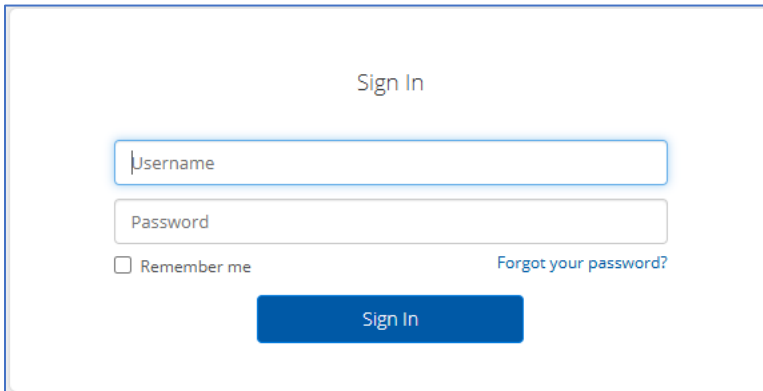


CHANGING OR RESETTNG YOUR PASSWORD

This reference guide can be used to reset or change a password on AveannaCare.

Web Change Password

1. Log in to <https://aveanna.dcisoftware.com>



Sign In

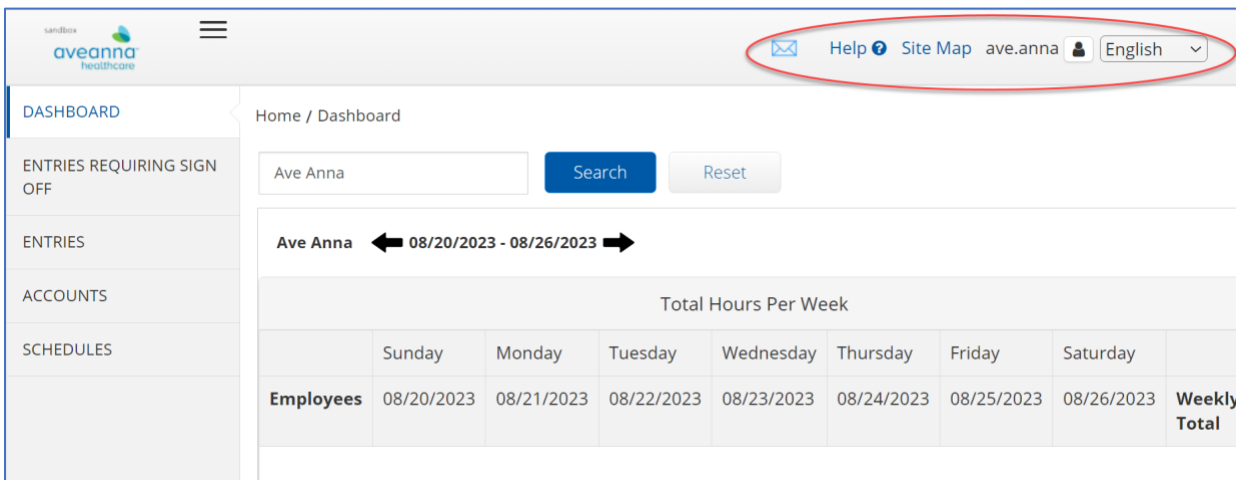
Username

Password

☐ Remember me [Forgot your password?](#)

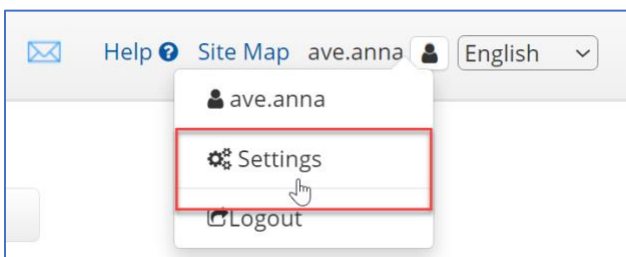
Sign In

2. Click on the button next to the username and select Settings.



The screenshot shows the Aveanna dashboard. The top navigation bar includes a menu icon, the Aveanna Healthcare logo, and a user profile section with a dropdown arrow. The main content area displays a search bar with 'Ave Anna' entered, a 'Search' button, and a 'Reset' button. Below the search bar, there is a section for 'Ave Anna' with a date range of '08/20/2023 - 08/26/2023'. A table titled 'Total Hours Per Week' shows the schedule for the week of August 20, 2023, to August 26, 2023. The table has columns for each day of the week and a 'Weekly Total' column. The 'Employees' row shows the schedule for the week.

