DOLLAR GENERAL®

Quick Note: Self-Service Password Reset

Overview

This Quick Note outlines the process to reset network passwords for system applications. In order to access the Self-Service Password Reset, you must first create a profile registration (See Quick Note: Online Profile Registration).

Step 1 - User Name

Enter your enter your Domain (network) user name (e.g. jdoe).

User Name

[   ]

Step 2 - Security Questions

Enter answers for the security questions provided during Profile Registration.

For example:

What city were you born in?

[●●●●●●●●●●●●]

What company did you first work for?

[●●●●●●●●●●●●]

Step 3 - Password Reset Options

The following information will display on the next page.

Domain User Name: jdoe
Name: John Doe Title: Manager
EID: 0123456
Dept: 00001
Dept Desc: Store Operations

Select action you wish to perform.

- Reset and synchronize all Account Passwords
- Reset one or more Account Password(s)
- Unlock Account(s)

Step 4 Self-Service Password Reset

Enter and confirm your new password.

Password: [●●●●●●●●●●●●] ← Password entries are hidden from view and must be verified.

Verify Password: [●●●●●●●●●●●●]

Password Tips:

Avoid WEAK passwords. Examples of weak passwords include "Turner1", "Password1", "Monday09", etc.

Specific things to avoid in passwords include:

- Company-specific terms (Dollar General, Integrity Place, Turner, etc.)
- Words found in a dictionary (English or foreign)
- Slang words
- Names or titles
- Personal information (birthdays, social security numbers, ATM PINs)
- Guessable letter or number patterns (aaabbb1, 123abc1)

Password Complexity Rules:

Passwords expire every 90 days, cannot be reused within 10 rotations, and must meet Defined Complexity Requirements (click hyperlink).

A password that fails to meet the criteria or has previously been used will prompt the user to re-enter a different password.

Step 5 - Password Reset Results

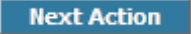The following message will display on the next page.

> Password Reset results for JOHN DOE (jdoe)
>
> The Self-Service Password Reset Process is complete. Please close your browser window or click the "Logout" button to end your session.
>
> Please Click HERE to return to the Dollar General main page.

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.   `o⤝ logout`

- Click the Next Action button to return to the Password Reset Option Screen (See Step 3).   **Next Action**

- Click the HERE hyperlink to return to the Dollar General main page.

NOTE: Self-Service Password Reset may require installation and acceptance of ActiveX control from Courion Corporation.

Click the image or HERE for user instructions.