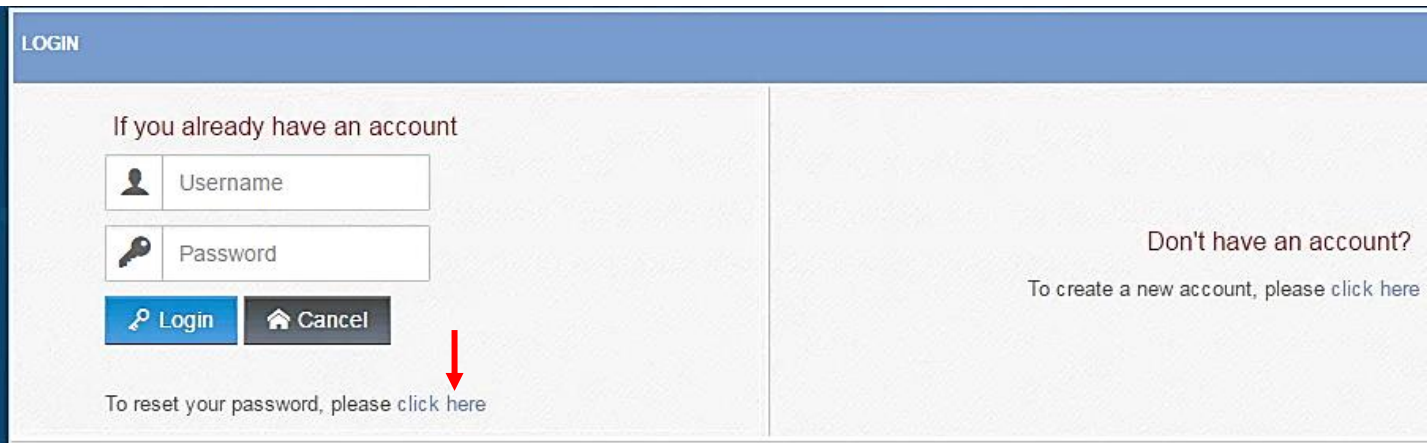


An Illustrated Guide to Changing Your Password in DFC Forms

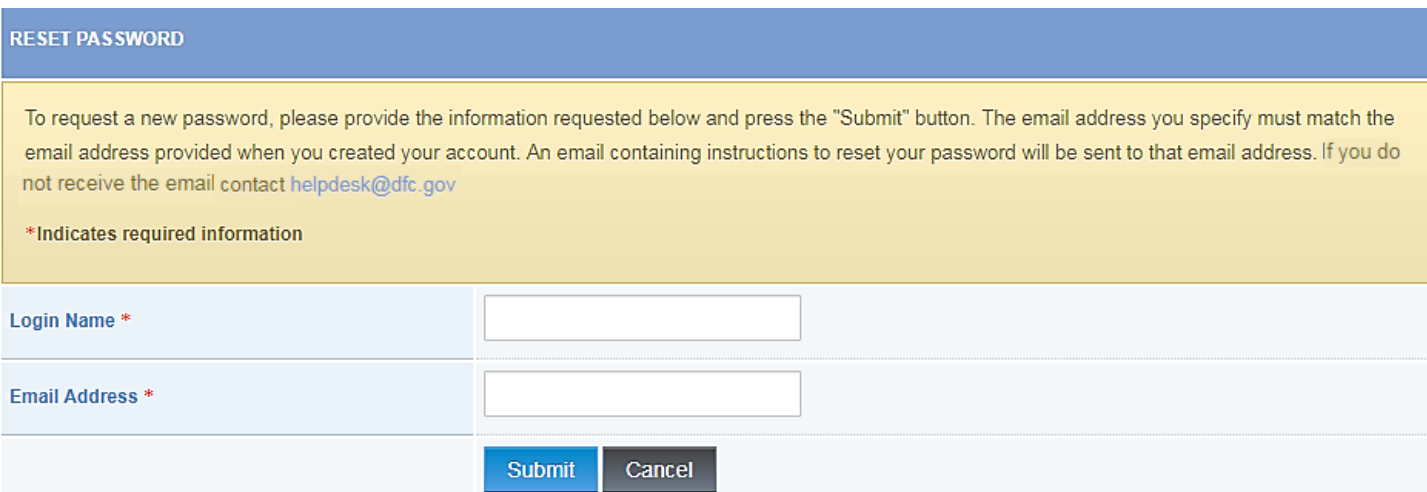
Step 1: Make certain that donotreply@dfc.gov and noreply@salesforce.com are on your/your company's "safe senders" list for email so messages don't get blocked.

