
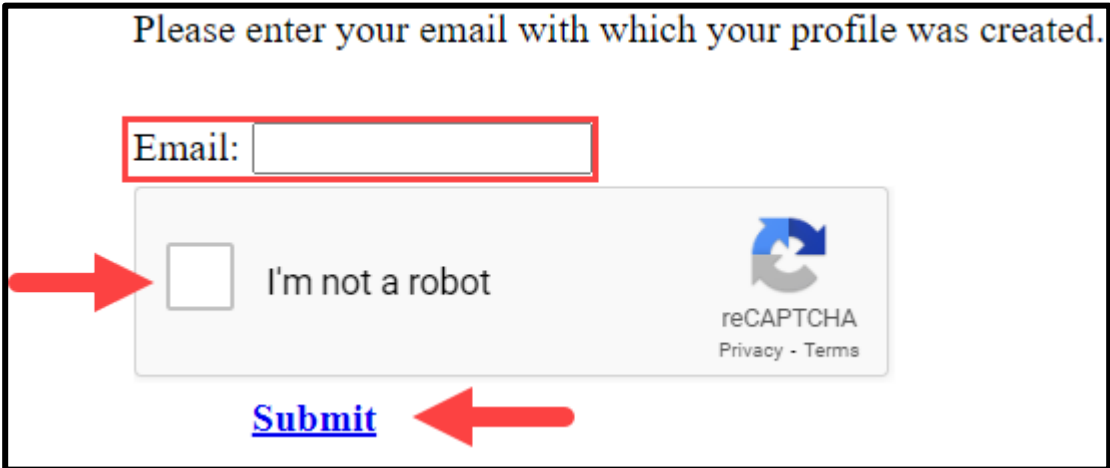
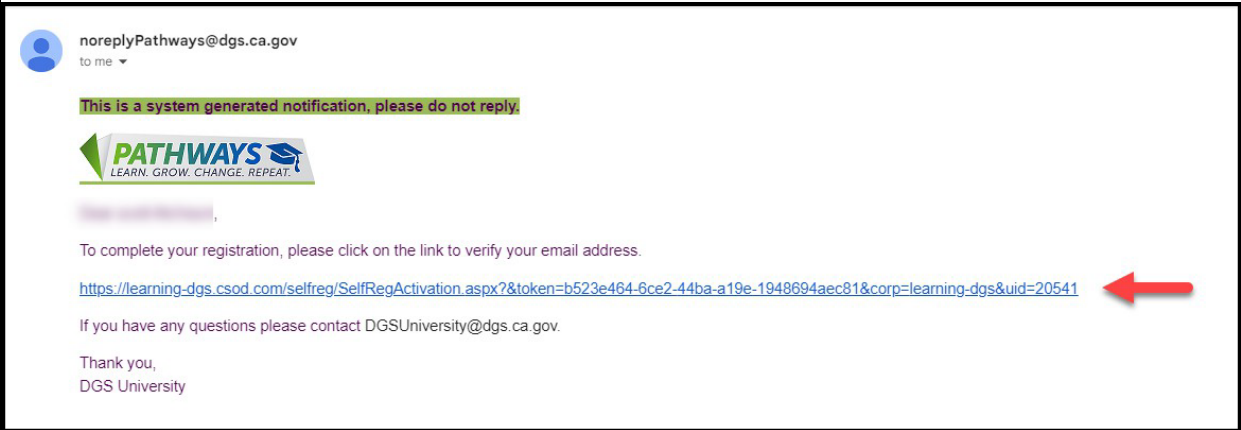


## External User: How to Reset Your Password


<b>Objective</b>	To provide a detailed procedure for external users to reset their password to their DGS Pathways account.
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Step	Action
1	Click the link to visit the DGS Pathways website. <a href="https://learning-dgs.csod.com/client/learning-dgs/orim.aspx">https://learning-dgs.csod.com/client/learning-dgs/orim.aspx</a>
2	From the Welcome page, select the <i>Forgot Password</i> .  
3	In the Email field, enter your email address. Check the box that says <i>I'm not a robot</i> to complete the "reCAPTCHA". Click <i>Submit</i> .  

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4	<p>Click OK. Pathways will then send you an email to your email inbox.</p> <div data-bbox="324 338 1485 774"> <p style="text-align: center;"><b>Forgot password?</b></p> <p style="text-align: center; color: red;">A request to reset your account password was received. If the account is valid and active, the password reset email will be sent to your on-file email address in a few moments. For additional assistance, please contact your system administrator. Thank you.</p> <p style="text-align: center;"><a href="#" style="background-color: #0056b3; color: white; padding: 5px 10px; text-decoration: none;">OK</a></p> </div>
5	<p>Check your email inbox for an email from <a href="mailto:noreplyPathways@dgs.ca.gov">noreplyPathways@dgs.ca.gov</a> which contains reset password link. Click onto the reset password link.</p> <p>Note: If you do not see the email in your inbox, please check your spam folder.</p> <div data-bbox="305 1226 1539 1652">  <p>noreplyPathways@dgs.ca.gov to me ▾</p> <p style="background-color: yellow;">This is a system generated notification, please do not reply.</p> <p><b>PATHWAYS</b> LEARN. GROW. CHANGE. REPEAT.</p> <p>To complete your registration, please click on the link to verify your email address.</p> <p><a href="https://learning-dgs.csod.com/selfreg/SelfRegActivation.aspx?&amp;token=b523e464-6ce2-44ba-a19e-1948694aec81&amp;corp=learning-dgs&amp;uid=20541">https://learning-dgs.csod.com/selfreg/SelfRegActivation.aspx?&amp;token=b523e464-6ce2-44ba-a19e-1948694aec81&amp;corp=learning-dgs&amp;uid=20541</a></p> <p>If you have any questions please contact DGSUniversity@dgs.ca.gov.</p> <p>Thank you, DGS University</p> </div>

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6	<p>Enter your new password in new password field and click <i>Submit</i>.</p> <div data-bbox="354 367 1049 907"> <h3>Reset Password</h3> <ul style="list-style-type: none"> <li>* Passwords must contain both upper and lower case letters.</li> <li>* Passwords must contain alpha <u>and</u> numeric characters.</li> <li>* Passwords cannot be the same as the previous 12 passwords.</li> <li>* Passwords must be 8 - 20 characters.</li> <li>* Passwords cannot have leading or trailing spaces.</li> <li>* Passwords cannot be the same as the Username, User ID, or email address.</li> <li>* Passwords must contain at least one special character.</li> </ul> <p>* New password <input type="password"/></p> <p>* Confirm password <input type="password"/></p> <p><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p> </div>
7	<p>Please return to the login page (<a href="https://learning-dgs.csod.com/client/learning-dgs/orim.aspx">https://learning-dgs.csod.com/client/learning-dgs/orim.aspx</a>) and enter your new credentials.</p> <div data-bbox="316 1171 828 1816">  <p>The image shows the login page for the DGS Pathways Learning Portal. It features a blue header with the 'PATHWAYS' logo and the tagline 'LEARN. GROW. CHANGE. REPEAT.'. Below the header, it says 'Welcome to DGS Pathways Learning Portal. Please sign in to access your learning.' There are two input fields for 'Username' and 'Password', followed by a 'Login' button. At the bottom, there are links for 'Don't have an account? Create an account', 'Forgot Username?   Forgot Password?', and 'Need help? DGSPathways@dgs.ca.gov'.</p> </div>