

Overview

This Quick Note outlines the process to create and maintain an access profile or “identity”. Your profile helps associate you to Dollar General applications and systems and will contain information that is unique to you (e.g. password reset challenge questions). After completing the profile registration process you will be able to use the Self-Service Password Reset process – eliminating the need to contact the Help Desk for password reset support.

Step 1 - Profile Registration Authentication

Enter your network username and password to begin Profile Registration.

Domain(network) Account Name:

Domain(network) Password:


Step 2 - Profile Registration Challenge Questions & Answers

Choose and answer the four challenge questions in Step1 and Step2. These challenge questions are used to validate your identity - prior to resetting your password.

Questions on Step 1, and associated answers, will be visible to Help Desk personnel and will be used to validate your identity as part of the Staff-Assisted Password Reset process. Questions on Step 2, and associated answers, will only be visible to you and will be used when resetting your password via the Self-Service Password Reset process.

For example:

Question

How old was your mother when you were born? 

Answer 1

Answer entries are hidden from view and must be verified.

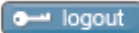

Verify Answer 1

Step 3 - Profile Registration Results

The following message will display on the next page.

Congratulations! JOHN DOE, you have successfully registered or updated your profile you are now eligible to reset your own password via the [Self-Service Password Reset process](#)

To end the session, take one of the following actions:

- Click the logout button to log out and return to the username and password logon. 
- Click the exit button to log out by closing the browser window. 
- Click the Self-Service Password hyperlink to log out and proceed to the self-service reset page. [Self-Service Password Reset process](#)