



IAM DE-SSO Documentation (Forgot Password/Reset)

November 28, 2017

[https://deldotportal/Tech-Innovation/DTC-Tech/HR/HR Projects \(Completed\)/92 HCM Upgrade/IAM SSO/Ready for Web Deployment](https://deldotportal/Tech-Innovation/DTC-Tech/HR/HR Projects (Completed)/92 HCM Upgrade/IAM SSO/Ready for Web Deployment)

Forgot Password/Reset

DE-SSO page

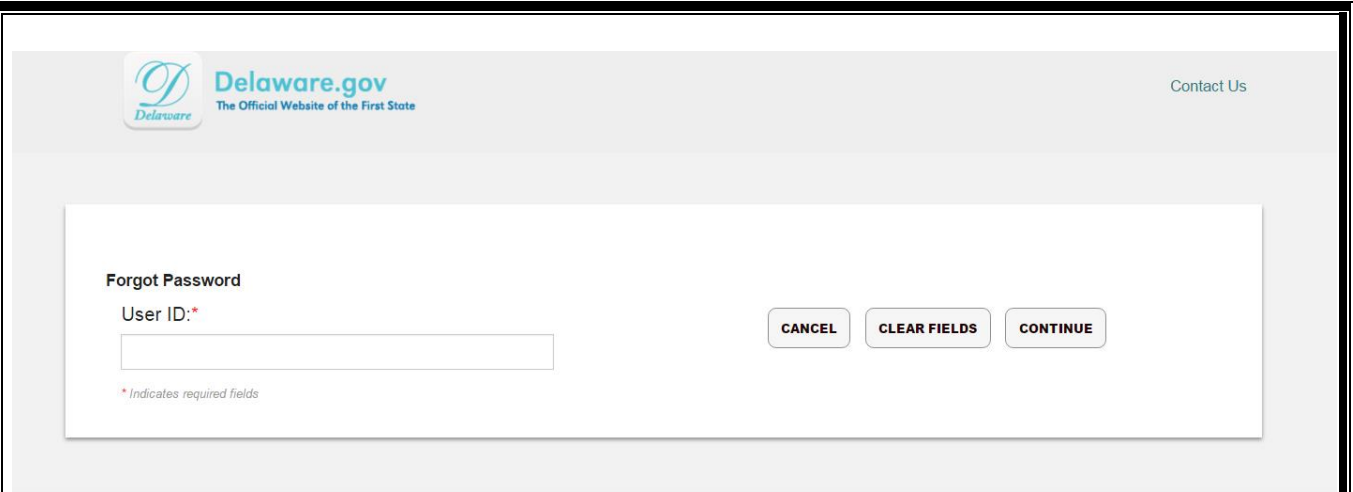
1. For assistance in recovering your **Password**, click the [Forgot Password?](#) link

The screenshot shows the Delaware.gov DE-SSO login page. At the top left is the Delaware logo and the text "Delaware.gov The Official Website of the First State". The main content area is titled "Welcome to State of Delaware Single Sign-On (DE-SSO) Please Sign In With Your DE-SSO User Id". It contains two input fields: "* User Id:" and "* Password:", each followed by a text box. Below the password field is a "Sign In" button. A list of links is provided: "New User Registration", "Forgot User Id?", "Forgot Password?", "Contact Us", and "Help". The "Forgot Password?" link is highlighted with a red rectangular box. A yellow callout box with a black border and a pointer to the red box contains the text "Click Forgot Password link". To the right of the callout is a circular logo for "STATE OF DELAWARE SINGLE SIGN ON" featuring a padlock icon. At the bottom of the page is a "WARNING" box with the text: "Access to the requested resource is protected. Use of this system is monitored in compliance with the State and Federal Law. Unauthorized use or misconduct will be forwarded to the appropriate authorities. By progressing past this point you accept the conditions listed above."

