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

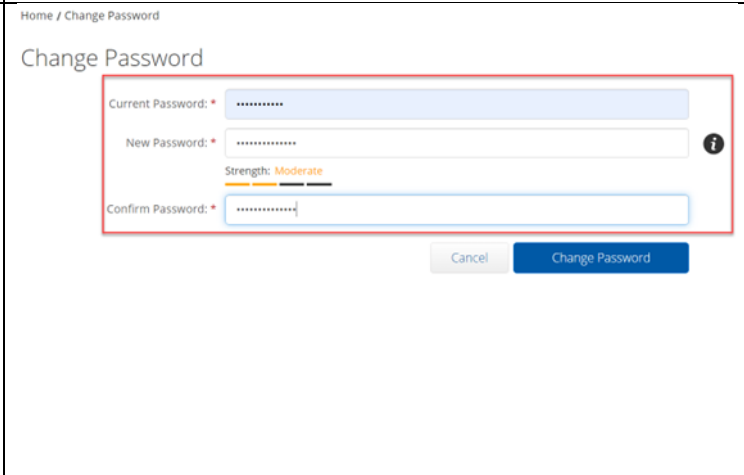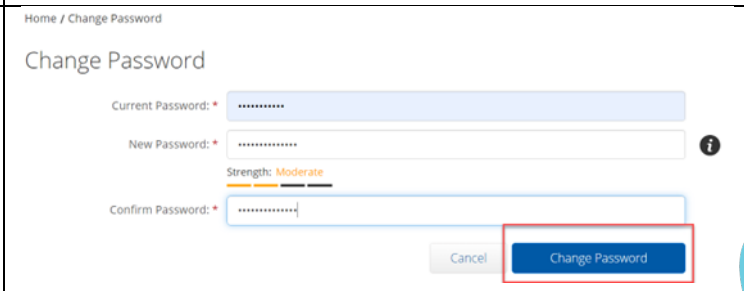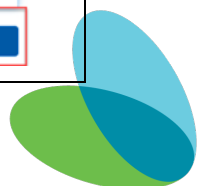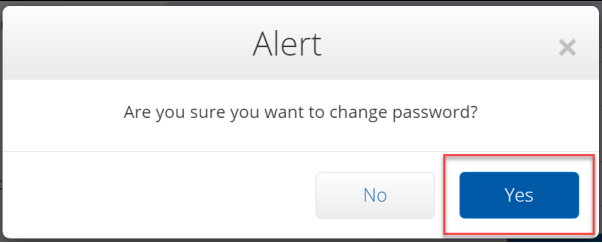Users can use the Forgot your password link to reset passwords. Users can also use the settings option to change their password.
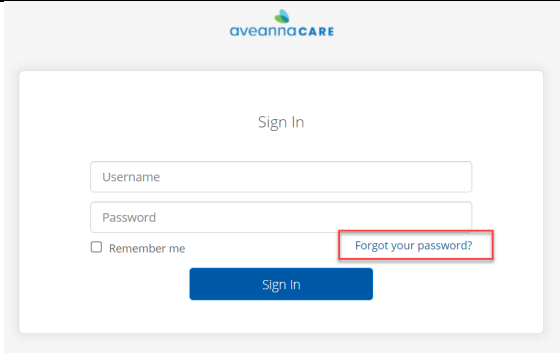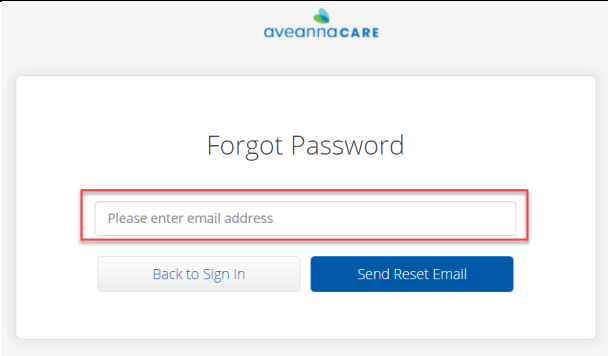
Changing User Password

