MyDBPR Self-Service Licensing Portal

ACCOUNT ACCESS

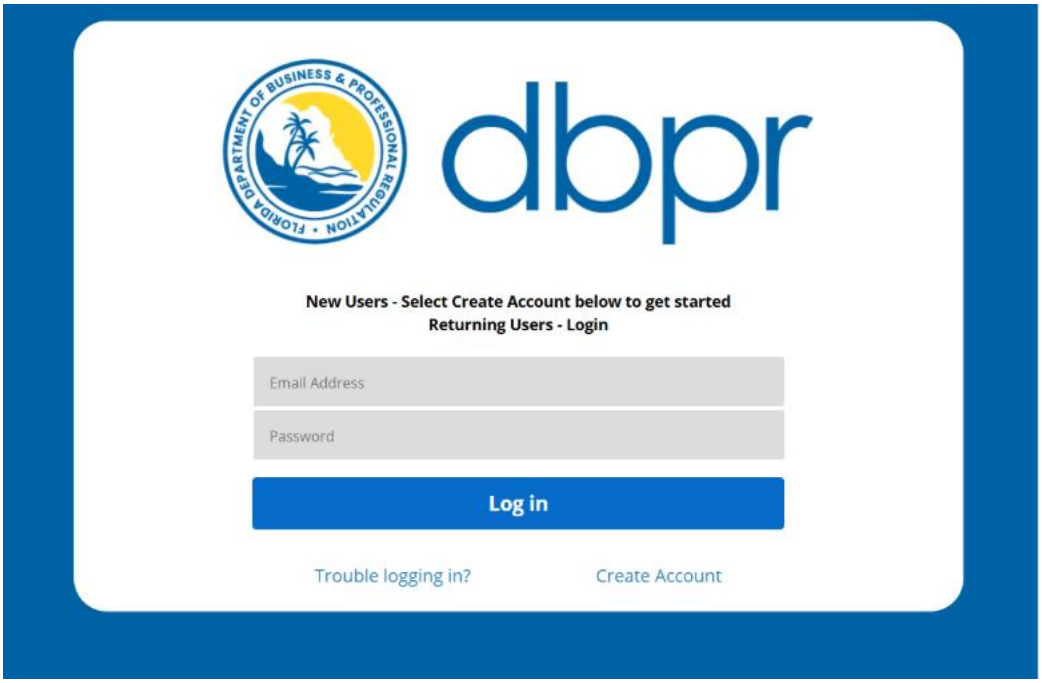
Quick Reference Guide

Use this guide to create an account, log in to your profile, and reset a password in the MyDBPR Self-Service Licensing Portal.

CREATE AN ACCOUNT	LOG IN	RESET PASSWORD
A valid email address is required.	Use the registered email and password.	Use the self-service verification-code process.

Before you begin: Your account information has been migrated to the new MyDBPR system. If you use the email address you used previously your account will be available to you in MyDBPR. Account activation and password reset codes will be sent to the registered email address.

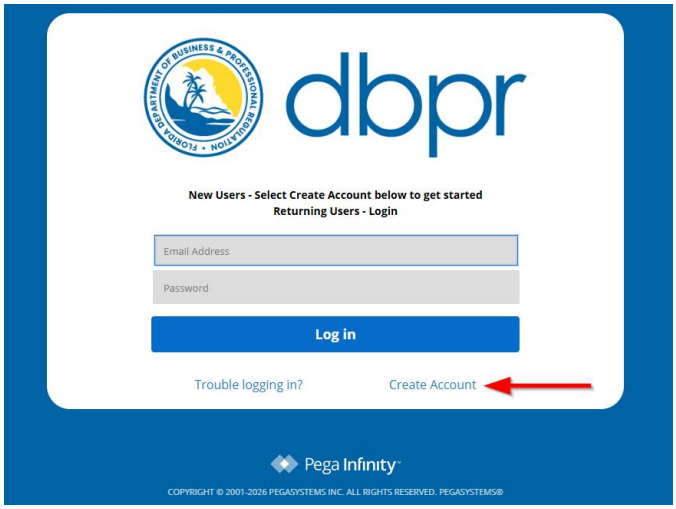
Troubleshooting: Section 4 at the end of this document is to provide guidance on common access issues.



