

DDS Gateway Password Reset Instructions

Forgot Your Password?

In the DDS Gateway if you have forgotten your password you do not need to contact the DDS Helpdesk to reset it. There is a link on the DDS Gateway login screen to enable you to reset your password yourself.

Non DDS staff please note:

The process is now the same for both internal DDS Staff, and for external DDS Gateway users, the secure email (Tumbleweed) is no longer utilized because passwords are chosen by you, on a secure screen, rather than chosen by the system and emailed to you as in the past.

The screenshot shows the DDS Gateway login interface. At the top left is the CT.gov logo with 'STATE OF CONNECTICUT' below it. In the center is the text 'State of Connecticut Department of Developmental Services'. At the top right is the 'DDS' logo. The main content area is titled 'DDS Login' and contains a form with two input fields: 'Email Address :' and 'Password :'. Below these fields is a blue 'Login' button. A yellow box highlights the text 'Forgot your password?' located below the password field. A yellow callout box with an arrow points to this link, containing the text 'Use this link to reset your password'. Below the login form, there is a section titled 'DDS Legacy Applications' with the instruction: 'If you are using the following applications DO NOT LOGIN ABOVE. Instead, please use the links below.' This section contains two bullet points: '• [Quality System Review \(QSR\)](#)' and '• [Abuse/Neglect Registry](#)'.

DDS Gateway Password Reset Instructions

1. In the next screen type in your e-mail address and click the Reset Password button

[Return to DDS Applications](#)

Trouble Accessing Your Account?

Forgot your password? Enter your login email below. We will send you an email with instructions for completing a password reset request.

Email :

2. You will then see the following message:

[Return to DDS Applications](#)

Trouble Accessing Your Account?

Forgot your password? Enter your login email below. We will send you an email with instructions for completing a password reset request.

Email :

Check your email.

If the email address you entered is associated with a user account, you will receive instructions from us for completing this reset request.

 **NOTE: You MUST respond to the email within 60 minutes from this request in order to complete the reset.**

If you do not receive an email, please contact your security administrator for help.

If you cannot contact your security administrator, you may contact the [DDS Help Desk](#)

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3. You must now check your Outlook email for a message from DDS.DoNotReply. The message will look like the sample below. Click on the link within the message to confirm your wish to reset your password.

A request has been submitted to reset the DDS Gateway password associated with this email address.

If you did not initiate this request, or if you no longer need to have your password reset, then you may simply ignore this email.

If you do wish to reset your DDS Gateway password, please click the link below, or copy and paste the entire link into your web browser.

[\(Link here\)](#)

INSTRUCTIONS: The link will take you to a screen in the DDS Gateway where you may enter a new password.

Enter and confirm the new password that you wish to use, and click on "Change Password".

Your new password will be good for 59 days.

Password(s) are case-sensitive for DDS Gateway.

Additionally, they must be between 8 and 16 characters long and contain at least 1 letter and 1 number.

IMPORTANT: in order to reset your password, please respond immediately, as this request will expire on Monday, March 17, 2014 3:52 PM.

If you do not complete this confirmation step before the request expires, you will need to submit a new request.

Please do not respond to this email, or any email that comes to you from DDS.DoNotReply. The DDS.DoNotReply mailbox is an unattended mailbox and you will not receive a response.

DDS Gateway Password Reset Instructions

- When you click on the link you will be directed to the web page below, where you can enter and confirm a new password. Once the password is accepted and changed, you are redirected to the DDS Gateway Login page to begin using your new password.

Change Password

New Password :

Confirm New Password :

Note: When you successfully change your password you will then be redirected to the login page where you can use your new password.

- For your protection, every time you change your password, the system will email you a confirmation. If this was a legitimate change, simply ignore the email. **If you ever receive the password change confirmation and you did not change your password, contact the DDS Helpdesk immediately**, as your account credentials may have been compromised.

This is a message from the DDS Gateway confirming that a password change was initiated and completed for this email account.

If you initiated this password change, simply ignore this email.

IMPORTANT: If you did NOT initiate this change, PLEASE CONTACT THE DDS HELPDESK IMMEDIATELY, as your account may have been compromised.

DDS HelpDesk Email: dds.helpdesk@ct.gov
DDS HelpDesk Phone: (860) 418-6073