



DDD 2.0 Password Reset Self-Service Guide 1/3



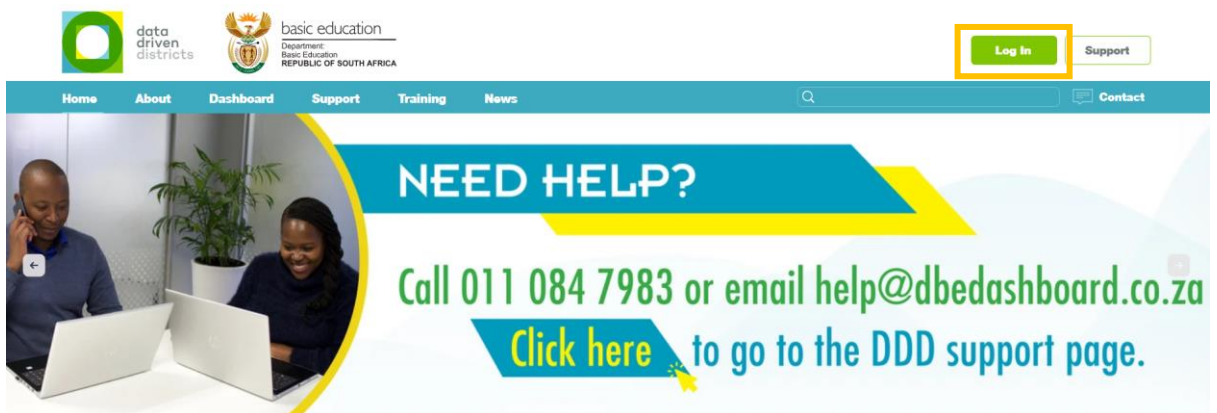
1

Open your internet browser (either Google Chrome and Microsoft Edge). In the address bar of your browser, enter www.dbedashboard.co.za and press enter.



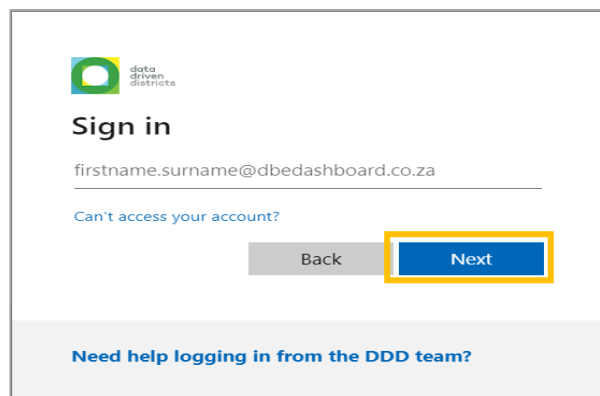
2

Once you are directed to the DDD website, click the log in button.



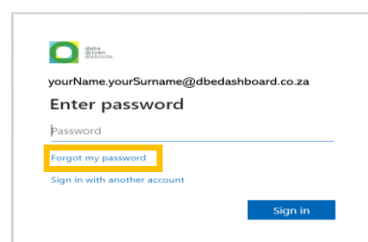
3

Enter your dashboard username in the email text space and click "Next".



4

When you get to this page, click "Forgot my password".



For further assistance please contact Help@dbedashboard.co.za or 011 084 7983



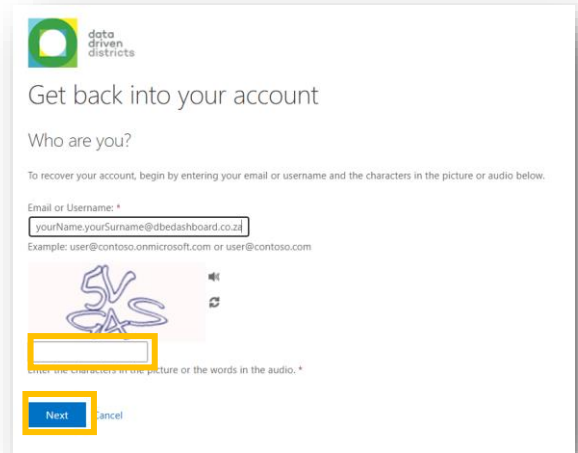


DDD 2.0 Password Reset Self-Service Guide 2/3



5

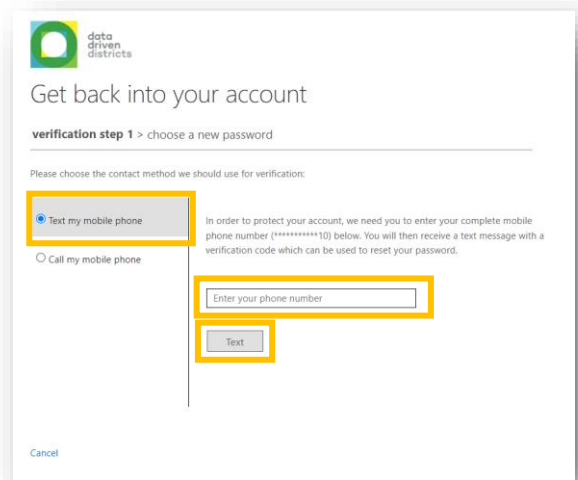
You will then see the page shown on the right. **Type the verification code (the distorted text on screen) into the text space provided and click the “Next” button.**



6

After entering the verification code correctly, you will be able to select how you want to receive your verification code. It is recommended that you **choose “Text my mobile phone”**.

