

## DDD Password Reset Self-Service Guide 1/3



**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**.



On the DDD website, **click on the log in button** to be directed to the dashboard login page.



Enter your dashboard username in the email text space or select your DDD username (Remember, it is "name.surname@dbedashboard.co.za").

	Eign in firstname.surname@dbedashboard.co.za Can't access your account?	OR	Pick an account
On the Enter password page, click on the "Forgot my password" link.		yo E ि इ	urName.yourSurname@dbedashboard.co.za nter password assword gn in with another account

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

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



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.

erification step 1 > choo	we should use for verification:
Text my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number (**********) below. You will then receive a text message with a verification code which can be used to reset your password. Enter your phone number Text

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.** 

+27 87085101202132 > Text Message Thu: 25 Aug. 13:59 Use verification code 039936 for Microsoft authentication.



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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.

Get back into your a	iccount	
erification step 1 √ > choose a new p	bassword	
inter new password: <sup>2</sup> assword strength Confirm new password: Finish Cancel	A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbolis. They cannot contain your username.	

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Once you have entered a valid password and clicked the "Finish" button.

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



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



Remember: it is "name.surname@dbedashboard.co.za".



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 user account.

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