1. User must be logged into https://aveanna.dcisoftware.com	
2. Click on the username button and select **Settings**.	
3. Enter the **Current Password**, **New Password**, and **Confirm** (new) **Password**. **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.	
4. Click **Change Password**.	
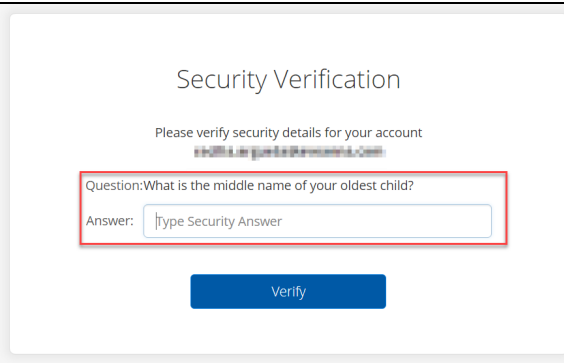
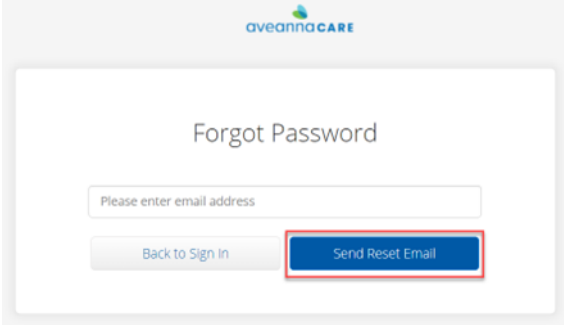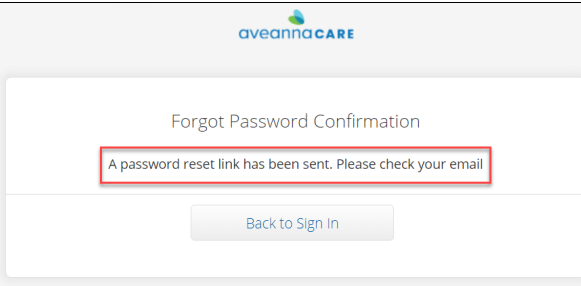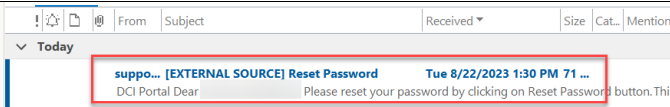|	
5. Click on **Yes**.	**Alert** ✕ Are you sure you want to change password? No **Yes**

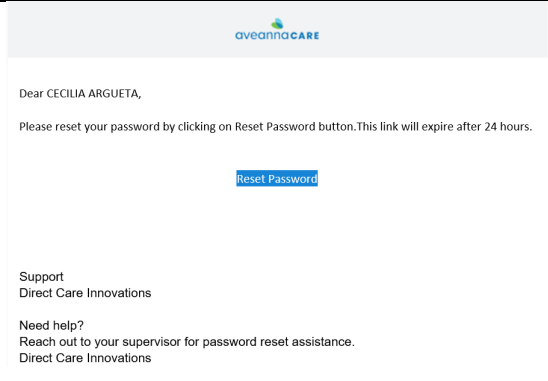|	
Users will receive a message confirming password has been changed.	

Change Password

Password Changed Successfully!

Current Password: * [Please enter Current Password]
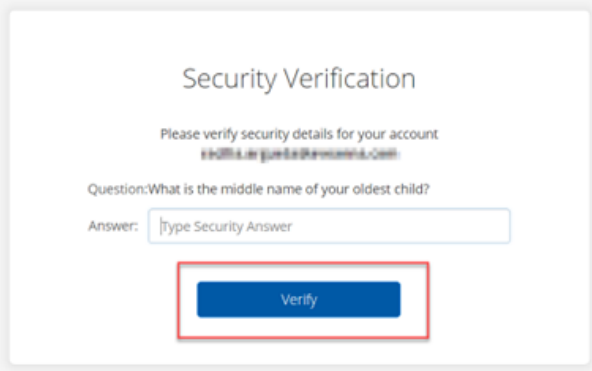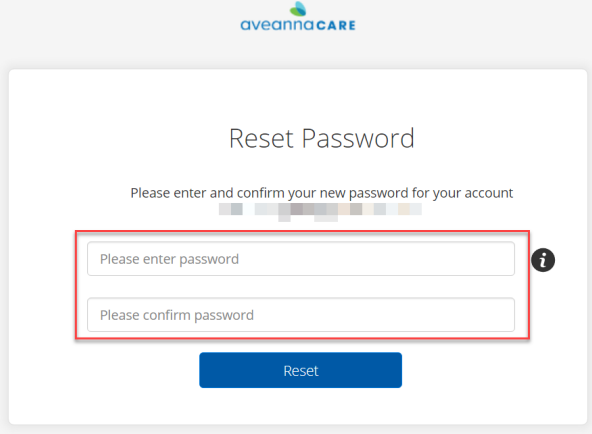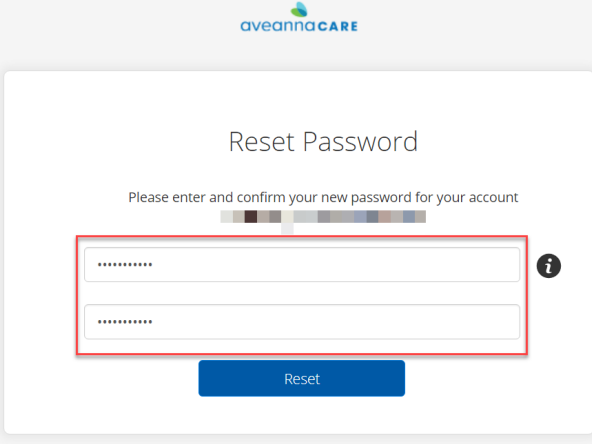
Resetting User Password