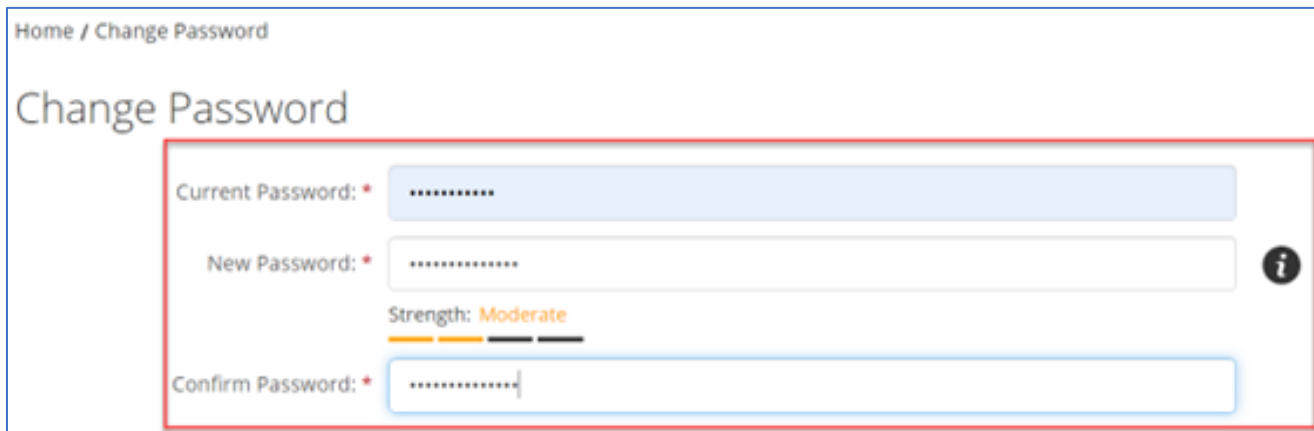
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
Employees	08/20/2023	08/21/2023	08/22/2023	08/23/2023	08/24/2023	08/25/2023	08/26/2023	Weekly Total



The screenshot shows the user profile dropdown menu. The menu is open, displaying the user's name 'ave.anna' and a dropdown arrow. Below the user's name, there are three options: 'Settings' (highlighted with a red box), 'Logout', and a 'Logout' button.

CHANGING OR RESETTING YOUR PASSWORD

3. Enter the **Current Password**, **New Password**, and **Confirm (new) Password**.



Home / Change Password

Change Password

Current Password: *

New Password: *

Strength: Moderate

Confirm Password: *

Tip: These are the password requirements.

- Must be at least 10 characters.
- Must contain at least 1 uppercase letter, lowercase 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**.



Home / Change Password

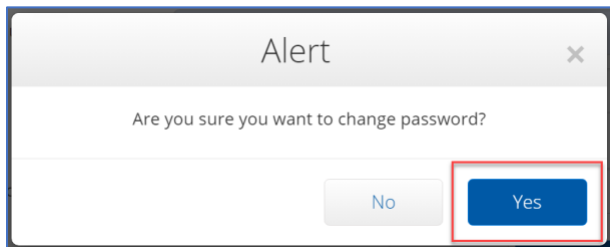
Change Password

Current Password: *

Confirm Password: *

Cancel Change Password

5. An **Alert** will appear; click **Yes**.



Alert

Are you sure you want to change password?

No Yes

CHANGING OR RESETTNG YOUR PASSWORD

You will receive a message confirming that the password has been changed.

Change Password

Password Changed Successfully!

