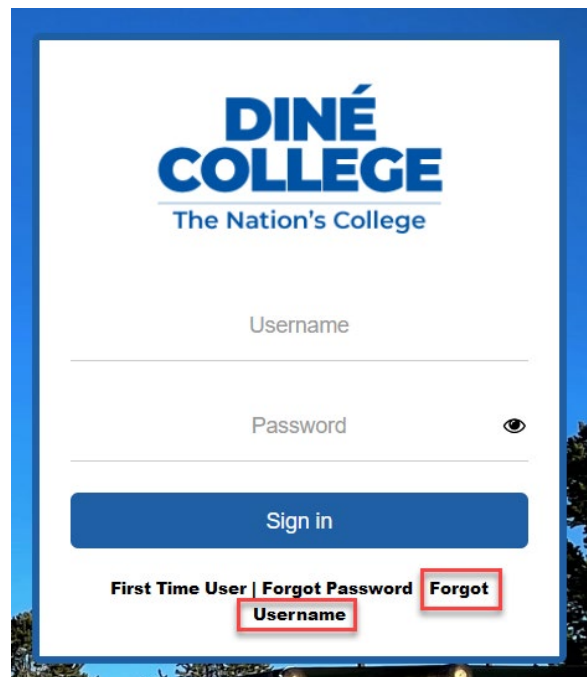


Forgot Username Procedures

This document is for recovering your Diné College username without the need to submit an IT ticket or call the Help Desk. Please follow the instructions carefully. **NOTE:** This process only works when you have setup your Account Recovery Settings.

Need help? Contact the Diné College IT Department at 928-724-6675.

1. Navigate to 'MyDCPortal'.
2. Click on the *Forgot Username*.



DINÉ COLLEGE
The Nation's College

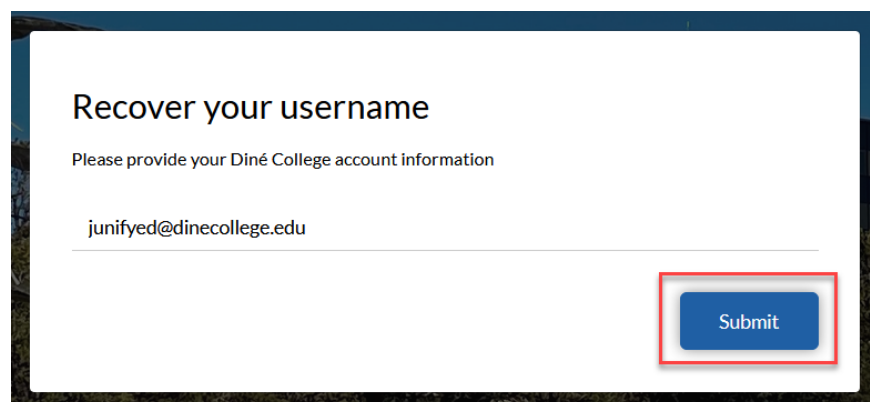
Username

Password

Sign in

First Time User | **Forgot Password** | **Forgot Username**

3. Enter in the email address you want your username to be sent to. It can be any email address of your choice.



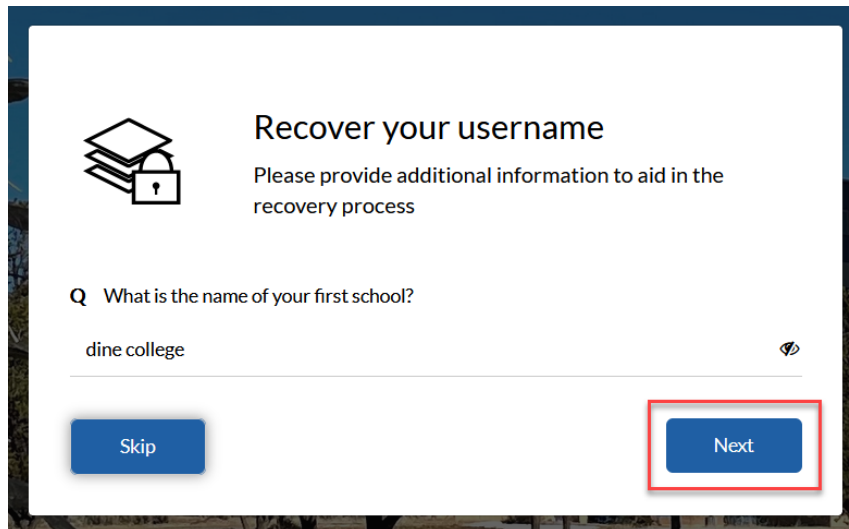
Recover your username


Please provide your Diné College account information

junified@dinecollege.edu

Submit

4. Answer your security questions that were setup in the Account Recovery Settings.
 - This is done to verify that **you** are completing the password reset for the account and to prevent intrusion.
 - You will have to answer 2/4 of your security questions to proceed. If you do not remember them, please contact the Diné College IT Department for help.



