

# Self Service Password Reset Enrollment

# Self Service Password Reset

1. Type URL <https://selfserve.cfo.dc.gov/in> in your browser to reset your password if your account password is locked

URL <https://selfserve.cfo.dc.gov/showLogin.cc>

**OFFICE OF THE CHIEF FINANCIAL OFFICER (OCFO)**  
Password Self Service Portal

**Sign in**  
User Name:   
Password:   
**Login**

**Enroll**  
Establish your identity via registration

**Unlock Account**  
Unlock your locked out account

**Reset Password**  
Reset your forgotten password

This system is the sole and exclusive property of the District of Columbia Government and contains District of Columbia Government and U.S. Government information. This system is intended for official use only. All system activity is subject to monitoring by authorized personnel. Use of this system expressly consents to monitoring. Therefore, users should not have any expectation of privacy as to the use of D.C. Government systems. Users are advised that if monitoring reveals possible criminal activity or policy violation, system personnel may provide the evidence of such monitoring to law enforcement and/or other officials for disciplinary action. Unauthorized use of this system is prohibited.

Office 365

English

Enter your network user and password to login and enroll for the first time

User must be enrolled to reset/unlock password

# Enroll process for password Reset

1. After selecting “Click Here”, you will be redirected to security questions

The screenshot shows a web browser window with the URL <https://selfserve.cfo.dc.gov/SelfService.do?methodToCall=selfService&selectedTab=Updatef>. The page header includes the DC.gov logo, a welcome message for 'vellalah', and navigation links for 'My Info', 'Change Password', and 'Enrollment'. A search bar for 'Search Employee' and 'Mobile Access' buttons are also visible.

The main content area is titled 'Self Update' and contains a form for updating personal information. A blue pop-up box is overlaid on the form, containing the following text:

**Welcome! This portal offers you the power of password self-service!**

- Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!
- Self-service Account Unlock: Unlock the computer, when you are locked out of it.
- Self-service Directory Update: Update the changes in contact details yourself! And more..

**Enroll now to enjoy these benefits! [Click Here](#)**

The form fields are organized into sections: 'General' (Description: Contractor, Office: CIO, Web Page), 'Contact' (Home Phone, PAGER, \* Mobile, Fax, IP Phone), and 'Address' (Street: 1101, State: 96). A red asterisk and the word 'Mandatory' are visible next to the 'Mobile' field.

Follow instructions to enroll and page redirects to security questions

# Enter security questions and enroll

1. After login, you will be prompted for enroll

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Government of the District of Columbia [US] https://selfserve.cfo.dc.gov/Enrollment.do?selectedTab=Enrollment

Welcome, vellalah  
[Sign Out](#), [Personalize](#)

Search Employee

Mobile Access Help

### User Registration

The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.

#### Security Questions

**Length Specification**

- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters
- Please use only letters (a-z), numbers and symbols for answers.

**Register Your Security Question & Answer**

Question: -----Please Select a Question-----  
Answer Confirm Answer

Question: -----Please Select a Question-----  
Answer Confirm Answer

Hide Answer(s)

Enroll

This functionality enabled

Enter security questions

**You have successfully enrolled!** The information you provided will help us verify your identity if you forget your passwords or get locked out of your account.

Submit Enroll to complete Enrollment process