

Reset DD Domain Password Using Self-Service

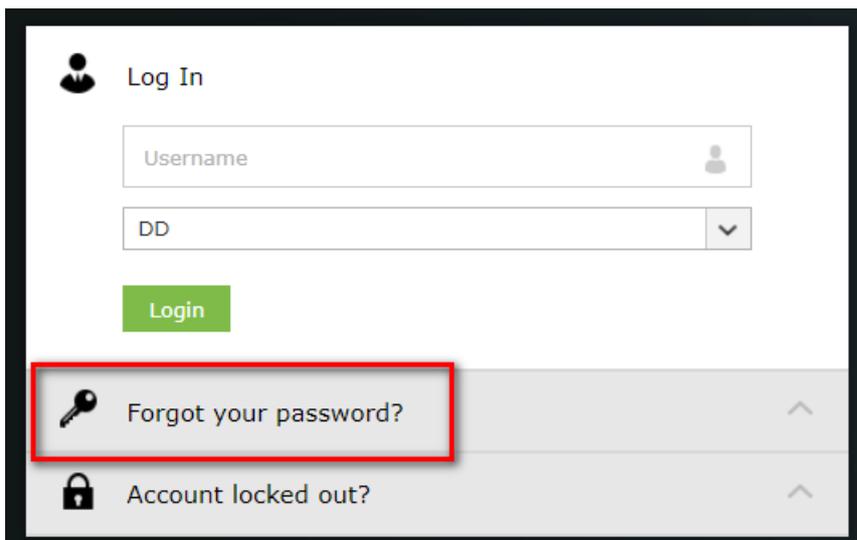
Introduction

DD Domain ID Self-Service capabilities were incorporated into the Qualfon Self Service portal. Process details how employees can reset their own DD Domain password when they've forgotten what it is.

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 **Forgot Your Password**.



4. Enter your **Username**, choose **DD** in the dropdown list, and enter the **alpha/numeric characters** in the **Type the Captcha** box. Click **Continue**.

Log In

Forgot your password?

Username

DD

b87ij5

Type the Captcha

Continue

Account locked out?

5. You'll receive the screen asking for the **answers** to the **2 Security questions** that you set up. Enter the **alpha/numeric characters** in the **Type the Captcha** box. Click **Continue**.

QUALFON

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Please answer the following question(s) to reset your password

Question: What is your mother's maiden name?
Answer

Question: What is your favourite colour?
Answer

Type the characters you see in the picture below.

o34ppi

Letters are not case-sensitive

Cancel Continue

6. The following **successful** message should appear if all Domain PW requirements were met:

✓ The password has been reset successfully.

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Revision History

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