Current Password: *

Forgot Password Through the Website

1. Log in to <https://aveanna.dcisoftware.com>.

Sign In

☐ Remember me [Forgot your password?](#)

2. Click on **Forgot your password?** link.

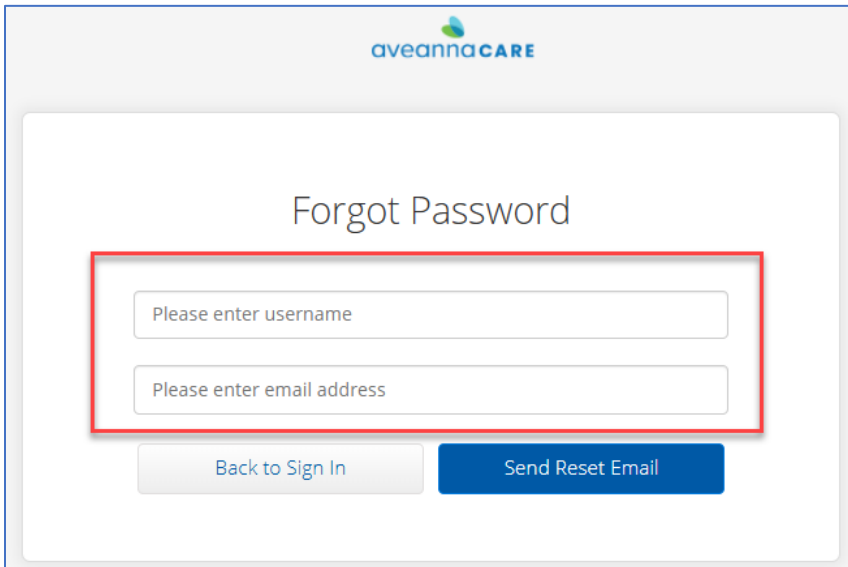


Sign In

☐ Remember me [Forgot your password?](#)

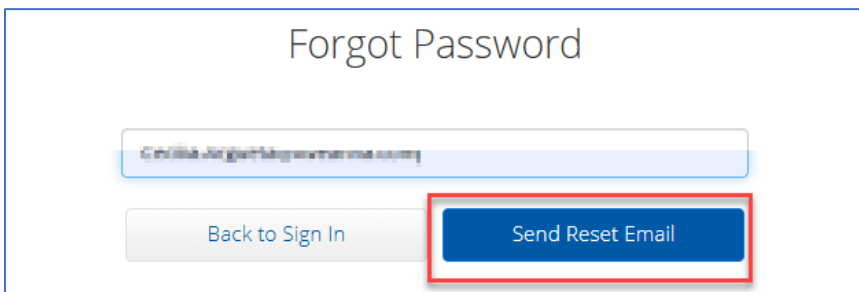
CHANGING OR RESETTNG YOUR PASSWORD

3. Enter the username and email address. The email needs to be the one used in the enrollment packet.

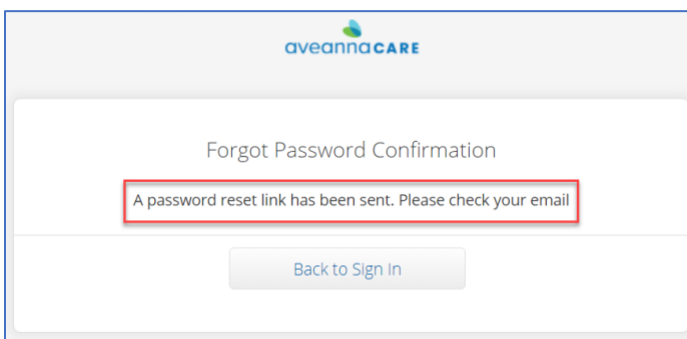


Note: This must have a valid email on file. If the Aveanna team used a mock email upon enrollment, contact the Aveanna office and have a valid email added. The Aveanna team can be contacted through this email: sscustomersupport@aveanna.com

