IDENTITY MANAGEMENT & SINGLE SIGN-ON (SSO) HELP GUIDE

UPDATED MAY 2019
Identity Management Benefits

• **Single Sign-On (SSO)**
  – Login and gain access to desired DAU applications
  – Eliminates the need for multiple usernames and passwords.

• **Self-service**
  – Allows users to manage their own account.
  – Password Reset
  – Unlock Account
Identity Initial Set-up

- Access https://identity.dau.mil
- The DoD Warning Banner will appear. Select the “I Accept” button to proceed.
Identity Initial Set-up

- The **DAU Identity Management Login** window will be displayed.
**IMPORTANT** For the initial setup, enter your Username & Password and select the Login button. This information would have been sent to your official business email address. *If you have a DoD CAC, please refrain from logging in with it first.*

After successfully logging in, changing your password, and completing the security questions, when you access your account in the future you may login using your DoD CAC or Username & Password.
Change Your Password

- **Password:** You will be prompted to change the password that was sent to you via email. Follow the password requirements listed at the bottom of the page. If you receive a red examination mark by any of the password requirements, you will need to modify your password. Afterwards select the **Submit** button.

You can select this symbol if you want to see the password you’re typing in.
Security Questions

- **Security Questions**: Required to allow you to reset your password and/or unlock your account in the future.
- **Selectable Questions**: Select a question from each menu and provide your answer.

To view the answers you’re typing, uncheck the box that says Hide Answers.
• **Custom Question**: You must also define one custom question and answer. Afterwards select the **Submit** button.

Your question

Your answer

*For security reasons, you should avoid writing questions/answers based on easily obtainable information, such as date of birth, name of children, phone number and so forth.*
Accessing Your Personal Applications

- After setting up your Security Questions, you will be directed to **Your Personal Applications**. Select the DAU System you want to access. **NOTE:** The only DAU Systems that will be displayed are the ones you have been granted privileges to access.
Select the **Self Service** option from the menu on the left and then click on **Actions**.
Edit Profile

- Select the **Edit Your Profile Information** button.
Some information in your profile is populated automatically and **cannot be edited**. As you go through the tabs at the top you will be able to edit fields that are not grayed out. Select the **Save** button at the bottom for changes to take effect.
Forgot Username?

- In the middle there will be a section that says “Forgot your”. Select the option that says Username.
Forgot Username?

- Enter your registered email address and click **Submit**.
Forgot Username?

• You will receive the message below once the correct email address that’s listed on your profile in the Identity Management System has been entered. Click “Ok” to proceed.

Email Sent

Thank you. Your login has been sent.

Ok
Forgot Username?

• If the information you entered is not in the DAU Identity Management System, you will be given the opportunity to try another email address.

• If you continue to receive the message advising “user not found by email”, please contact the Help Desk directly for further assistance.

       Phone: 703-805-3459 | 866-568-6924 | DSN: 655-3459; Option 1
       Email: dauhelp@dau.mil

Do you wish to retry?
Forgot Password?

- In the middle there will be a section that says “Forgot your”. Select the option that says Password.
Forgot Your Password?

- Enter your **DAU Identity Management Username** or **Email address** and click **Submit**.
- You will be prompted to answer the security questions you previously selected.
Forgot Your Password?

- After correctly answering your questions, you will be directed to create a new password. Once you have entered a password that meets the criteria, select the **Submit** button. You will be redirected back to the login screen to enter your credentials.

![New Password Form](image.png)

- Password DOES NOT contain username
- The minimum password length is 15 characters
- Passwords cannot be reused more often than every 30 day(s)
- You may not reuse your last 10 password(s)
- Passwords must contain characters from at least three of the following categories:
  - English upper case letters [A, B, C, ... Z]
  - English lower case letters [a, b, c, ... z]
  - Westernized Arabic numerals [0, 1, 2, ... 0]
  - Non-alphanumeric characters such as punctuation symbols

You can select this symbol if you want to see the password you’re typing in.
Forgot Your Password?

- If the information you entered is not in the DAU Identity Management System, you will receive a message stating “unable to retrieve your account”. Select “Ok” to return to the previous screen.

- If you continue to receive an error, please contact the Help Desk directly for further assistance.

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  **Reset Password Recovery**

  Unable to retrieve your account

  ![Ok button]