/Change & Verify Mobile

Users must verify their mobile to be able to receive SMS text notifications. If the mobile is not verified, the notifications will be sent to the email and are available to view in the DCI messaging center. User can add or change their mobile number prior to verifying it. Additionally, after a user verifies their mobile number, the Verify Mobile submenu tab will update to Change Mobile, allowing users to users to update their own mobile number as needed.

Add/Change Mobile Number

1. Log in to DCI
2. Click the **username**in the upper right-hand corner of the page which is indicated with a person icon
3. Select**Settings** on the drop-down menu
4. Click **Verify Mobile** on the submenu
    a. If the mobile number has already been verified, a green bar will briefly appear with the alert, **Your Mobile Number is already Verified**an d the Mobile field will be grayed out (unable to be edited).
5. **Enter (or change) the mobile number**
6. Clickthe blue **Send Verification Code** button
7. A green banner stating "Your Verification Code is sent. Please check your registered Mobile Number" will appear.
8. The userwill receive a verification code via SMS text message. Enter the verification code into the **Verification Code** field.
9. Clickthe blue **Verify Mobile** button
10. A green banner stating "Your Mobile Number is Verified" will appear briefly

The mobile number is now verified and will receive SMS text message notifications

Verify Mobile Number

1. Log in to DCI
2. Click the **username**in the upper right-hand corner of the page which is indicated with a person icon
3. Select**Settings** on the drop-down menu
4. Click **Change Mobile Number**on the submenu
5. Enter the new mobile number in the New Mobile field
6. Click the blue **Update Mobile Number**button
7. Agreen banner stating "Your Mobile Number is updated. Please verify mobile number" will appear
8. Clickthe blue **Send Verification Code** button
9. A green banner stating "Your Verification Code is sent. Please check your registered Mobile Number" will appear.
10. The userwill receive a verification code viaSMS text message. Enter the verification code into the **Verification Code** field.
11. Clickthe blue**Verify Mobile** button
12. A green banner stating "Your Mobile Number is Verified" will appear briefly

The mobile number is now verified and will receive SMS text message notifications

Change Username

1. Log in to personal profile
2. Click **Settings** (person icon next to the username in the upper right corner of the main menu)
3. Click **Settings** on the drop-down menu
4. Click **Change Username** on the submenu
5. Current username is visible
6. Enter New Username
7. Click the blue **Change Username** button and then **Yes** on the alert pop-up box to confirm
8. The username has been changed when the Username Changed Successfully message is displayed on a green bar

Related articles

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