1. Access the Aveanna DCI website.	https://aveanna.dcisoftware.com/
2. Click on **Forgot your password?**	aveannaCARE Sign In Username Password ☐ Remember me Forgot your password? Sign In
3. Enter the email address used in the enrollment packet. ⚠ **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.*	aveannaCARE Forgot Password [Please enter email address] Back to Sign In Send Reset Email

4. Click **Send Reset Email**.	
5. Review the message and go to the email inbox.	
6. Double-click on the email message.	
7. Click on the **Reset Password** link. *Note: The link will open another page in the browser.*	
8. Answer the security question.	

SUPPORT SERVICES

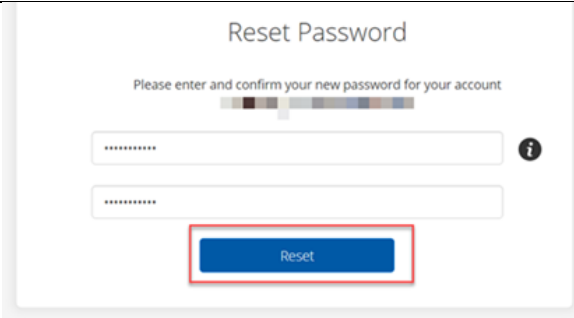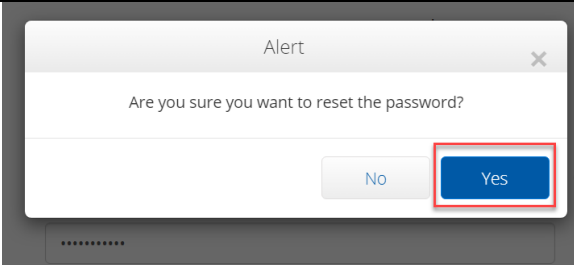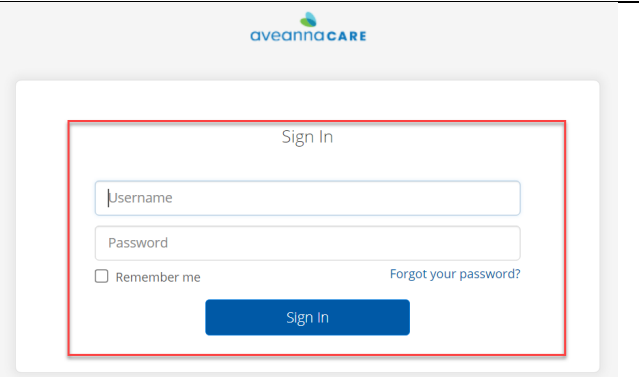|	
9. Click **Verify**.	Security Verification Please verify security details for your account Question: What is the middle name of your oldest child? Answer: [Type Security Answer] **Verify**
10. Review the password requirements and create a new password. **Tip:** These are the password requirements. • 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.	aveannaCARE Reset Password Please enter and confirm your new password for your account [Please enter password] ⓘ [Please confirm password] Reset
11. Enter the **password**.	aveannaCARE Reset Password Please enter and confirm your new password for your account [•••••••••••] ⓘ [•••••••••••] Reset

SUPPORT SERVICES

12. Click **Reset.**	
13. An alert will appear, click **Yes**.	
14. The system will automatically prompt login. Enter the username and the new password to log 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) 。
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