

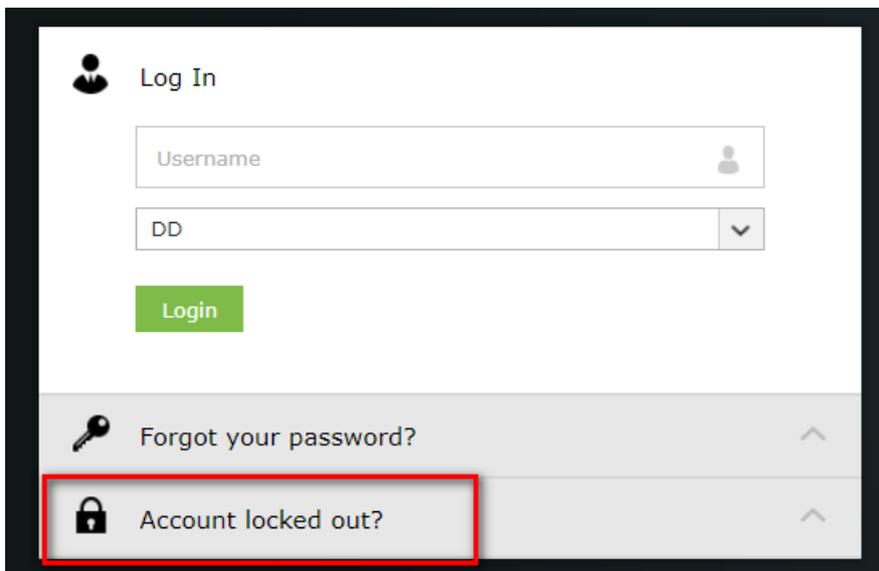
Unlock DD Domain Account Using Self-Service

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.



The screenshot displays the Qualfon self-service portal login interface. At the top, there is a 'Log In' header with a user icon. Below this, there is a 'Username' input field with a user icon on the right, and a 'DD' dropdown menu. A green 'Login' button is positioned below the input fields. At the bottom of the page, there are two links: 'Forgot your password?' with a key icon and an upward arrow, and 'Account locked out?' with a padlock icon and an upward arrow. The 'Account locked out?' link is highlighted with a red rectangular box.

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

Log In

Forgot your password?

Account locked out?

Username

DD

rc6n33

Type the Captcha

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**.

QUALFON

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Mob

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. 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.



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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