

I forgot my password. What can I do?

Last Modified on 11/19/2023 12:43 pm MST

Requesting a New Password

1. If your credentials fail, DecisionDirector will prompt you to reset your password.
2. Of course, you can proactively elect to change your password by clicking "**Forgot your password?**"
3. Enter your email address. If you have received an invitation from DecisionDirector, enter your email address used in that invitation.
4. Do the simple math problem.
5. Click "**Submit**"
6. A pop-up message will let you know that a password email has been sent to you. Click "OK".
7. Copy the Password Reset Code provided in the email.
8. Either click the link in the email or just go back to your DecisionDirector window, enter the code and then create and confirm your new password and click "**Save**".
9. A pop-up message will let you know that your password has been changed. (You will also receive a confirmation email.) Click "OK".
10. You will be presented with a DecisionDirector login page, ready for you to log in. If you have received an invitation email, click the link in that email, instead, to be taken directly to your [invitation](#).

DECISION DIRECTOR

Login Learn More Support

Login

Email:

Password:

Login Forgot your password?

Enter your current credentials

DecisionDirector® - A Collaborative Planning and Complex Procurement Support System

If upon entering your last known credentials...

DECISION DIRECTOR

Login

Having Trouble Logging In?

Did you complete your account information? If you were invited to a DecisionDirector event and did not already have a DecisionDirector account, the link in the invitation email will take you to a page that collects important information from you. If you did not see that email, please check your spam folder, and be sure to add "notify@decisiondirector.com" as a safe sender.

Did you forget your password? It happens. If you have completed your account information, then you can [reset](#) your password.

If none of these work, send us a [note](#) and we will be happy to assist you.

[Learn More - Login and Account Help](#)

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Login Failed

You have entered an invalid email address or password. Passwords are case-sensitive. Please try again.

If your email is correct, your password may need to be updated. Please use the "Forgot your password?" link to reset.

OK

This dialog will be displayed...
Click OK

...and those credentials do not work, you can request a new password.

DECISION DIRECTOR

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Click "Forgot your password?"

To request a new password, go to the login page and click "Forgot your password?"

DecisionDirector - Project Coll... x +

https://advantiv.decisiondirector.com/forgot-password

DECISION DIRECTOR Login Learn More Support

Forgot Password

Forgot your Password?

You will be sent an email with a password reset code if account exists. You will have 1 Hour to complete the process outlined in the email.

Email:

Security: $36 + 4 =$

Enter your DD account email address

Do a little math

Click "Submit"

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Enter your email address, do the simple math problem, then click "Submit"

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https://advantiv.decisiondirector.com/forgot-password

DECISION DIRECTOR Login Learn More Support

Forgot Password

New Password * = required input

* Password Reset Code:

* New Password:

* New Password Confirmation:

[Resend Password Reset Code](#)

Look for email with password reset code

Click "OK"

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Forgot your Password

Check your email for password reset code needed to change password.

An email with instructions will be sent to you. Click "OK".

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https://advantiv.decisiondirector.com/forgot-password

DECISION DIRECTOR Login Learn More Support

Forgot Password

New Password * = required input

* Password Reset Code: 813235

* New Password:

* New Password Confirmation:

Save Resend Password Reset Code

Login Help
Login help and other general info related to account login/creation
[Learn More - Login and Account Help](#)

Save new password

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A pop-up message will confirm your new password. Click "OK".

Reply | Delete | Junk | ...

DecisionDirector - Account - Password Reset Completed

DecisionDirector <notify@decisiondirector.com>
Today, 11:51 AM
adv.trainer1@dddemo.com

Inbox

DecisionDirector®

Account - Password Reset Completed

The Password Reset process has been completed and your password has been reset.

Note: If you did not authorize this activity, please contact us at 1-866-966-2911

Please click the link below to procede:
<https://advantiv.decisiondirector.com/users/advtrainer141/messages/270908a9fb3aa5d2ce>

To access DecisionDirector, please click the link below:
<https://advantiv.decisiondirector.com>

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To ensure you keep receiving emails as specified for your account, add the following e-mail address to your contacts or safe list: notify@decisiondirector.com

Password Reset confirmation email

You will receive an email confirming your password has been changed.

The image shows a browser window displaying the DecisionDirector login page. The browser's address bar shows the URL <https://advantiv.decisiondirector.com/login>. The page header includes the DecisionDirector logo and navigation links for Login, Learn More, and Support. The main content area is titled "Login" and contains a form with fields for Email (containing "adv.trainer1@dddemo.com") and Password (masked with dots). A "Login" button and a "Forgot your password?" link are located below the password field. To the right of the form, there is a "Having Trouble Logging In?" section with three paragraphs of text: "Did you complete your account information?", "Did you forget your password?", and "If none of these work, send us a note". Below this text is a link for "Learn More - Login and Account Help". A red callout box with the text "Login with your new password" has two arrows pointing to the "Login" button and the "Forgot your password?" link. The footer of the page contains copyright information for 2023 and a link to the Terms of Use, along with a note that the platform is powered by DecisionDirector@platform.

DECISION DIRECTOR [Login](#) [Learn More](#) [Support](#)

Login

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You can login from the page provided, or you can click on the invitation link in the invitation email

For more about accepting invitations, see [Accepting the Invitation to Contribute](#)

If you need further assistance, send an email to support@advantiv.com.