FORGOT/RESET PASSWORD POLICY

To make sure your information is safe and secure we have implemented a new Password Policy. You have to follow the below procedure in order to Reset password and login to the digitalcampus.in

PRECONDITIONS:-

1. Parent's login should be activated for using Parent Dash Board.

Follow the below flow for sequential order of using the manual

FORGOT PASSWORD LINK

USER NAME & CAMPUS CODE--->SUBMIT

ENTER OTP RECEIVED ON MOBILE / E-MAIL,NEW PASSWORD,CONFIRM PASSWORD-->SUBMIT
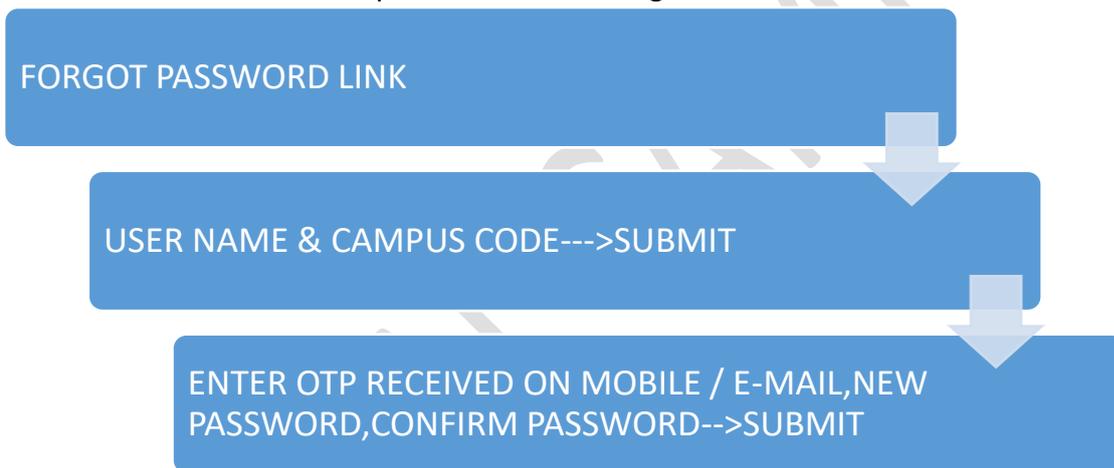
Click on Forgot Password option

1. In this page users will have two text fields to enter **user name and campus code**.

User Name:	[ ]
Campus Code:	[ ]

Submit   **Reset**
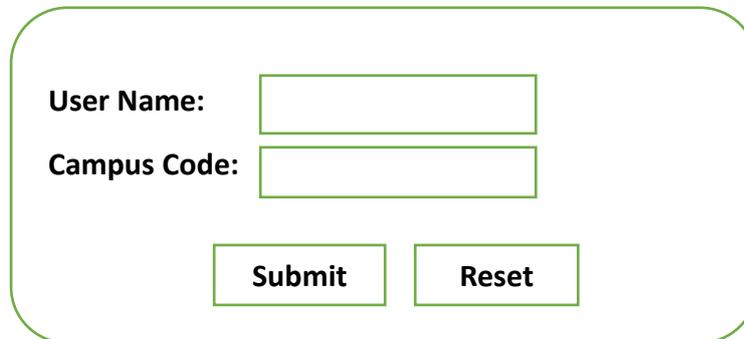
2. If the entered username is not present in the database. It will display an alert Message to the User as "Invalid User Name".
3. If the entered username is present in the database but not in active status. It will display an alert message to the User as "User not in Active Status".
4. When User enter valid user name and campus code and click on submit. It will be verified and DigitalCampus will send OTP to the mobile number(father) and mail id(father) registered in DigitalCampus and below message will be displayed to User/ Parent

"**Confirmation E-mail/SMS Sent to abc@digitalcampus.co/1234567890**

Hope this is your E-mail/SMS if not, Please Contact your School/College Administrator to update your E-mail/SMS. We have been Sent an OTP to your E-mail/SMS to Reset your Password, Which will expire in 10 minutes. Please check your inbox for an E-mail/Mobile from "**digitalcampusservicespvtltd**"

OTP:	[ ]
New Password:	[ ]
Confirm Password:	[ ]

Submit   **Reset**
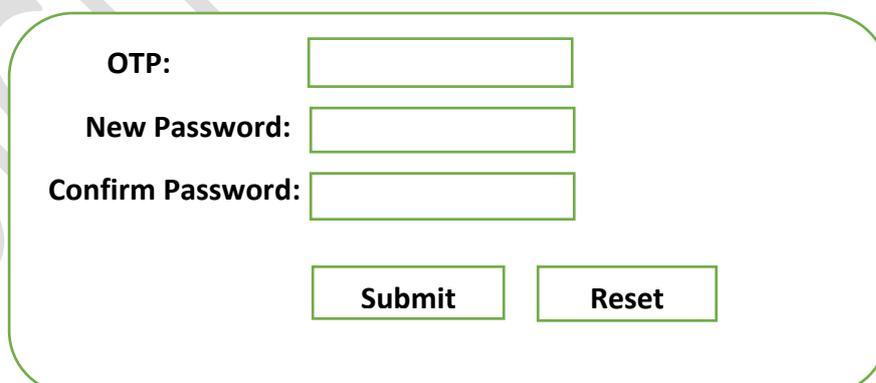
1. In this page user will have 3 mandatory text boxes to enter 1. **OTP** which is sent to Registered Mobile and mail id, 2. New password, 3. Confirm New Password.
2. **The New Password will have conditions like:**

   1. Minimum Length - **8 characters recommended**

2. Maximum Length - **15 characters**

3. Minimum complexity - No dictionary words included. Passwords should use three of four of the following four types of characters:

    1. Lowercase

    2. Uppercase

    3. Numbers

    4. Special characters such as!@#$ %^&*(){}[]

4. Maximum password age – 100 days

5. Account lockout threshold - 3 failed login attempts

6. User Name should not be set as password. Example (user name: - Administrator, New Password:-Administrator@1)

7. User will be able to set the password in sequential characters or numbers like Aaaa@111, ABCDe@123

8. User will not be able to set the last used password.

9. After entering **OTP, new password, conform password** and click on submit ,it will display alert to user as "PassWord Updated Successfully
Click Here For Login".

For Any Queries and Technical assistance Contact **Digital Campus Support Team**: **6300809991** between 9.30 AM and 6.30 PM.

 Delivery Team

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