4. Click **Send Reset Email**.



5. Review the message and go to the email inbox.

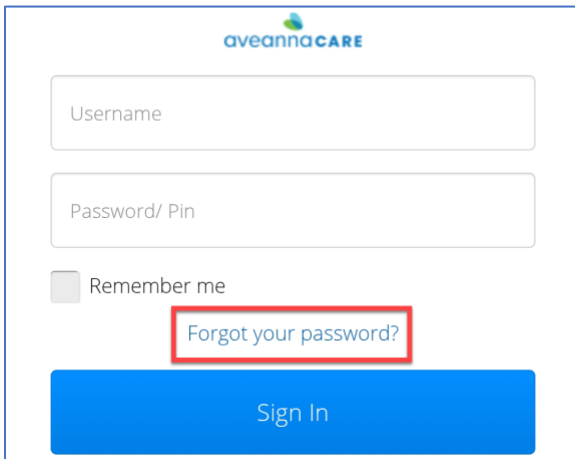


CHANGING OR RESETTNG YOUR PASSWORD

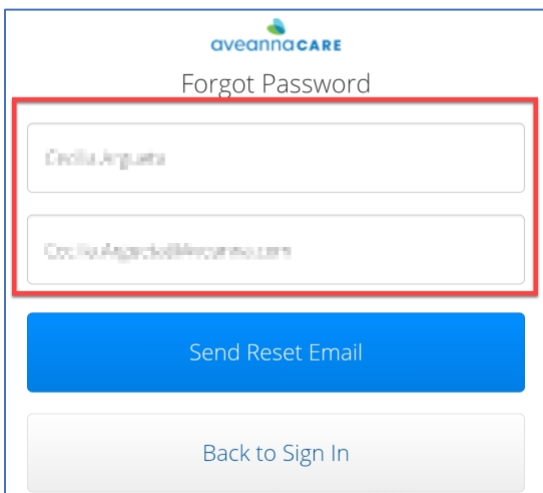
Complete the Accessing the Reset Password Email section.

Forgot Password Through the Mobile Web

1. Access the Aveanna website aveanna.dcisoftware.com and click on **Forgot Your Password?** link



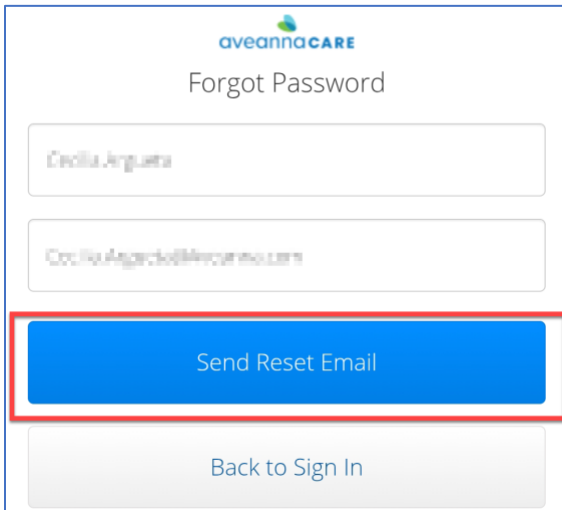
2. Enter the **Username** and **Email**.



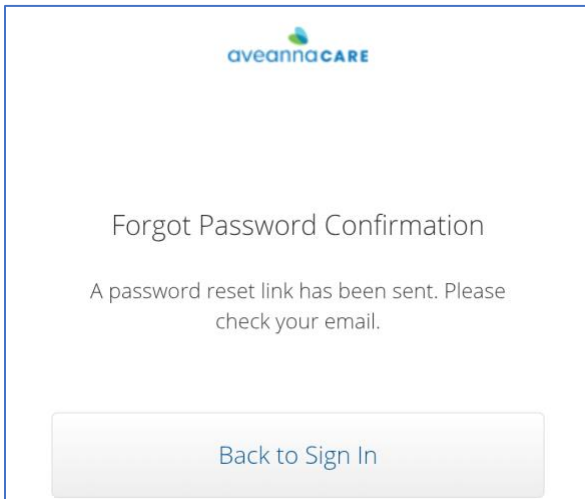
Note: This must have a valid email on file. If the Aveanna team used a mock email upon enrollment, contact the Aveanna office and have a valid email added. The Aveanna team can be contacted through this email: sscustomersupport@aveanna.com

CHANGING OR RESETTNG YOUR PASSWORD

3. Press **Send Reset Email**.



4. The password has been sent to your email.

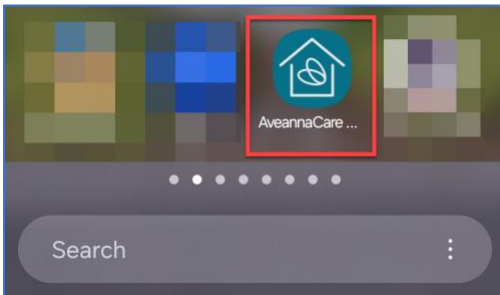


Complete the Accessing the Reset Password Email section.