Create an Account

For users who <u>do not yet</u> have an activated MyDBPR account

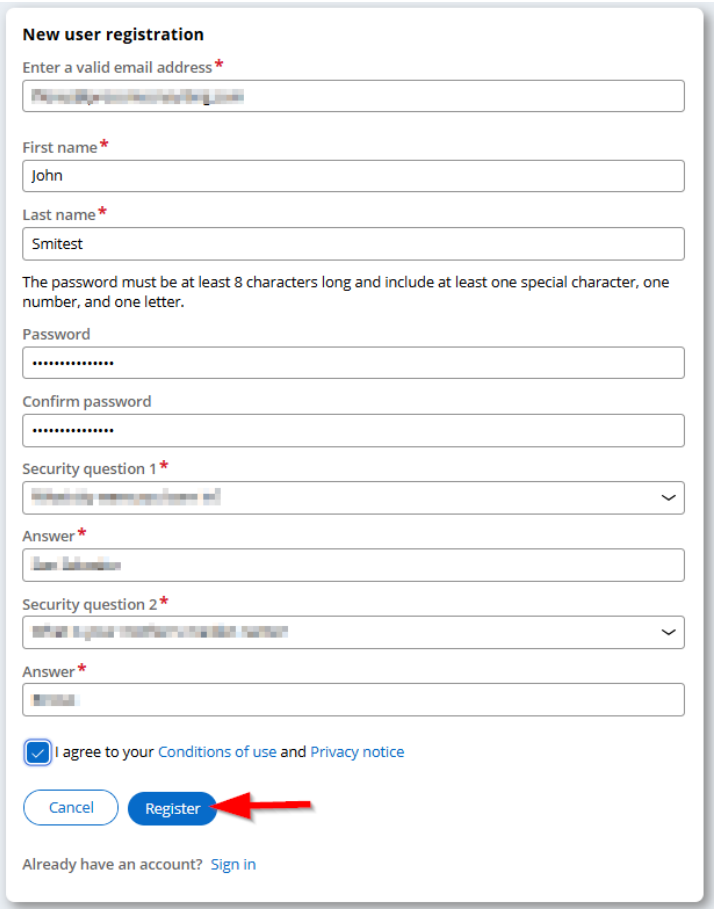
1. Open the My Account link from the DBPR Licensing Home page and follow the prompts to create a new account.



Select Create Account.

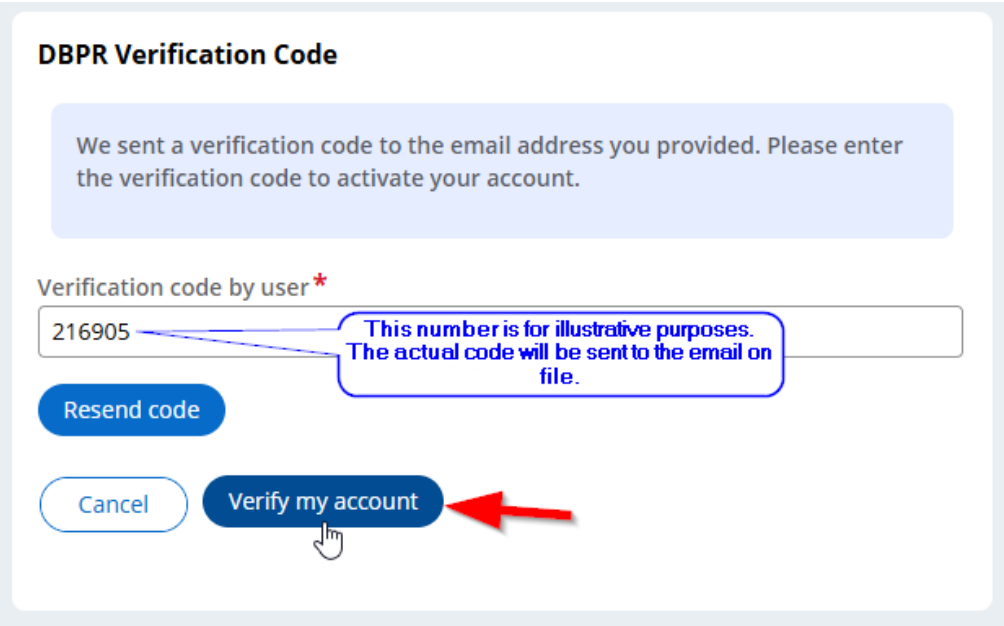
2. Enter a valid email address, first name, and last name.
3. Enter the password in both the Password and Confirm password fields.
4. Select two security questions and enter an answer for each.
5. Review and accept the Conditions of Use and Privacy Notice, then select Register.