Forgot Password/Reset

Forgot Password

1. Enter your User Id
2. Click the **Continue** button



Delaware.gov
The Official Website of the First State

Contact Us

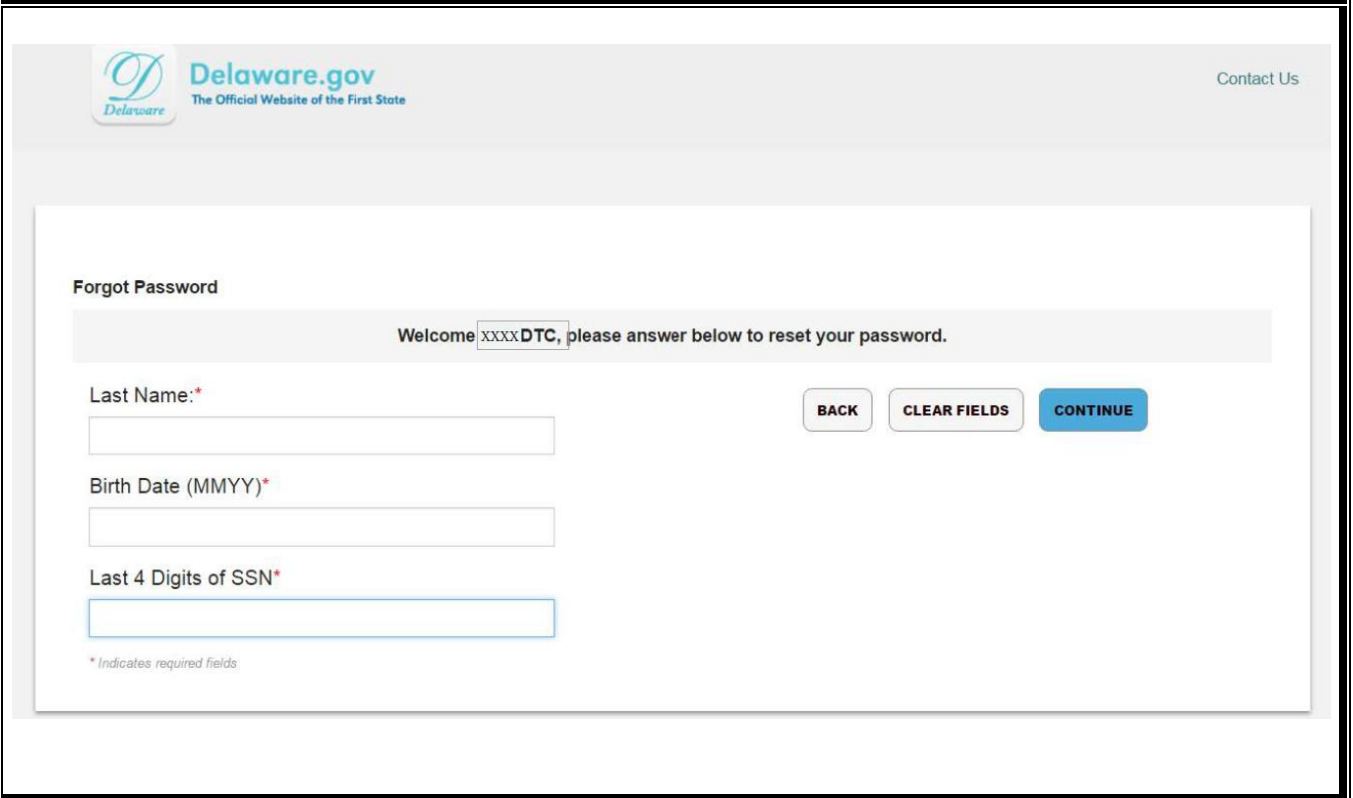
Forgot Password

User ID:*

CANCEL CLEAR FIELDS CONTINUE

* Indicates required fields

3. Enter your Last Name
4. Enter your Birth Date (2 digit Month and 2 digit year)
5. Enter the last four of your **Social Security** number
6. Click the **Continue** button



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Contact Us

Forgot Password

Welcome XXXXXDTC, please answer below to reset your password.

Last Name:*

BACK CLEAR FIELDS CONTINUE

Birth Date (MMYY)*

Last 4 Digits of SSN*

* Indicates required fields

Forgot Password/Reset

Password Reset

7. Enter a **New Password** using the **Password Policy Rules**
8. **Re-enter a New Password**
9. Click the **Continue** button

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Contact Us

Reset Password

Welcome XXXXX DTC, please enter new password

Enter new password:*

Re-enter new password:*

Confirm

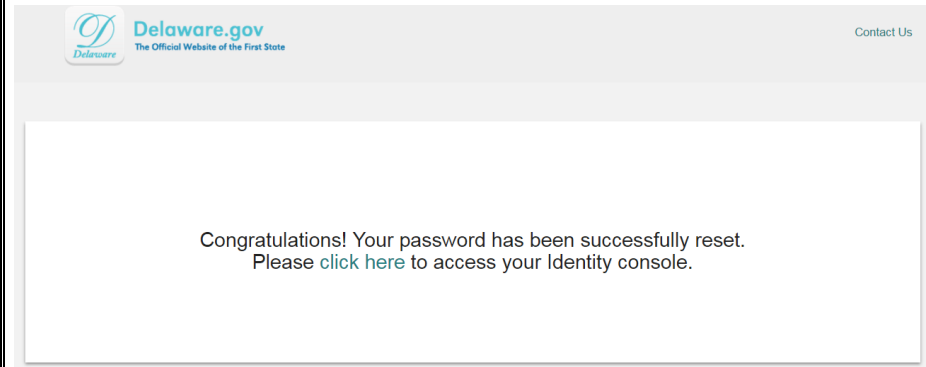
Password Policy

Password must be at least 10 characters long.
Password must not match or contain last name.
Password must not match or contain user ID.
Password must contain at least 1 special character.
Password must contain at least 1 numeric character.
Password must contain at least 1 uppercase character.

Forgot Password/Reset

Confirmation Page

10. Click the [click here](#) link to access the **DE-SSO** Sign on page



END PROCEDURE