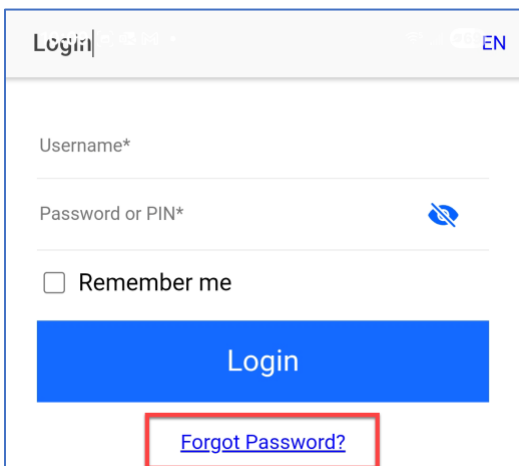
CHANGING OR RESETTNG YOUR PASSWORD

Forgot Password Through the App

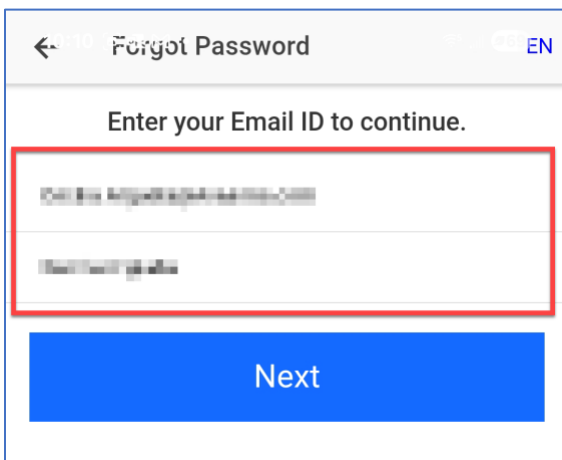
1. Access the application.



2. Click on the **Forgot Password** link.

A screenshot of the AveannaCare app's login screen. The screen has a white background with a blue header bar containing the word "Login" and a language selector set to "EN". Below the header are two input fields: "Username*" and "Password or PIN*", each with a blue eye icon to its right. There is a checkbox labeled "Remember me" below the password field. A large blue "Login" button is centered below the inputs. At the bottom of the screen, a red rectangular box highlights the text link "Forgot Password?".

3. Enter the email and username.

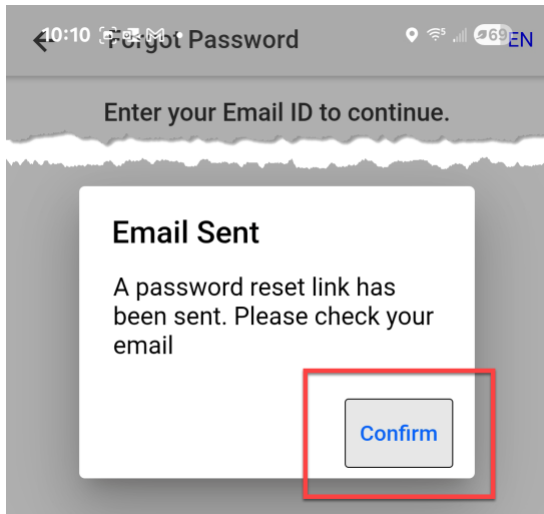
A screenshot of the AveannaCare app's "Forgot Password" screen. The screen has a white background with a blue header bar containing a back arrow, the text "Forgot Password", and a language selector set to "EN". Below the header is the instruction "Enter your Email ID to continue.". There are two input fields: the top one is for the email address and the bottom one is for the username. Both input fields are highlighted with a red rectangular box. A large blue "Next" button is centered at the bottom of the screen.

