

# User Guide – Change Password

Please refer to this section only if a DODD Portal systems user has received an email stating that their password will expire and needs to be reset. If the user has received an email stating that their password will expire and needs to be reset but does not know their existing password, please continue with this document. If the DODD Portal systems user has not received this email but does not know their existing password, please refer to the Change Password document.

A DODD Portal systems user will be required to reset their password every 90 days. On the 89<sup>th</sup> day, the user will receive an email to inform them that their password will expire and must be reset. To reset their password, the user will need to log onto the DODD Portal.

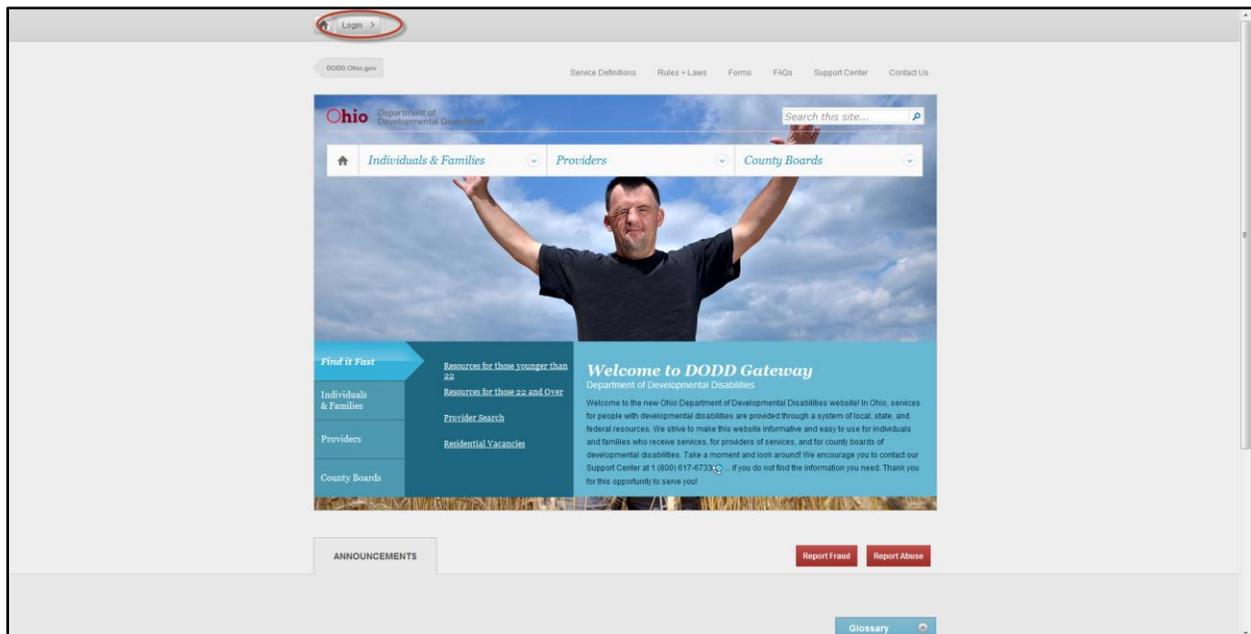


Figure 1 – DODD Portal Homepage



Figure 2 – Login page

Once signed in, the user will need to select the “Support Center” tab in the upper right-hand corner of the DODD Portal homepage. The user should then click “Quick Links” and select “Change Password” from the drop-down menu.

