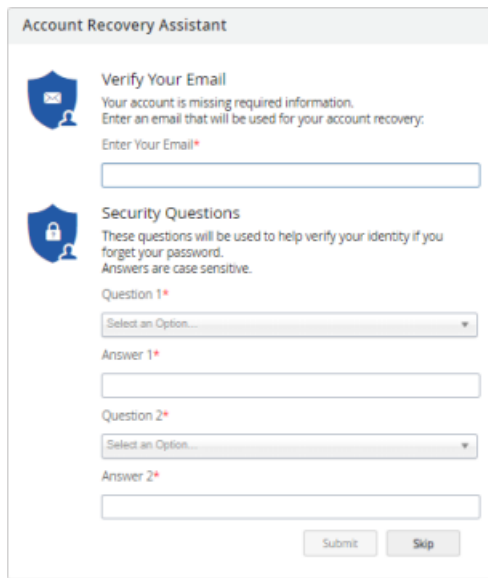## Account Recovery Assistant Overview

In order to use the Self Service password reset option, users must verify their email and set up security questions. If employees are missing a verified email address or security questions, the Account Recovery Assistant will be displayed after logging in to allow them to update this information without visiting their profile.
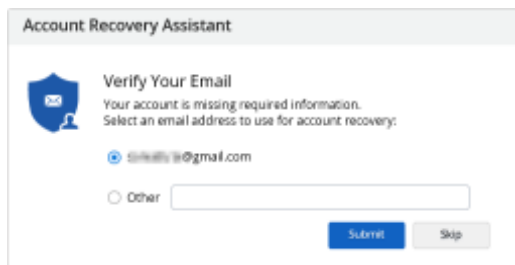
The **Account Recovery Assistant** dialog box will display after they log in:

If the employee already has some of this information, the dialog box only asks for the missing information. For example, if the employee has already set up security questions but has no email address, the dialog box only includes the section for updating their email address.

If the employee has an email address on file, but it isn't verified, they can select it from the list to verify it. They can also select **Other** and enter a new email address to verify:
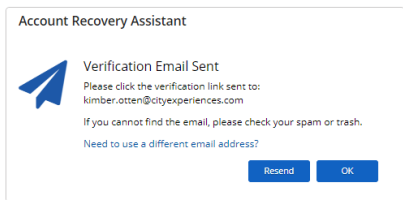
They can add the required information and click **Submit**, or click **Skip** to close the dialog box and continue using Dayforce. Dayforce continues to display this dialog box after each log in until this information is recorded.

When users submit a new email address, Dayforce adds it to their profile as a personal email address. Dayforce sends a standard verification link to the address that was either selected (for pre-existing unverified addresses) or added.

They can click **Resend** to send another verification link or **OK** to close the dialog box and continue using Dayforce. Clicking the **Need to use a different email address?** link allows users to either add a new address or choose from a pre-existing address to send the verification link to.

If the user doesn't take action on the verification link, or the link expires, Dayforce displays the Account Recovery Assistant the next time they log in. Any pre-existing email address (including the address that they previously added) is displayed and they can resend the verification link.

Sample email verification shown here: