

## Sign-Up and Manage My Account

To use the **DCF Self-Service Portal**, you will need to sign-up. Your information is private like your ATM pin number. Be sure to keep your username and password secret to prevent others from accessing your private information.

Let's go ahead and go through the steps on how to sign-up.

First, you will begin by clicking "Sign Up" in the top right corner of the portal homepage.

Second, you will complete the **Personal Information** screen. On this screen, you will sign up as either a consumer or as an organization that helps those applying for DCF Benefits.

Enter your first, middle and last name. You will have up to 30 characters in length for each part. You can use special characters such as O'Connor and Williams-Jones. Do not use nicknames.

Complete the remaining questions on the Personal Information screen, then click the **Save and Continue** button.

Third, you will continue by filling out the questions on the **Contact Information** screen, then click on the **Save and Continue** button once you are done.

You will be asked to confirm your identity if you provided a phone number and/or email address. A verification code will be sent to you based on your choice of either text message, voice call or email. Select the way you want to receive the code, then click the Send button.

After receiving the verification code by text message, voice call or email, enter the code in the box, then click the **Submit** button.

Next, you will create a username and password on the sign-up screen. The system will log in once your sign up is successful.

The same username will be used each time to log in. You can use up to 30 characters and it is not case sensitive. You cannot use special characters. You will need to choose a username that is memorable to you but difficult for others to guess. You might have to write it down somewhere safe to remember it.

The password must have at least 12 characters in length and must contain all the following:

- Upper-case letter
- Lower-case letter
- Number
- Special character



The password must not contain characters repeated four times in a row (ex: 4444), keyboard patterns (ex: 1234), or the username.

You will be asked to confirm your password by typing it again.

Next, you will follow the instructions to create answers to two different security questions. These security questions will be asked if you forget your username and need access to your account in the future. The answer does not have to be true, as long as you can remember your answer. Therefore, choose an answer you will remember.

In case you want to cancel creating an account, you can simply click on the **Cancel** button anytime during the Sign-up process.

To continue with creating your account, click the **Sign-Up** button.

Now that you have signed up, you can log in to the DCF Self-Service Portal at any time to view your benefits information. You may also manage your account in the portal. In the upper right-hand corner, you can update your password and other personal information in the **My Account** link.

The **My Account** link has three tabs where you can make and save changes.

To update your **Contact Information**, click on the tab. This will allow you to update your phone and email information. To update your password, click the **Password Management** tab. If you would like to change your security questions, click on the **Security Questions Management** tab.