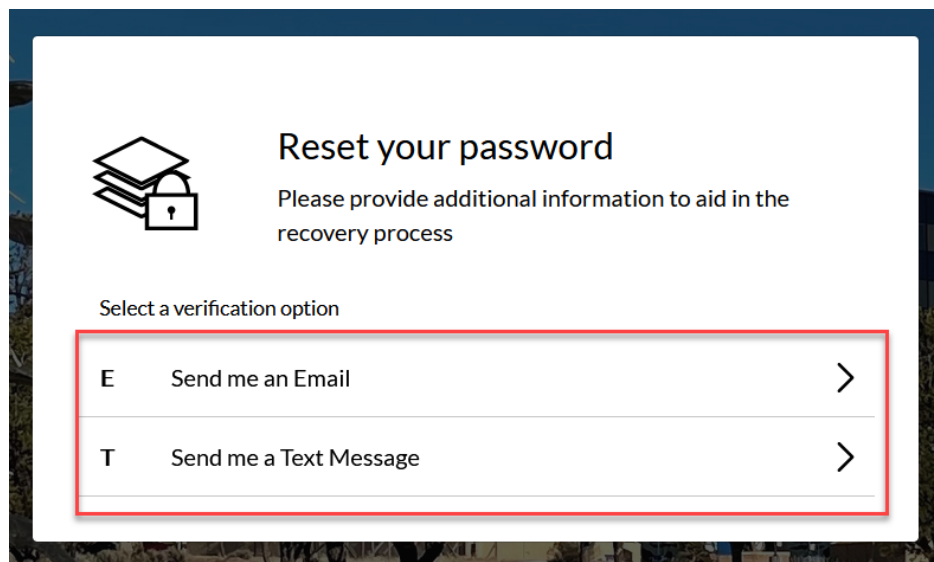
 **Recover your username**
Please provide additional information to aid in the recovery process


Q What is the name of your first school?

dine college

[Skip](#) [Next](#)

5. For an extra layer of security, choose one verification method that was setup in your Account Recovery Settings.
 - The options may vary depending on what verification options you had setup in your Account Recovery Settings.
 - If you are having trouble proceeding, please contact the Diné College IT Department.

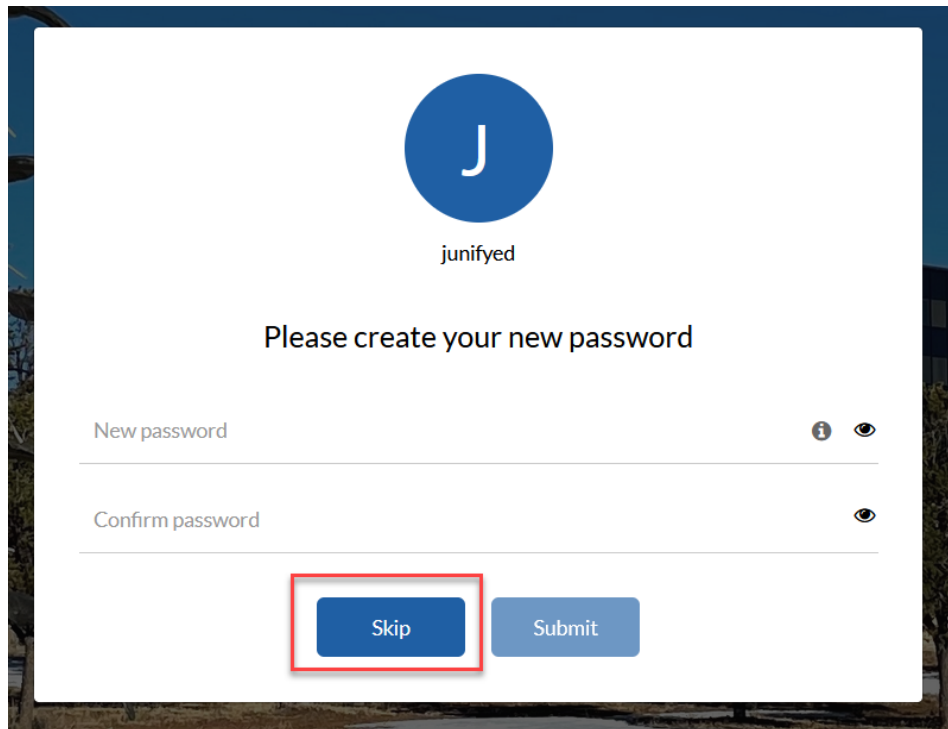


 **Reset your password**
Please provide additional information to aid in the recovery process

Select a verification option

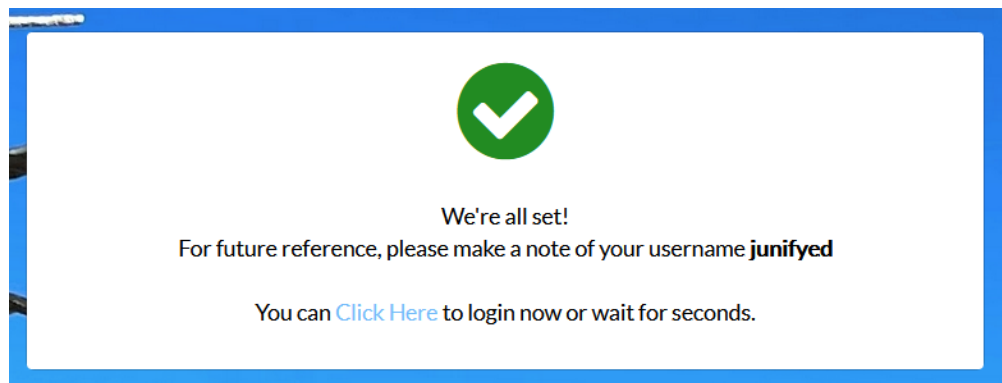
E	Send me an Email	>
T	Send me a Text Message	>

6. Here you are given a choice to reset your password. If do not wish to reset your password. Click on *Skip*.



The screenshot shows a user interface for a password reset. At the top, there is a blue circular profile picture containing a white letter 'J', with the username 'junified' centered below it. The main heading reads 'Please create your new password'. Below this are two input fields: 'New password' and 'Confirm password'. Each field has a small information icon and an eye icon to its right. At the bottom of the form, there are two buttons: a blue 'Skip' button and a light blue 'Submit' button. The 'Skip' button is highlighted with a red rectangular border.

7. The system will now display your username (shown below). It will also send you an email to the email address that you entered in on step 3.



8. DONE