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

UPDATED MAY 2019



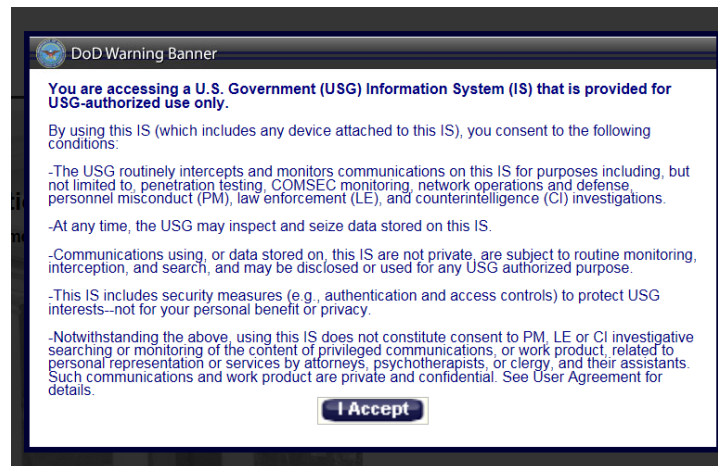
# Identity Management Benefits

- **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.



**Login**  
with your DAU account

[? Forgot your: Username or Password](#)

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# Identity Login

- **\*\*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.

A screenshot of the DAU login page. At the top, it says "Login with your DAU account". Below this are two input fields: "Username" with a person icon and "Password" with a lock icon. To the right of the password field is a red "Login" button. Below the input fields is a link: "? Forgot your: Username or Password". At the bottom of the form is a large red button with a SmartCard icon and the text "Login using your SmartCard".

Login  
with your DAU account

Username

Password

? Forgot your: Username or Password

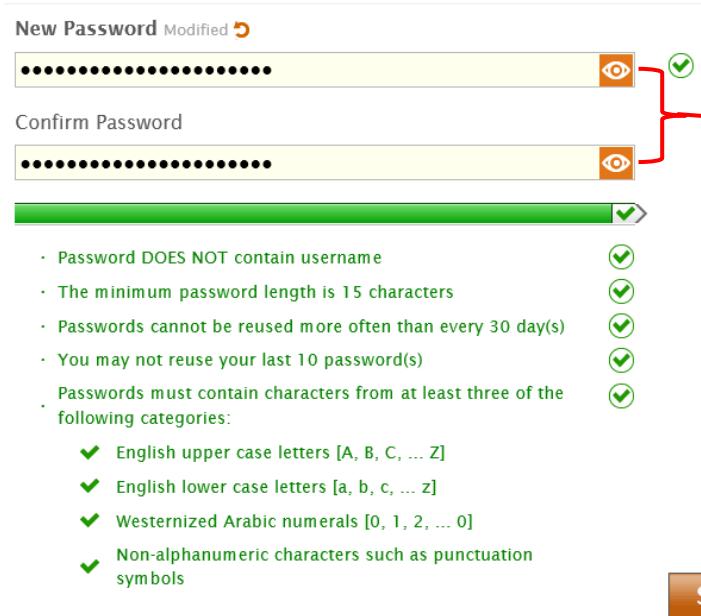
Login

Login using your  
SmartCard


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# 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.









New Password Modified ↻

..... 

Confirm Password

..... 

..... 

- 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

**Submit**

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.

## Password Self-Service Reset Questions

Please answer questions for future password self-service reset

Hide Answers

Selectable Questions

To view the answers you're typing, **uncheck** the box that says **Hide Answers**.

Please Select a Question

Your answer

Please Select a Question

Your answer

Please Select a Question

Your answer



# Security Questions

- **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.

