

# Client/Employer: How to Unlock the Employee Profile in the DCI Web Portal

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## **Unlock an Employee Profile ONLY from the DCI website:**

When an employee has too many password attempts or forgets their password, as the client/employer, you can unlock their profile.

1. Log in to personal profile at: <https://ie.dcisoftware.com/Account/Login> using a smart phone, tablet or computer, NOT the DCI Mobile App.
2. Click **Home** on the main menu
3. Click **Employees** on the submenu
4. Search for the employee by typing the name in the **Type Employee Name** field
5. Click **Search**
6. Click anywhere in the employee row to open the employee details page
7. Click the blue **Unlock** text, located next to Authentication Status in the Other Details widget.
8. Click **Save** and **Yes** to confirm
9. The client/employer will receive an email with instructions to reset their password

If you need additional technical assistance, contact your area Employer Services Manager:

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