Password rule: At least 8 characters, including at least 1 letter, 1 number, and 1 special character.



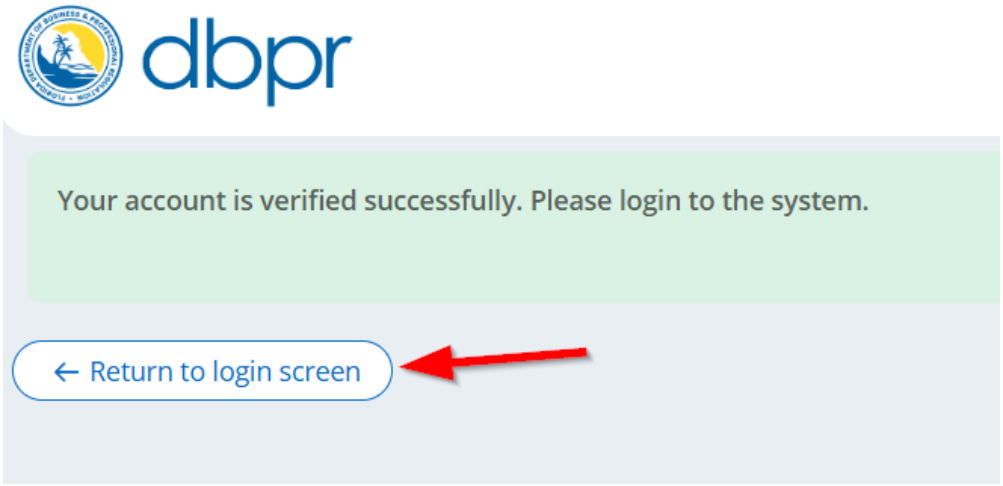
Complete every required registration field.*

6. Check the registered email inbox for the verification code. Check junk or spam if needed.
   Check the registered inbox for the code.
7. Enter the code in Verification code by user, then select Verify my account.
8. If needed, select Resend code and use the most recently received code.



Enter the code and select Verify my account.

9. After the success message appears, select Return to login screen. The account is now activated.

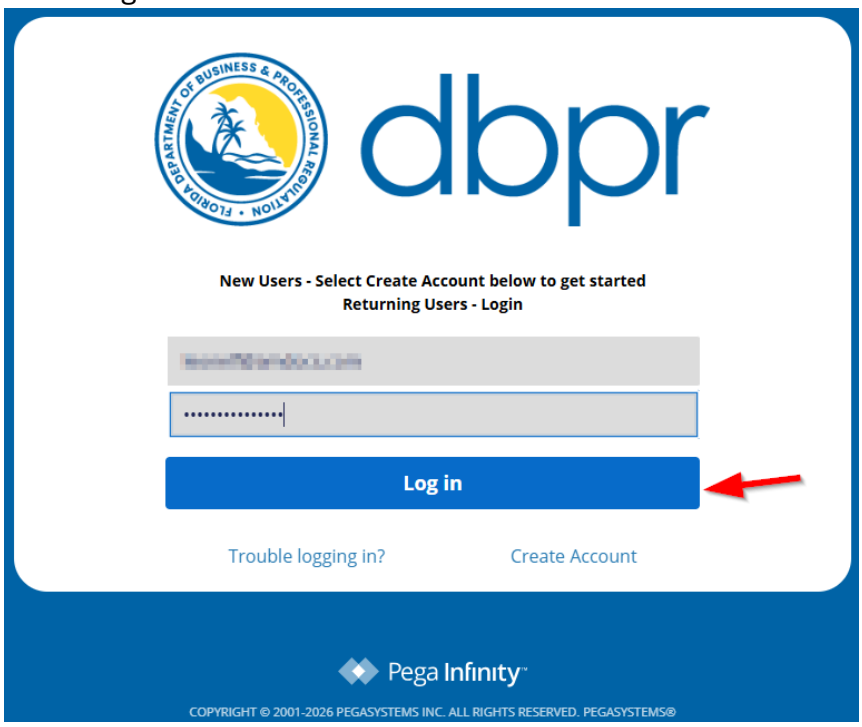

dbpr
Your account is verified successfully. Please login to the system.
← Return to login screen

