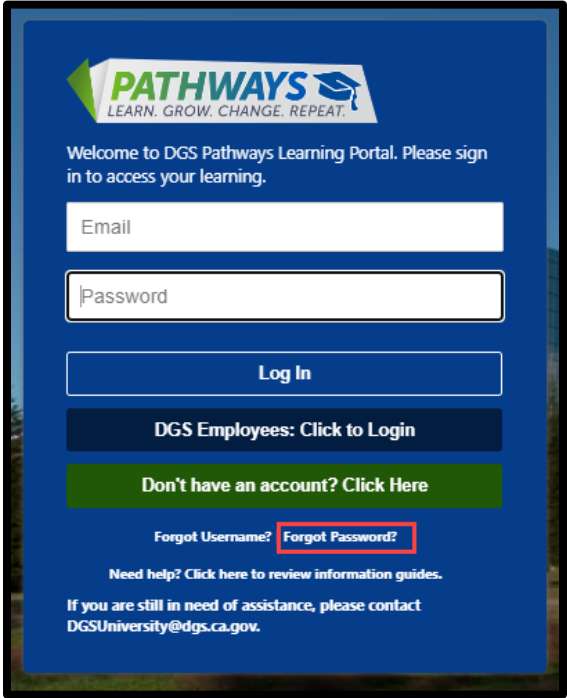


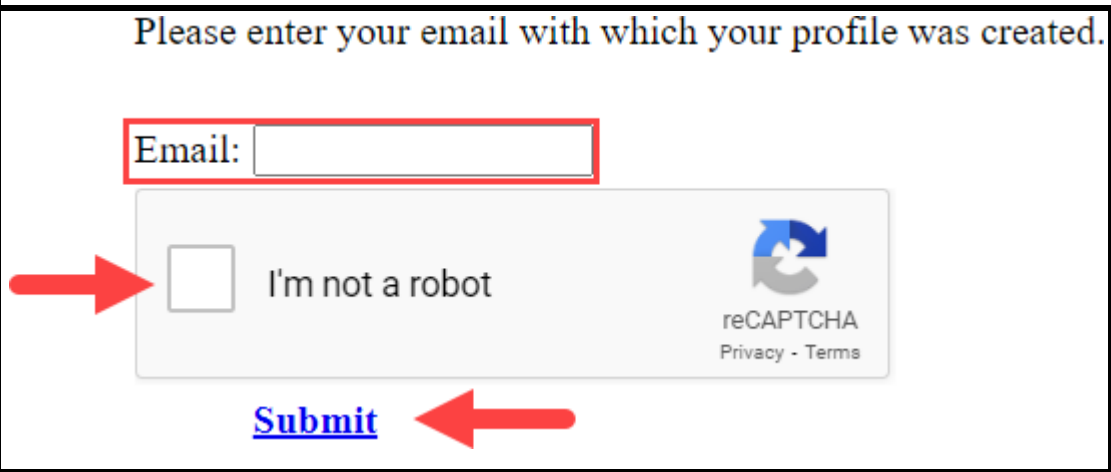
External User: How to Reset Your Password

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|------------------|---|
| Objective | To provide a detailed procedure for external users to reset their password to their DGS Pathways account. |
|------------------|---|





| Step | Action |
|------|--------|
|------|--------|

| | |
|---|--|
| 1 | Click the link to visit the DGS Pathways website. https://learning-dgs.csod.com/login/render.aspx?id=orim |
|---|--|

| | |
|---|---|
| 2 | <p>From the Welcome page, select the <i>Forgot Password</i>.</p>  |
|---|---|

| | |
|---|--|
| 3 | <p>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>.</p>  |
|---|--|

External User: How to Reset Your Password

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| <p>4</p> | <p>Click OK. Pathways will then send you an email to your email inbox.</p> <div data-bbox="326 340 1484 777" style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Forgot password?</p> <p>A request to reset your account password was received.</p> <p>If the account is valid and active, the password reset email will be sent to your on-file email address in a few moments.</p> <p>For additional assistance, please contact your system administrator. Thank you.</p> <p>OK</p> </div> |
| <p>5</p> | <p>Check your email inbox for an email from noreplyPathways@dgs.ca.gov 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" style="border: 1px solid black; padding: 10px;"> <p> noreplyPathways@dgs.ca.gov to me ▾</p> <p>This is a system generated notification, please do not reply.</p> <p></p> <p></p> <p>To complete your registration, please click on the link to verify your email address.</p> <p>https://learning-dgs.csod.com/selfreg/SelfRegActivation.aspx?&token=b523e464-6ce2-44ba-a19e-1948694aec81&corp=learning-dgs&uid=20541 </p> <p>If you have any questions please contact DGSUniversity@dgs.ca.gov.</p> <p>Thank you, DGS University</p> </div> |

External User: How to Reset Your Password

6 Enter your new password in new password field and click *Submit*.

Reset Password

- * Passwords must contain both upper and lower case letters.
- * Passwords must contain alpha and numeric characters.
- * Passwords cannot be the same as the previous 12 passwords.
 - * Passwords must be 8 - 20 characters.
 - * Passwords cannot have leading or trailing spaces.
- * Passwords cannot be the same as the Username, User ID, or email address.
 - * Passwords must contain at least one special character.

* New password

* Confirm password

Cancel

Submit

7 Please return to the login page (<https://learning-dgs.csod.com/login/render.aspx?id=orim>) and enter your new credentials.

