

SUPPORT SERVICES

This reference guide can be used by all AveannaCare users to reset or change a password.

Users can use the Forgot your password link to reset passwords. Users can also use the settings option to change their password.

Changing User Password

| 1. | User must be logged into https://aveanna.dcisoftware.com | DASHBOARD DASHBOARD ENTRIES REQUIRING SIGN OFF ENTRIES ACCOUNTS SCHEDULES | Interference Stite Map: ave.anna in English Former / Dashboard Ave Anna |
|-----|--|---|---|
| 2. | Click on the username button and select Settings . | | Help ② Site Map ave.anna Lenglish V ave.anna Settings CLogout |
| 3. | Enter the Current Password, New | Home / Change Password | |
| | Password, and Confirm (new) | Change Pas | sword |
| | Password. | Currer | a several a |
| Тір | : These are the password requirements. | Net | V Password: Strength: Moderate |
| | Must be at least 10 characters. Must contain at least 1 uppercase letter, lower letter, number, and special character. Must not contain more than two repeated characters in a row. The password should be different from the | Confirr | n Password: • Cancel Change Password |
| | 10 previous passwords. | | |
| 4. | Click Change Password. | Home / Change Passw | sword |
| | | Change Fas | nt Password: * |
| | | Ne | w Password: * |
| | | | Strength: Moderate |
| | | Confin | m Password: * |
| | | | Cancel Change Password |
| | | ı | |

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| 5. Click on Yes . | Alert × | | | |
|--|---|--|--|--|
| | Are you sure you want to change password? | | | |
| | No | | | |
| Users will receive a message confirming password has been changed. | | | | |
| Change Password | | | | |
| Pass | Password Changed Successfully! | | | |
| Current Password: * Please enter Curre | ent Password | | | |

Resetting User Password

| 1. Access the Aveanna DCI website. | https://aveanna.dcisoftware.com/ | |
|---|---|--|
| 2. Click on Forgot your password? | aveanna care | |
| | Sign In Username Password Remember me Forgot your password? Sign In | |
| Enter the email address used in the enrollment packet. | aveanna CARE | |
| Note: Users must have a valid email on file. If the Aveanna office used a mock email upon enrollment, the user must contact the Aveanna office and have a valid email added. | Forgot Password Please enter email address Back to Sign in Send Reset Email | |



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aveanna

healthcare

| 4. Click Send Reset Email. | aveanna care |
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| | |
| | Forgot Password |
| | |
| | Please enter email address |
| | Back to Sign In Send Reset Email |
| | |
| 5. Review the message and go to the email | |
| inbox. | UVECHING CARE |
| | Forgot Password Confirmation |
| | A password reset link has been sent. Please check your email |
| | Back to firm in |
| | Back to sign in |
| | |
| 6. Double-click on the email message. | ! [½] [½] [½] [∅] From Subject Received ▼ Size Cat Mention ✓ Today |
| | suppo [EXTERNAL SOURCE] Reset Password Tue 8/22/2023 1:30 PM 71 DCI Portal Dear Please reset your password by clicking on Reset Password button. This |
| 7 Click on the Reset Password link | |
| | aveannacare |
| Note: The link will open another page in the | Dear CECILIA ARGUETA, |
| browser. | Please reset your password by clicking on Reset Password button. This link will expire after 24 hours. |
| | Reset Password |
| | |
| | Support Direct Care Innovations |
| | Need help? Reach out to your supervisor for password reset assistance |
| | Direct Care Innovations |
| 8. Answer the security question. | |
| | Security Verification |
| | Please verify security details for your account |
| | Question:What is the middle name of your oldest child? |
| | Answer: Type Security Answer |
| | |
| | Verify |
| | |
| | |



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| 9. Click Verify . | Security Verification Please verify security details for your account Question:What is the middle name of your oldest child? Answer: Type Security Answer Verify |
|--|--|
| 10. Review the password requirements and create a new password. | aveanna care |
| Tip: These are the password requirements. Must be at least 10 characters. Must contain at least 1 uppercase letter, lower letter, number, and special character. Must not contain more than two repeated characters in a row. The password should be different from the 10 previous passwords. | Reset Password for your account Please enter password Please enter password Please confirm password Reset |
| 11. Enter the password . | Reset Password Please enter and confirm your new password for your account |



12. Click Reset.

Please enter and confirm your new password for your account

Reset Password

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| | Reset |
|--|---|
| 13. An alert will appear, click Yes . | Alert × Are you sure you want to reset the password? No Yes |
| 14. The system will automatically prompt login. Enter the username and the new password to log in. | Sign In Username Password Remember me Forgot your password? Sign In |

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingü.stica. Llame al 1-888-255-8360 (TTY: 711). 注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 1-888-255-8360 (TTY: 711)。 Aveanna Healthcare, LLC does not discriminate on the basis of race, color, religion, national origin, age, sex, sexual orientation, gender identity or expression, disability, or any other basis prohibited by federal, state, or local law. © 2023 Aveanna Healthcare, LLC. The Aveanna Heart Logo is a registered trademark of Aveanna Healthcare LLC and its subsidiaries.