CHANGING OR RESETTNG YOUR PASSWORD

Note: This must have a valid email on file. If the Aveanna team used a mock email upon enrollment, contact the Aveanna office and have a valid email added. The Aveanna team can be contacted through this email:

sscustomersupport@aveanna.com

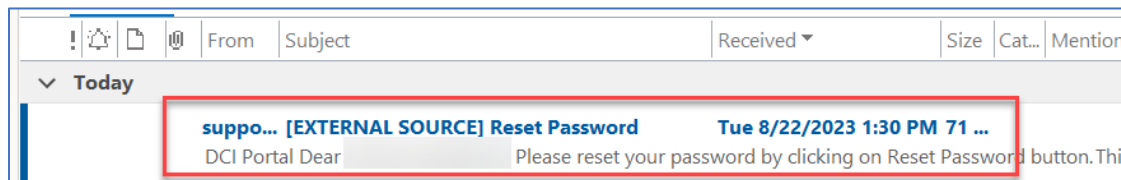
4. Click on **Confirm**.



Complete the Accessing the Reset Password Email Section.

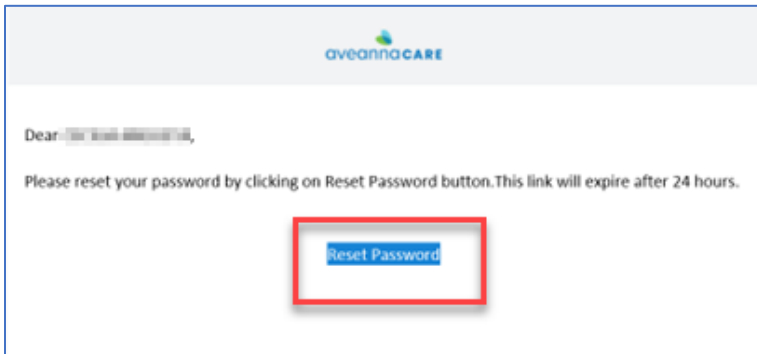
Accessing the Reset Password Email

1. Double-click on the email message.



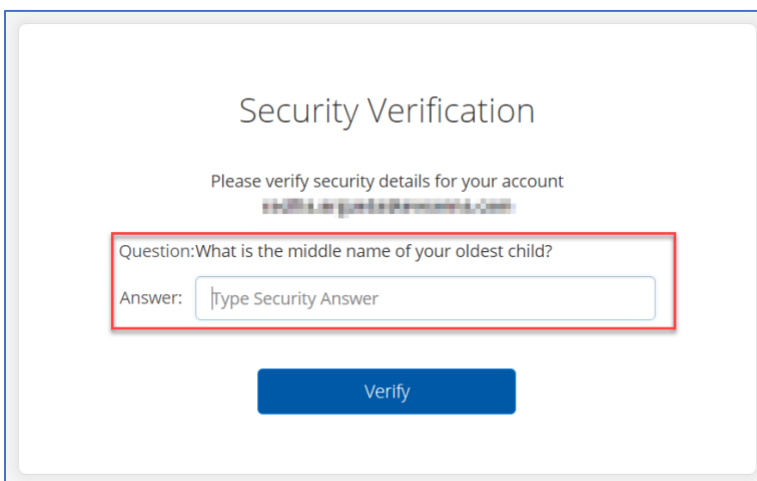
2. Click on the **Reset Password** link.