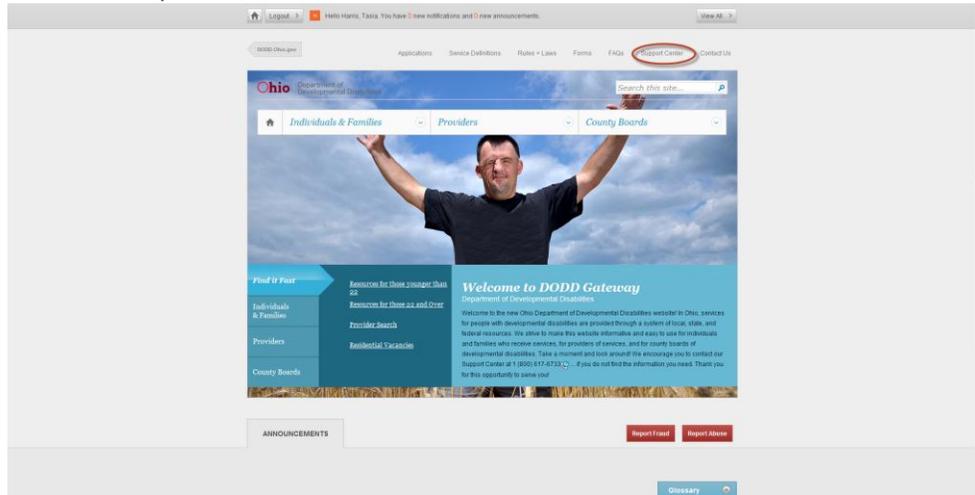


Figure 3 – Support Center

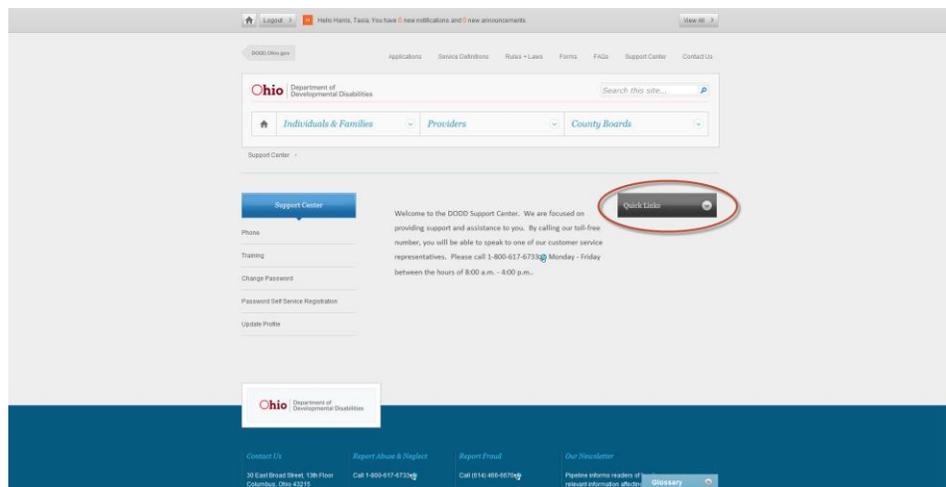
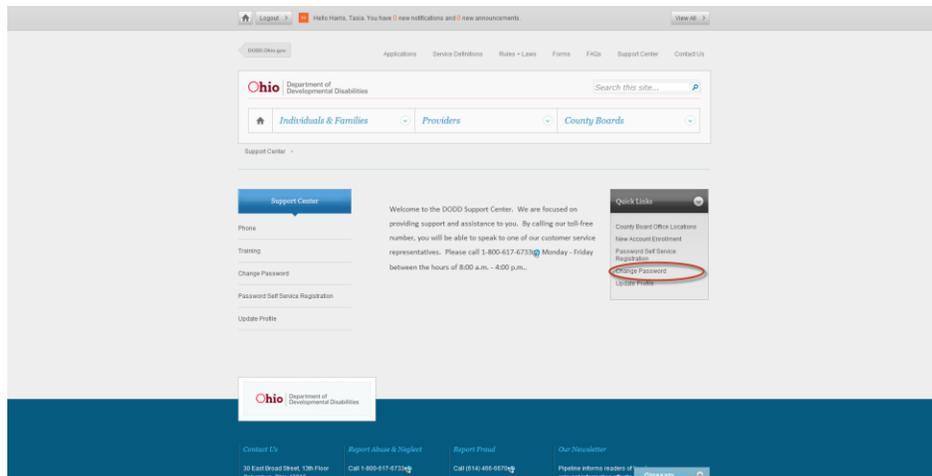
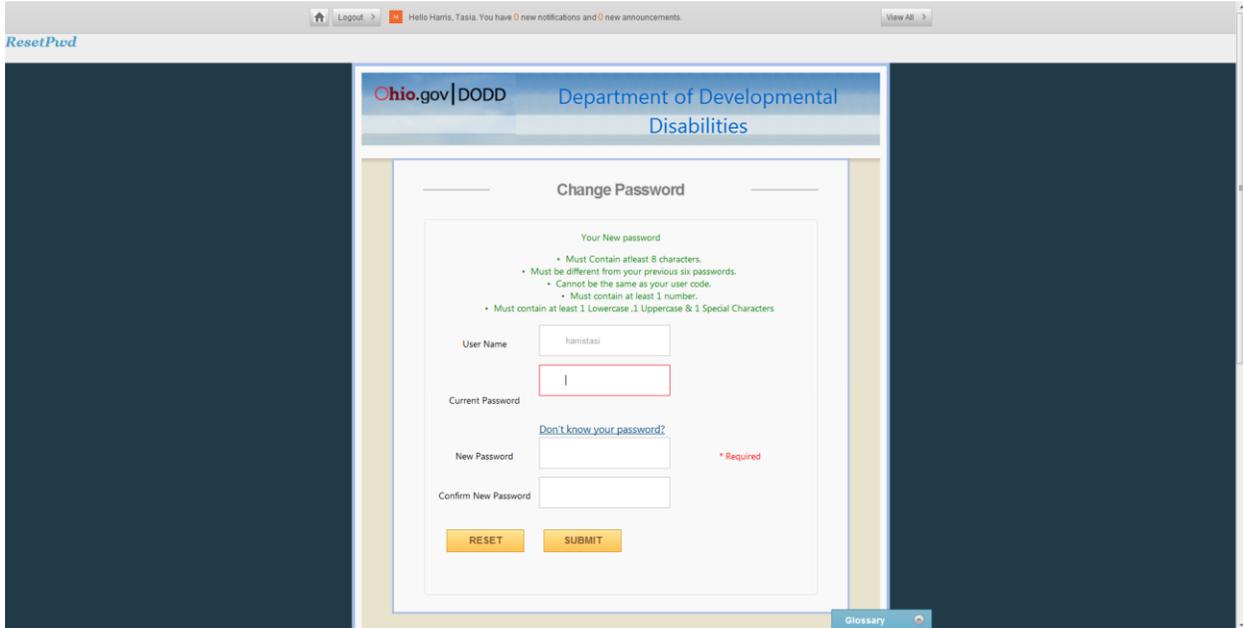


