User Account Recovery / Forgot My Password

If the user is unable to produce their password they may recover the information by selecting "Recover Account" from the sign in page.

DWD Accoun	t Services Sign In
Username	username
Password	password
(Sign In

They will be asked to supply the email associated with their account and their security pin. If the user forgets their pin they should contact DWD IT staff to have their password reset.

Account Recovery		
Enter the username or prim	ary email address for the account	
Primary Email Address		
Enter the security pin for th	e account	
Security Pin		
I'm not a robot	reCAPTCHA	

An email will then be sent to the email address registered for their account.



This email will contain a link that will allow them to reset their password. The link can only be used one time and is active for only 48 hours after it was requested. If the link expires the user must begin the account recovery process again.



After clicking on the link in the email the user is directed to a page on the site where they can enter a new password.

You are required to change your password	
Change Password	
Password Requirements: • The password must be at least 8 characters • The password must contain at least 1 lower-case letter • The password must contain at least 1 upper-case letter • The password must contain at least 1 unmber • The password must contain at least 1 of the following special characters @1#\$%**	
New Password New Password	
Re-type Password Retype New Password	
Change Password	

After clicking on "Change Password" their password is updated and the are signed out of the system. They may then log back in with their new password.