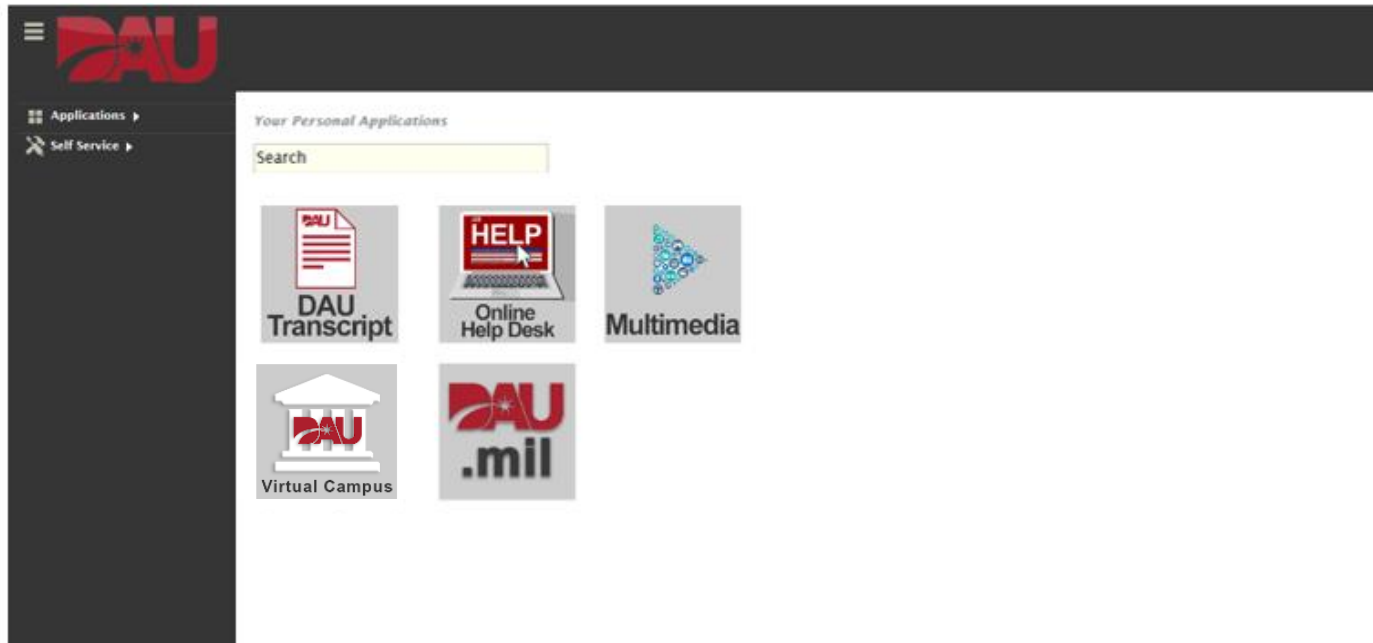
Submit





# Accessing Your Personal Applications

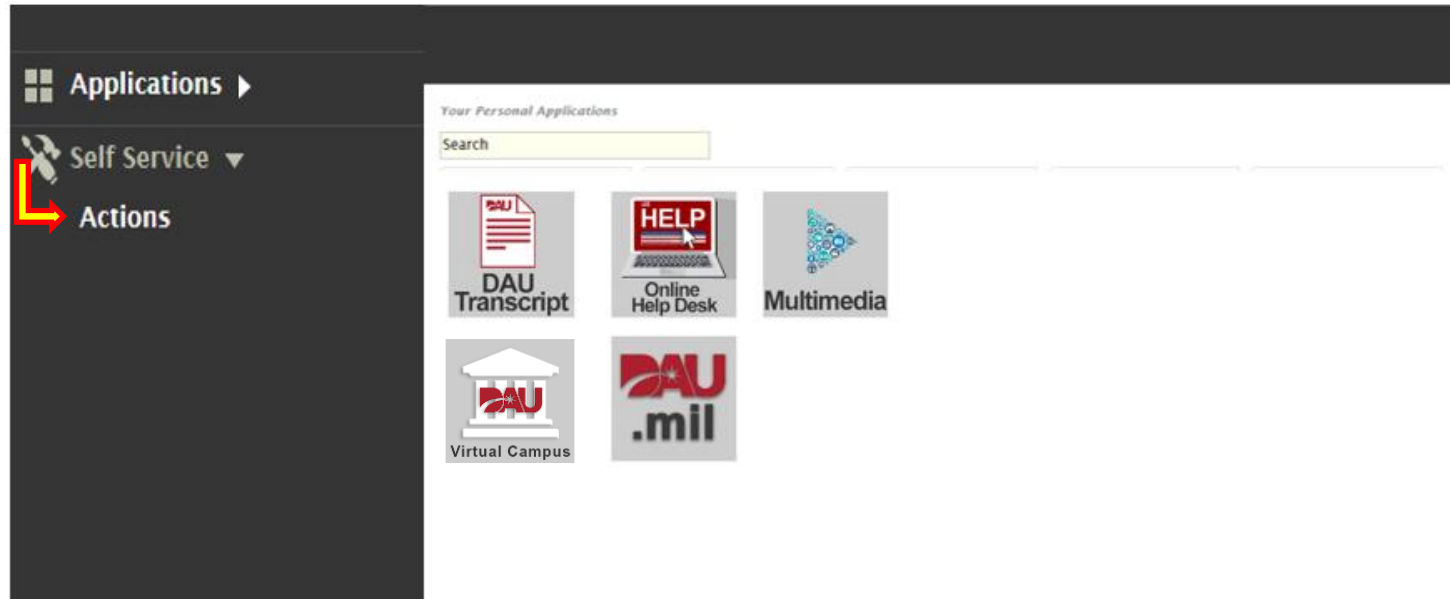
- After setting up your Security Questions, you will be directed to **Your Personal Applications**. Select the DAU System you want to access. **NOTE: The only DAU Systems that will be displayed are the ones you have been granted privileges to access.**