Figure 4 – Quick Links



**Figure 5 – Change Password**

The user will be directed to the Change Password form where they will be required to enter their current password and create a new password. The new password must contain at least 8 characters, one uppercase letter, one lowercase letter and one special character. The acceptable special characters include ~, !, @, #, \$, %, ^, &, \*, \_ , - , + , = , ' , | , \ , ( ) , { } , ; , : , < > , , , ? , / . The new password must be different from the user’s pervious six passwords.



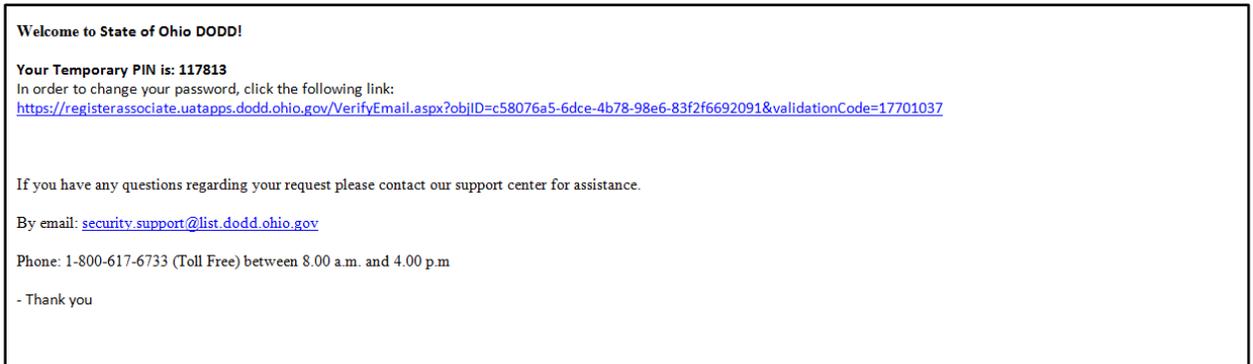
**Figure 6 – Change Password form**

If the user does not know their current password, they can click the “Don’t know your password?” link on the change password form. This will redirect the user to a webpage where they can request a password Reset Link. In order to request a password Reset Link, the user must enter their username and click “Continue”.



**Figure 7 – Password Reset Link**

Upon clicking “Continue”, an email will be sent to the user containing a temporary PIN and a link to change their password.



**Figure 8 – Email to user**

Once the user selects the link contained in the email, they will be directed to a webpage to enter the temporary PIN and a new password. Once the user has entered their temporary PIN and created a new password, they will be able to log into their account.