CHANGING OR RESETTNG YOUR PASSWORD

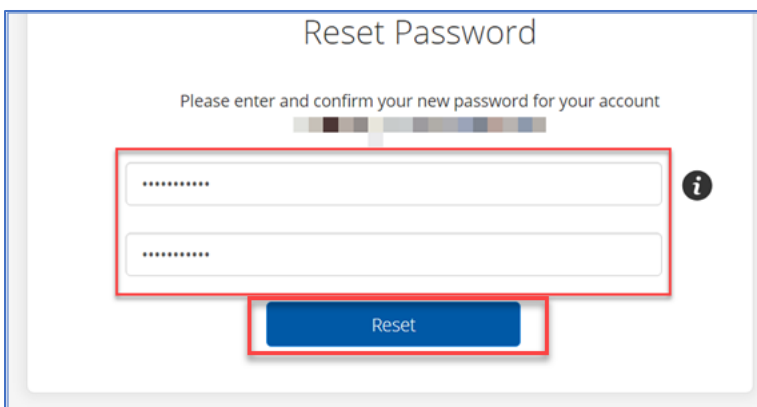


Note: The link will open another browser window.

3. Answer the security question.

A screenshot of the "Security Verification" page. The title "Security Verification" is at the top. Below it, the text says "Please verify security details for your account" followed by a redacted email address. A red rectangular box highlights the security question section, which contains the text "Question: What is the middle name of your oldest child?" and an "Answer:" label next to a text input field containing the placeholder "Type Security Answer". Below the input field is a blue button labeled "Verify".

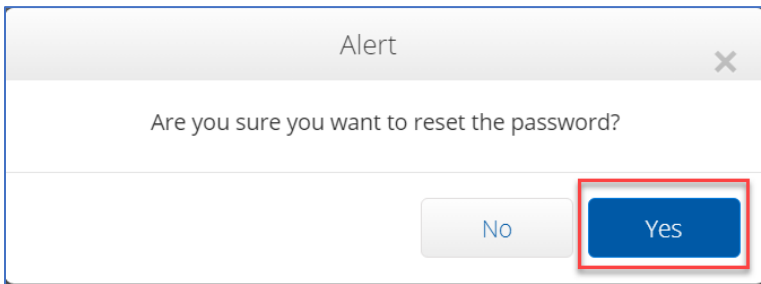
4. Enter the **new password** and re-enter the new password to **confirm** and click **Reset**.

A screenshot of the "Reset Password" page. The title "Reset Password" is at the top. Below it, the text says "Please enter and confirm your new password for your account" followed by a redacted email address. A red rectangular box highlights the password input section, which contains two text input fields for entering and confirming the new password, each with a masked password "*****". To the right of the input fields is an information icon (a lowercase 'i' in a circle). Below the input fields is a blue button labeled "Reset", which is also highlighted with a red rectangular box.

CHANGING OR RESETTNG YOUR PASSWORD

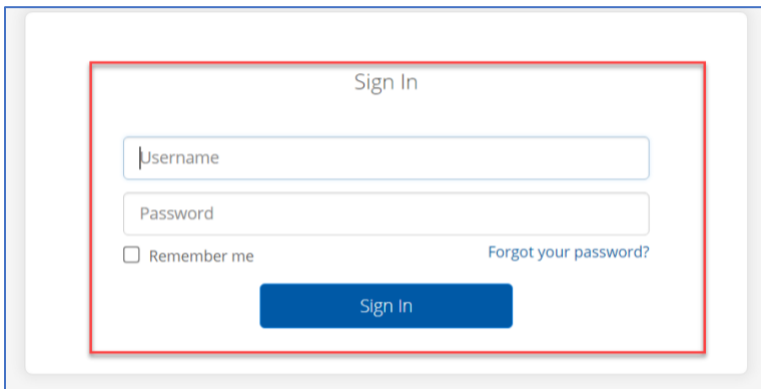
- There must be at least 10 characters.
- Must contain at least 1 uppercase letter, lowercase letter, number, and special character.
- Must not contain more than two repeated characters in a row.
- The password should be different from the 10 previous passwords.

5. An **Alert** will appear; click **Yes**.



An alert dialog box titled "Alert" with a close button (X) in the top right corner. The text inside the dialog asks, "Are you sure you want to reset the password?". At the bottom of the dialog, there are two buttons: "No" and "Yes". The "Yes" button is highlighted with a red rectangular border.

6. The system will automatically prompt you to log in. Enter the username and the new password to log in.



A "Sign In" form with a red rectangular border. It contains the following elements: a "Username" input field, a "Password" input field, a "Remember me" checkbox, a "Forgot your password?" link, and a "Sign In" button.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. 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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