

Change Password Using Self-Service

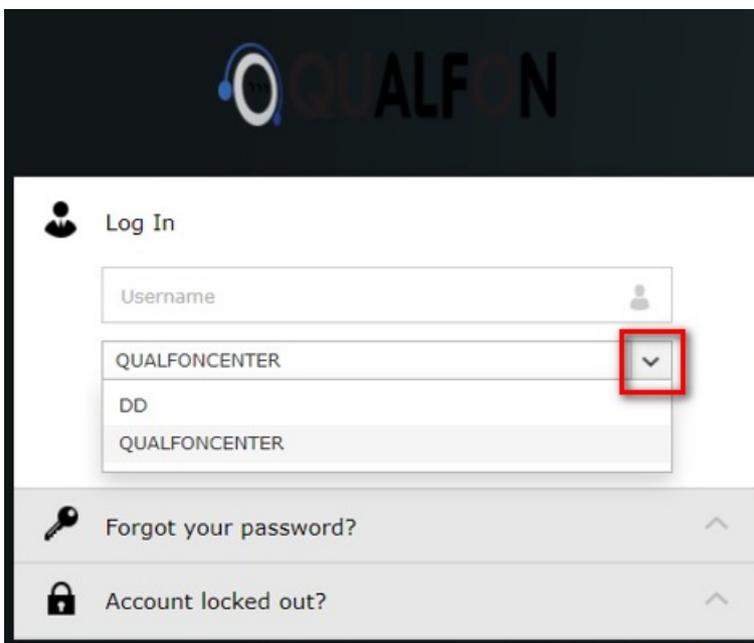
Introduction

DD Domain ID Self-Service capabilities were incorporated into the Qualfon Self Service portal. Process details how employees can change their own DD Domain password when needed. Employees must know what the current old password is to change it. If they don't know, follow the [Reset Password Using Self-Service](#) process.

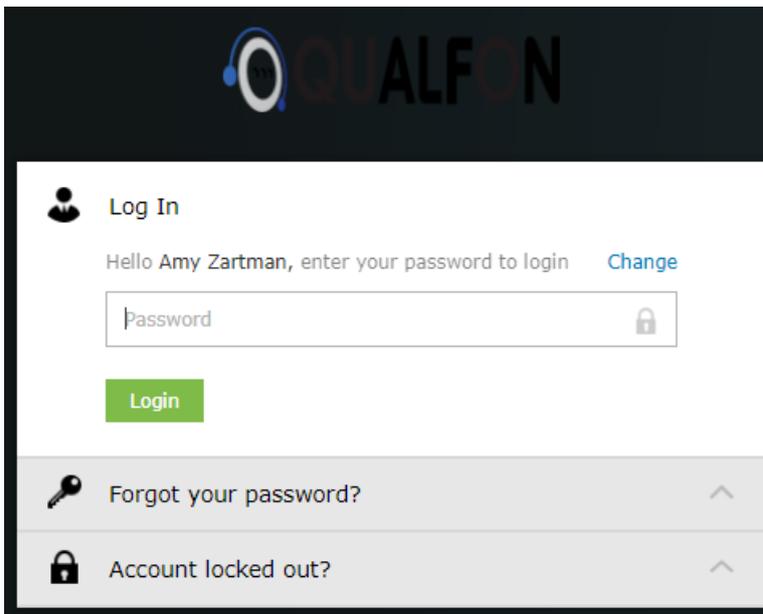
Details

If an employee's DD Domain password was manually reset by a member of the Desktop team, they will have to wait 2 full business days before they can change the password to something else using the Self-Service tool.

1. **BEFORE you can change, reset or unlock your DD account in the Qualfon self-service portal you MUST Enroll first!** If you haven't done this yet, follow the [Enrolling DD Domain ID for Self-Service](#) process.
2. Go to <https://resetpw.qualfon.com>.
3. Click on the dropdown to change **QUALFONCENTER** to **DD**.
4. Enter your **Username** and click **Login**.



5. Enter your **Password** and click on **Login**.



6. On the **Change Password** screen, enter your **old (current) password**, **new password**, and **confirm new password**. Please remember to follow the Password Policy Requirements as stated below.

IMPORTANT: You only have 5 minutes to finish this process.

7. Once the password information is entered, click on **Change Password**.
8. If it is **successful**, the system will notify you with this message:



Related Articles

Revision History

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