

Department of Health and Human Services  
Maine Center for Disease Control and Prevention  
220 Capitol Street  
11 State House Station  
Augusta, Maine 04333-0011  
Tel.: (207) 287-3771; Fax: (207) 287-1093  
Toll Free: 1-888-664-9491  
TTY Users: Dial 711 (Maine Relay)

### Instructions to Renew DAVE Password

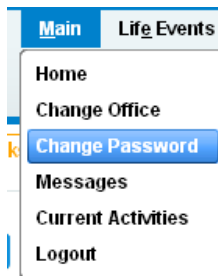
#### NEW USERS:

1. A system generated email with a temporary password, and an email with your username, will be sent during the enrollment process.
2. Login to DAVE with your Username and temporary password. You will then set a new password and answer the security question of your favorite color.

#### EXISTING USERS (To change your password)

To set up password:

1. Login to DAVE™.
2. On the Home page, navigate to Main>Change Password.



3. Type in the Old Password and New Password. Complete the security question and answer.

#### Change Password

Time left before your password expires: 119 Days, 9 Hours, 47 Minutes

Old Password:

New Password:

Confirm Password:

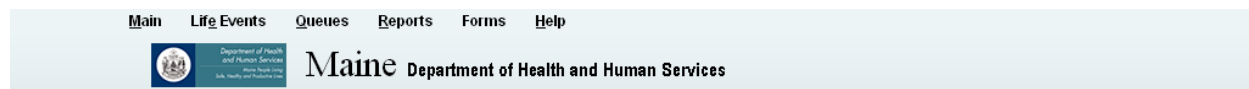
Security Question:

Security Answer:

Type in your favorite color.



4. Select SAVE and password will be changed.

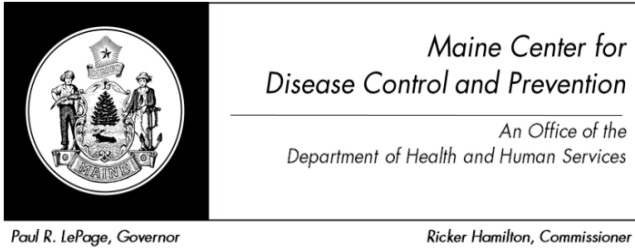


#### Change Password

Your password has been changed successfully.



5. Select the Continue button to go to the Home page.
6. Existing users are now set up to renew their own password when necessary.



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**To renew a “forgotten” password:**

1. At the Login screen, type in your username.
2. Click the “Forgot your password?” link



3. Type in your username and code from the image as shown below.

**Request New Password**

To reset your password, enter your Username and the characters in the picture below.

Username:



Type the code from the image

[Next](#) [Clear](#) [Cancel](#)

4. Select the Next button.
5. At “Please answer your security question below”, type in the answer to the security question you completed earlier in Step 3 of the “Existing User” section.

**Request New Password**

Please answer your security question below.

Type in your favorite color that you entered in Step 3 above.

What is your favorite color?

[Next](#) [Clear](#) [Cancel](#)

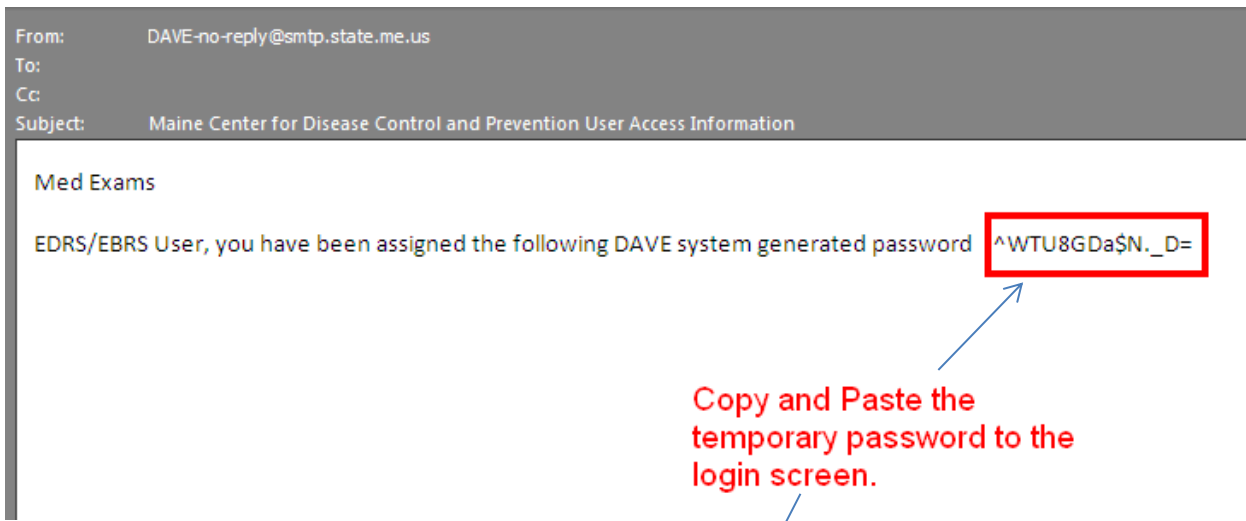
6. Select the Next button.
7. A message will appear stating a temporary password has been sent to your email address.

**Request New Password**

Password Request Successful. A temporary password has been sent to your email address.

[Continue](#)

- 8. Select Continue.
- 9. You will be returned to the Login screen.
- 10. Retrieve the automated email message with the temporary password.



- 11. Copy and paste (or type in) the temporary password onto your login screen.



- 12. Select the Login button to return to the DAVE application.