Step 2: Click on the reset password link.



The screenshot shows the 'LOGIN' page. On the left, under the heading 'If you already have an account', there are input fields for 'Username' and 'Password', each with an icon (a person and a key respectively). Below these are 'Login' and 'Cancel' buttons. A red arrow points to a link that says 'To reset your password, please click here'. On the right side of the page, there is a link that says 'Don't have an account?' with the text 'To create a new account, please click here' below it.

Step 3: Enter the account login name and the email address that was entered when the account was created. Then click "Submit."



The screenshot shows the 'RESET PASSWORD' page. It has a yellow background with instructions: 'To request a new password, please provide the information requested below and press the "Submit" button. The email address you specify must match the email address provided when you created your account. An email containing instructions to reset your password will be sent to that email address. If you do not receive the email contact helpdesk@dfc.gov'. Below this is a note: '*Indicates required information'. There are two input fields: 'Login Name *' and 'Email Address *'. At the bottom are 'Submit' and 'Cancel' buttons.

Note: If you do not know the login name and the email address associated with the account, then you will need to send an email to helpdesk@dfc.gov and ask them to provide the login name and email address on your account. To help them identify the correct account quickly, tell them the **intake number** of one of the forms in your account (e.g. your application form). The DFC officer with whom you are working can look up that intake number in the application record for you if you do not know it.

If the email address on the account is not an email to which you have access, then you will have to ask the HelpDesk to change the email address on the account before trying this method.

Step 4: Go to your email inbox and find the email sent by the DFC system. Copy the temporary password and click on the link provided in the email – this link will take you to the “Change Password” screen.

Notes: If an email like this does not arrive in your inbox within a minute or two, check your “spam” or “junk” email folders to make sure it didn’t get caught in there. If you have difficulty clicking on the link in the email, try right-clicking on it, copying it and pasting it directly into your internet browser.

Dear Deborah Howard,

This message acknowledges that your password reset request has been received.

Your temporary password is **VM45dbuX2U6E**

Please click on the link below and use your temporary password to create a new password and login to the DFC Application System.

<https://www3.dfc.gov/dfcforms/Account/ChangePassword.aspx?ResetFlag=True&ApplicantID=c811770f-74aa-4341-ae0c-42b3110b60d4>

If you have any questions, please contact technical support at helpdesk@DFC.gov.

Step 5: Paste the temporary password provided in the email into the first field. Then type your new password into the 2nd field (to create) and again into the 3rd field (to confirm). Click Submit.

To change your password, please provide the information requested below and press the "Submit" button.

*Indicates required information

Temporary Password *	<input type="password" value="VM45dbuX2U6E"/>
New Password *	<div><p>The password must be at least 8 characters long, cannot contain spaces, and must contain at least 1 upper case letter, 1 lower case letter, 1 number and 1 of these special characters: ~ ! @ # \$ % ^ & + = ?</p><input type="password"/></div>
Confirm Password *	<input type="password"/>
<input type="button" value="Submit"/>	

Step 6: Now click on the [Login](#) link on the screen that appears and then enter your username and new password into the login screen.

PASSWORD CHANGE SUCCESSFUL

Your password has been changed successfully.

Please click the link below to login to the DFC Application System. If you have any questions, please contact helpdesk@dfc.gov.

[Login](#)