# Edit Profile

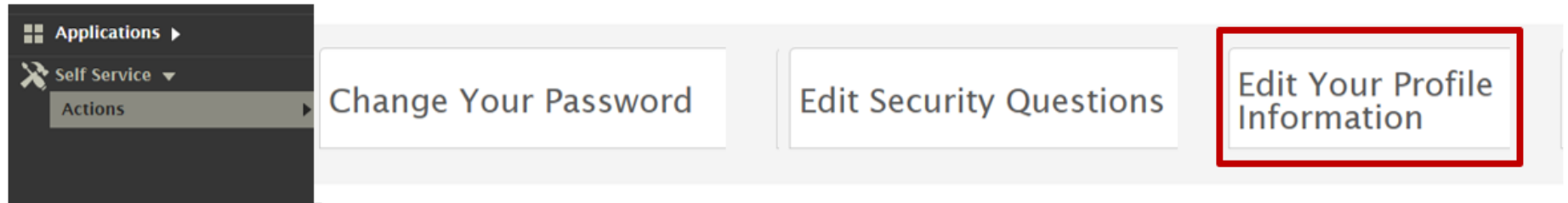
- Select the **Self Service** option from the menu on the left and then click on **Actions**.





# Edit Profile

- Select the **Edit Your Profile Information** button.





# Edit Profile

- General \***
- Contact Information
- Organization
- Advanced
- Photos

## Name Information Modified

First Name

Test

Last Name

Account

Middle Name

Login

## About

Description

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.

Save

Undo



# Forgot Username?

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

A screenshot of the DAU login interface. At the top, it says "Login with your DAU account". Below this are two input fields: "Username" (with a person icon) and "Password" (with a lock icon). Under the password field, there is a link that says "Forgot your: Username or Password" with a question mark icon. A red "Login" button is to the right of this link. Below the link, there is a red button that says "Login using your SmartCard" with a SmartCard icon. Two yellow arrows with red outlines point to the "Forgot your: Username or Password" link: one points down to it from the password field, and the other points up to it from the SmartCard button.

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# Forgot Username?

- Enter your registered email address and click **Submit**.


## Registered Email Address

Please enter a registered email address

*Registered Email Address*

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eMail



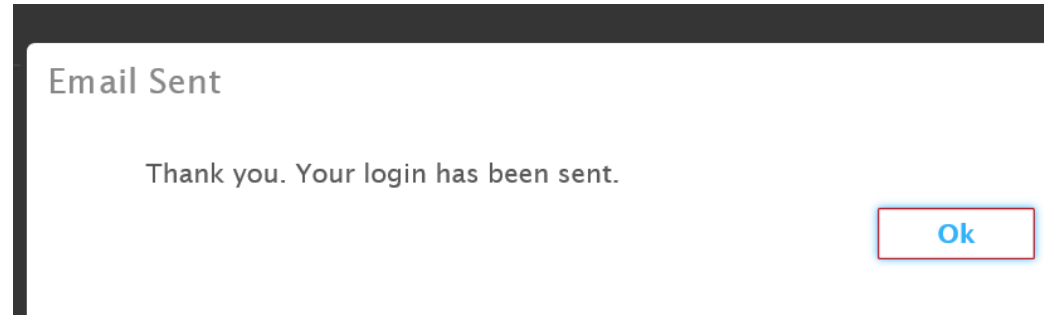
Submit

Cancel



# 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.





# 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](mailto:dauhelp@dau.mil)

User not found by email.

Do you wish to retry?

Yes

No





# Forgot Password?

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

A screenshot of the DAU login interface. At the top, it says "Login with your DAU account". Below this are two input fields: "Username" (with a person icon) and "Password" (with a lock icon). Below the password field is a link that says "Forgot your: Username or Password" with a question mark icon. To the right of this link is a red "Login" button. Below the "Forgot your" link is a red button that says "Login using your SmartCard" with a SmartCard icon. Two yellow arrows with red outlines point to the "Forgot your" link: one points down to it from above, and one points up to it from below.

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# 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.

## User Self-Identification Screen

Please identify yourself using one of the available methods

### *Credentials*

DAU Identity Management login or  
email



Submit

Cancel



# 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 Modified ↻

.....  

Confirm Password

.....  



- Password DOES NOT contain username 
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  - ✓ 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.

**Phone:** 703-805-3459 | 866-568-6924 | DSN: 655-3459; Option 1

**Email:** [dauhelp@dau.mil](mailto:dauhelp@dau.mil)