You will also have to verify your mobile number by entering it in the text space provided and clicking the “Text” button.

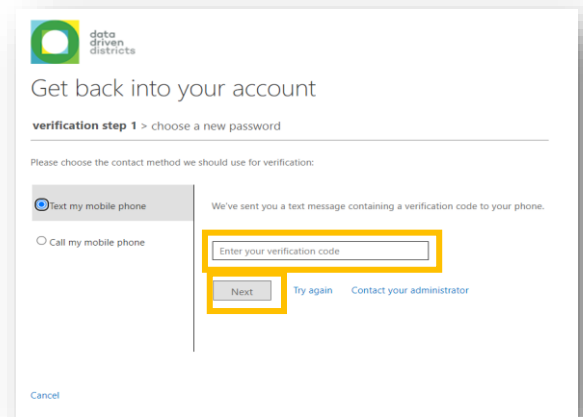


7

Once your mobile number is verified, a text code is sent to your mobile device. As shown in the window on the right, **enter the 6 digit code you receive on your mobile device. and click the “Next” button.**



Use verification code 039936 for Microsoft authentication.





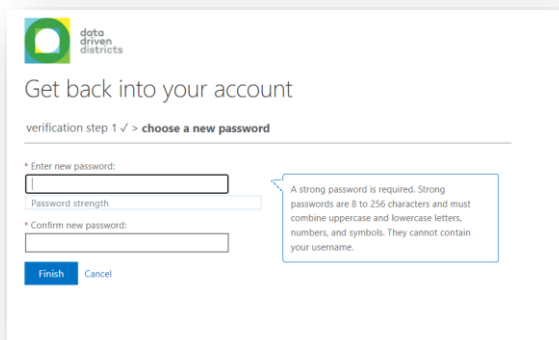
DDD 2.0 Password Reset Self-Service Guide 3/3



8

Once the verification code is confirmed, you need to **enter your new password in the text space provided**. Then confirm your new password by entering it again in the second text space provided. **Then click on the “Finish” button**.

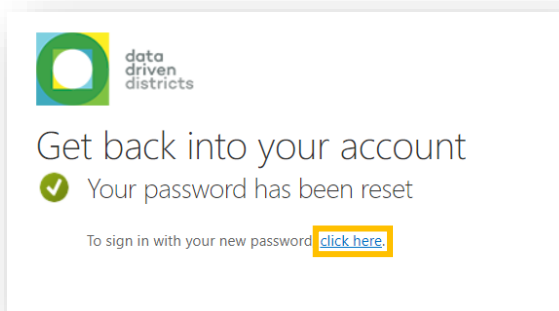
Note: Guidelines for creating a valid password are displayed on the page.



9

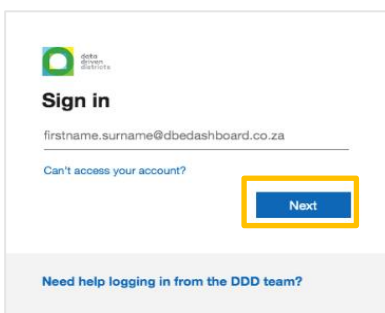
Once you have entered a valid password and **clicked the “Finish” button**.

You can now use your new password to login to your DDD account. **Click on the link “click here”**, as shown in the image on the right.

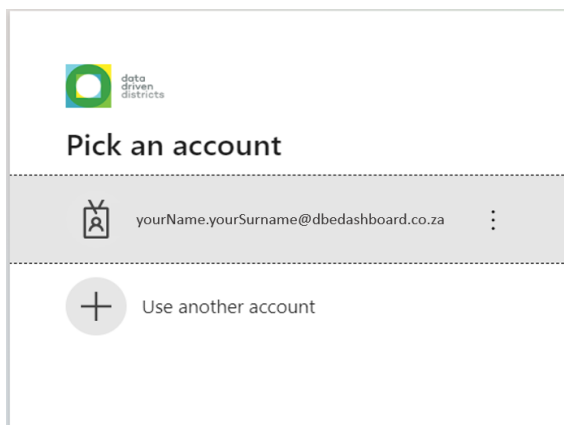


10

You will be redirected to one of login pages shown below. **Enter your dashboard username in the email text space OR select your dashboard username**.



OR



Note: You may see multiple accounts appear in the list, based on your subscription to Microsoft services, so it is important to select the correct DDD 2.0 user account.

Remember: it is “name.surname@dbedashboard.co.za”.

For further assistance please contact Help@dbedashboard.co.za or 011 084 7983