Return to

Log In

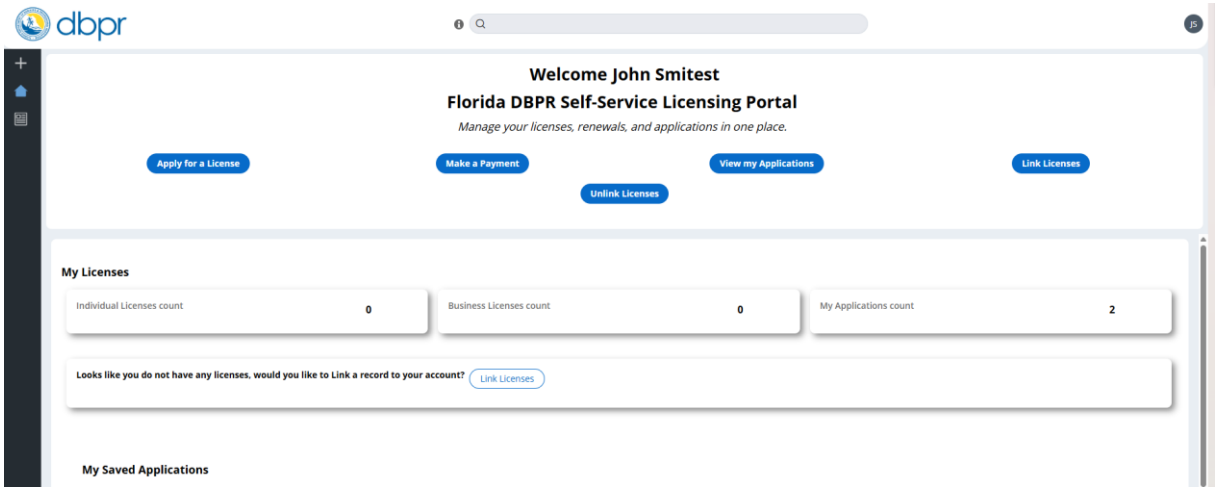
For users who have already created and activated an account

10. Enter the registered email address used to create the account. This email address serves as the username.
11. Enter the account password.
12. Select Log in.



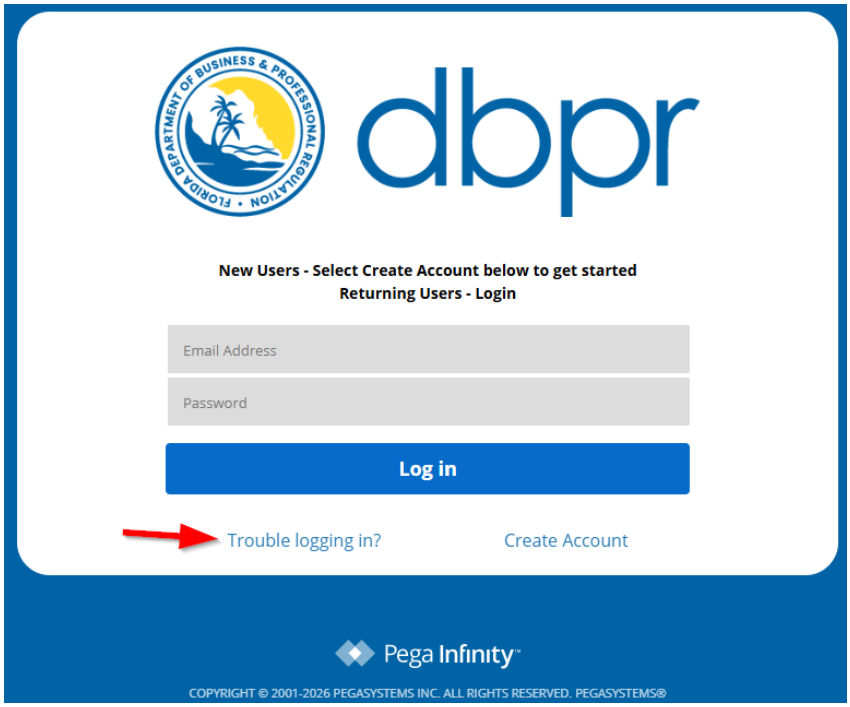
Enter the registered email address and password and select Log in.

