# Unlock DD Domain Account Using Self-Service

## Introduction

DD Domain ID Self-Service capabilities were incorporated into the Qualfon Self Service portal. Process details how employees can unlock their DD Domain account using the self-service tool.  This would be if they have tried too many times to log in and are unsuccessful but think they remember the password.

## Details

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 **Account Locked Out** option.
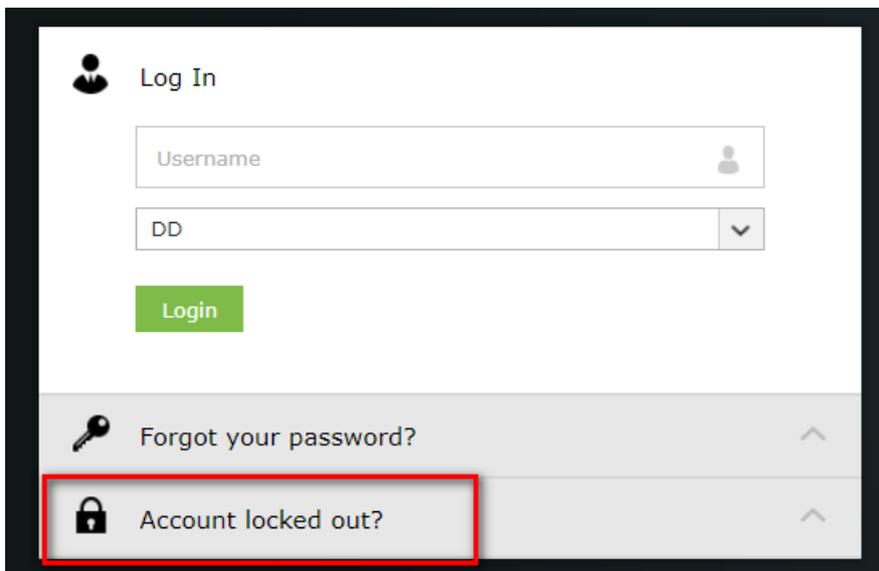


4. Enter your **Username**, choose **QUALFONCENTER** in the dropdown list, and enter the **alpha/numeric characters** in the **Type the Captcha** box.  Click **Continue**.

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**.



6. On the **Unlock Account** screen, enter the **characters** you see on the screen into the **box** and click on **Unlock Account**.

**Unlock Account**

Your identity has been verified successfully. Please proceed with the self service action.

Type the characters you see in the picture below.

hhnje4

| Letters are not case-sensitive | ↻ |

Cancel    Unlock Account

7.  You'll receive a confirmation that the account has been unlocked.

# Related Articles

# Revision History

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