

# WA-AIM 2018-2019 Operational eDIRECT Password Reset

Generating a Lost Password email will allow you to reset your lost or forgotten eDIRECT password.

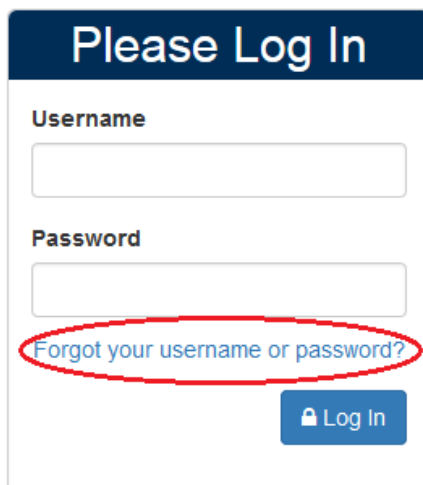
Generating Lost Password Link:

If you have an existing eDIRECT account, but do not remember your password, use the following **Forgot your username or password?** link to reset your password: <https://www.drctedirect.com/all/eca-portal-ui/recover-credentials/DRCPORTAL>. Click **I don't know my password**.

You will need your eDIRECT username, the email address associated with your account, in order to reset your password.

In order to prevent emails from eDIRECT from being blocked, we strongly recommend that you add the eDIRECT email domain, which is @datarecognitioncorp.com to your email mailing list and confirm with your IT department that these emails will be allowed.

1. If starting from main login page, click 'Forgot your username or password?'

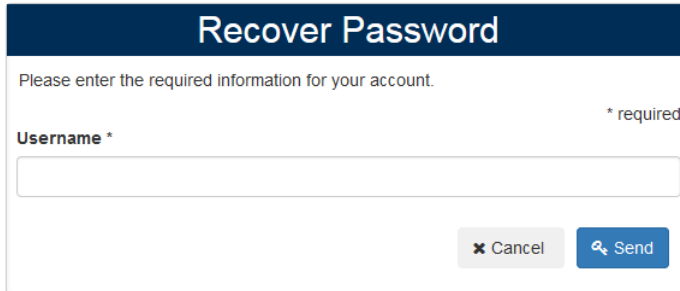


2. Click 'I don't know my password'.



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3. Enter your username, the email address associated with your account, in the text box and then click **Send**.



**Recover Password**

Please enter the required information for your account. \* required

Username \*

You will receive the email containing the link after clicking **Send**.

The following are the eDIRECT password reset requirements:

Must be at least 8 characters long.

Must have:

- at least 1 numeric character
- at least 1 upper case character
- at least 1 lower case character
- at least 1 of the following special characters: !#\$%&()\*+,-./:;<=>?@[\\]^\_`{|}~

**NOTE:** ONLY these special characters are allowed currently

Password is rejected if longer than 127 characters.

Password is rejected if it contains the user's username.

Password is rejected if it contains the user's first name or their last name.

Password is rejected if same as last 5 previously used passwords.

The password reset link located within the reset email message is good for 24 hours.