13. Confirm that the MyDBPR Self-Service Licensing Portal home dashboard displays.



Successful login displays the MyDBPR Self-Service Licensing Portal dashboard.

14. If the password is not accepted, select Trouble logging in? instead of creating another account.



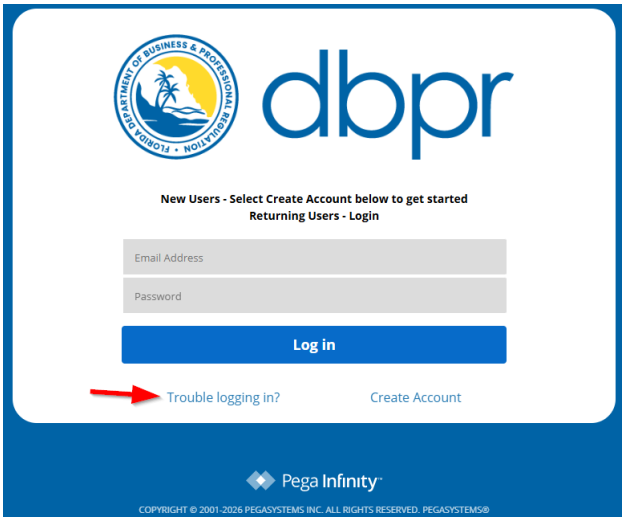
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Return to

Reset Your Password

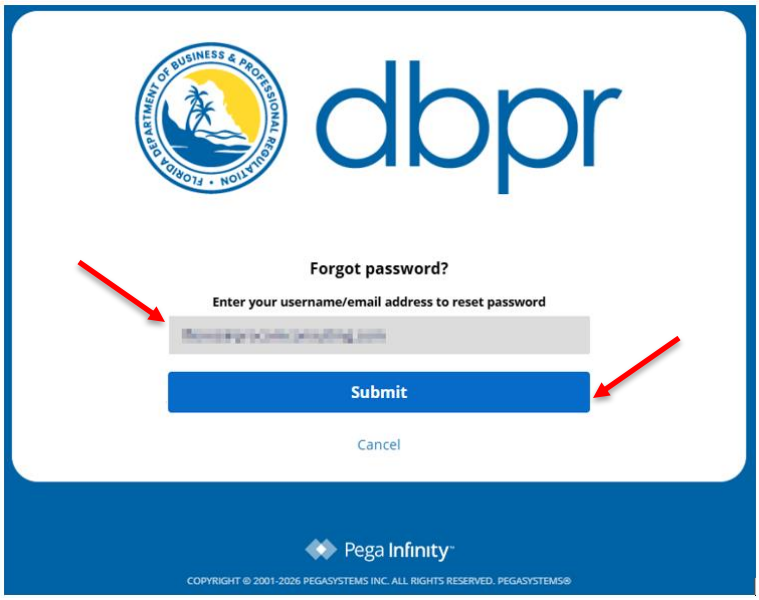
MyDBPR Self-service recovery for an existing, activated account

1. On the login screen, select Trouble logging in?.



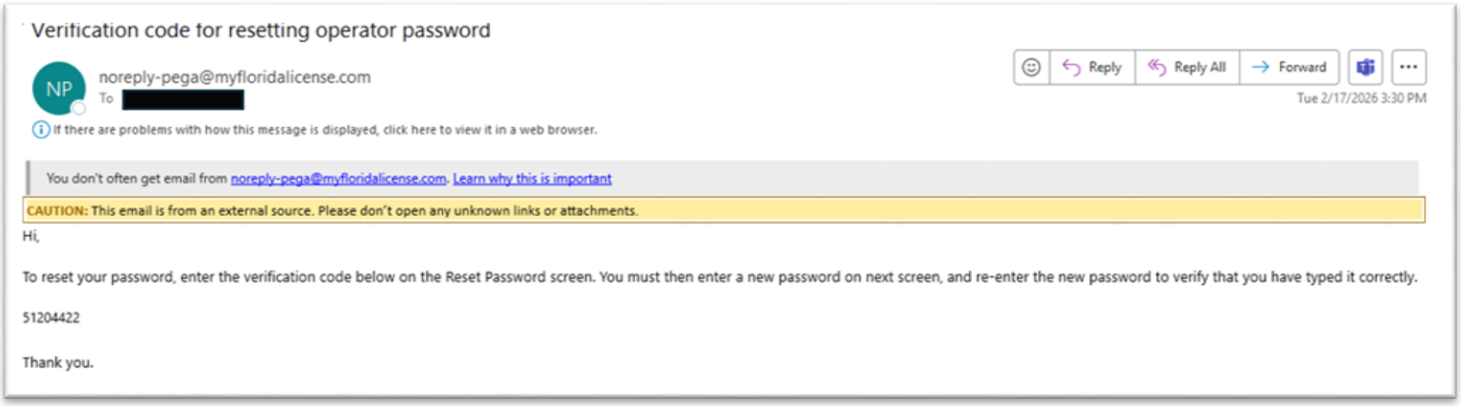
Select Trouble logging in?.

