



## How Do I Unlock My DU Net ID Account Using My Account?

Stephen Madunic - 2018-01-29 - 0 Comments - in Accounts

To unlock your DUNet ID account, go to [myaccount.dom.edu](http://myaccount.dom.edu) and click on Unlock My Account as shown below



This site, MyAccount, is used to register and manage your Dominican Network ID and its associated password. Your DUID connects you to many Dominican University services including myDU, Canvas, Office 365 and the Support Center.

Self-service password resets and account unlocks are available only after registration in the MyAccount system. If at any point in the process you encounter difficulty, please contact the Support Center at 708-524-6888 or [supportcenter@dom.edu](mailto:supportcenter@dom.edu).

### Reset My Password

Reset or change your Dominican University password

### Unlock My Account

Unlock your Dominican University Network account

### Setup/Manage My Account

Establish or manage your password reset profile

Step 1

Type in the captcha displayed on your screen and click Next

### Self-Service Account Unlock

Unlock your Dominican University Network account

#### Step 1 - CAPTCHA Security Verification

CAPTCHA is an acronym that stands for "Completely Automated Public Turing Test to Tell Computers and Humans Apart." You've probably seen CAPTCHA tests on lots of other web sites. The most common form of CAPTCHA is an image of several distorted letters. It's your job to type the correct series of letters into the form below and click "Next >." If your letters match the ones in the distorted image, you pass the test!

We've added this step to help protect your account from automated attacks. In doing so, you are also helping Google digitise books. You can find out more about CAPTCHA by visiting <http://www.google.com/recaptcha>.



< Previous **Next >** Cancel Finish

#### Step 2

Type in your Dominican network ID (username) and click Next

#### Step 2 - Enter Your Dominican University Network ID

To proceed with resetting your Dominican Network password, enter your Dominican Network ID in the field below.

Dominican Network ID:

< Previous **Next >** Cancel Finish

#### Step 3

Type in the 6 digit pin your created when you setup your My Account and then click Next

**Step 3 - Enter Your Account PIN**

Enter all 6 digits of the account PIN you established with your self-service account.

1st digit	2nd digit	3rd digit	4th digit	5th digit	6th digit
<input type="text" value="1"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

< Previous **Next >** Cancel Finish

#### Step 4

You will receive a one-time password on your personal email and/or cell phone number based on how you setup your notifications. Once received, type in the one-time password and click Finish.

**Step 4 - Enter Your One Time Password (OTP)**

The final step to access the account unlock tool is to provide a one-time password that is randomly generated each time requested. This one-time password has been sent using your contact preferences (email, SMS text message or both), so you should check your Inbox or phone now. Requesting an additional one-time password will invalidate any existing one-time passwords.

One-Time Password:

< Previous Next > Cancel **Finish**