2. On the Forgot password? screen, enter the registered email address and select Submit.



Submit the registered email address.

3. Check the registered email inbox for the verification code. Check junk or spam if needed.

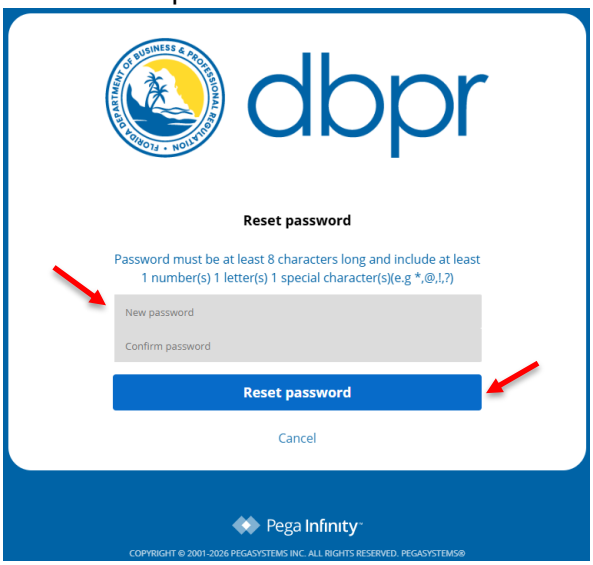


4. Enter the verification code and select Submit.
5. If needed, select Resend verification code and use the newest code received.



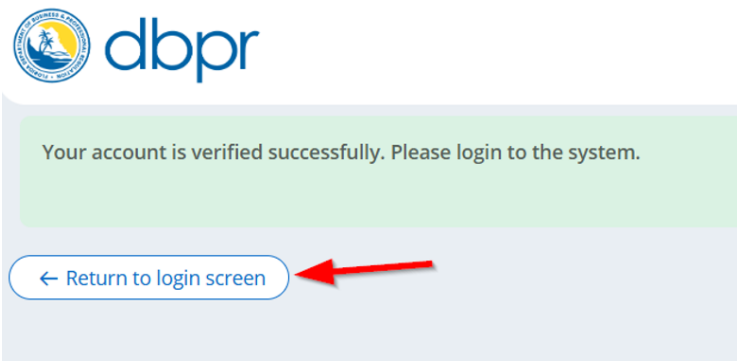
Enter the emailed verification code and select Submit.

6. Enter the new password in the first field and enter the same password again in the confirmation field.
7. Select Reset password.



Enter, confirm, and reset the password.

8. Return to the login screen and sign in with the registered email address and new password.



4: Troubleshooting

Quick solutions for common account access issues

Issue	What to do
Cannot log in	Confirm the registered email address and re-enter the password. If the password is not accepted, select Trouble logging in? instead of creating another account.
Account is not activated	If the verification screen is still open, select Resend code and complete verification. If the screen was closed, restart registration using the same email address or contact support if the portal reports that the email is already registered.
Code was not received	Check junk or spam and confirm the correct registered inbox. Select Resend code or Resend verification code. Use only the most recently received code.
Code is not accepted	Enter the newest code exactly as shown. Codes requested earlier may no longer be valid after a new code is issued.
Forgot the password	Select Trouble logging in?, submit the registered email address, enter the emailed verification code, and create a new password.
New password is not accepted	Use at least 8 characters with at least 1 letter, 1 number, and 1 special character. Enter the identical password in both fields.
Reset completed, but login fails	Return to the login screen and use the registered email address and new password. Do not reuse the previous password.
Self-service does not resolve the issue	Contact 850.487.1395. Provide the registered email address and a brief description of the error.

Important: Use the registered email address for activation, login, verification codes, and password reset. Never share a password or verification code.