

Client User Password Reset Guide

# Deloitte Tools

## The following instructions will help you reset a **temporary, forgotten,** or **expired password** for your Deloitte account associated with the following tools:

* Application Management - Process Manager (AM-PM)
* Application Lifecycle Management (ALM)
* Confluence
* Deloitte OnLine (DOL)
* IndustryPrint 5 (IP5)
* Jira
* Octane
* Performance Center (PC)
* Project Management Center (PMC)
* SonarQube

# Instructions - Reset Temporary Password

## Perform the following steps to reset your temporary Deloitte password:

1. Upon creation of your Deloitte user account, you will automatically receive **two emails** from DeloitteSystemAccess@deloitte.com which contain information you will need in order to complete step #4:



*Note: If you don’t see these mails in your inbox, we recommend you check the Spam/Junk folder. If you still cannot find these emails, please refer to the “forgotten or expired password reset” instructions further in this guide.*

1. Access the URL [https://emm.deloitte.com](https://emm.deloitte.com/).
2. Click **Sign In** button under **Client or business partner** as our consulting tools do **NOT** support client users with other account options.



1. Enter email address as received in the first email notification and the temporary password as provided in the second email. Then click on **Sign In.**

1. On the **Create a New Password** page, provide the temporary password received via email and enter a new password twice to confirm. Click on **Save Password.**



1. A message pops up after password has changed. You can either click on

**Continue** or wait for the login screen to appear.

 

1. Your account and password have now been setup. Do **NOT** click on **Sign In** with your username and new password as DSA will prompt you to enroll into DPASS MFA (not required) that is different from the Consulting MFA and will not allow a user to access a consulting tool.


# Instructions – Reset Forgotten or Expired Password

Perform the following steps to reset a forgotten or expired password (which occurs every 84 days). These steps are also applicable for users who did not receive the two registration emails from DeloitteSystemAccess@deloitte.com that contains the username and temporary password.

1. Access the URL [https://emm.deloitte.com](https://emm.deloitte.com/).
2. Click **Sign In** button under **Client or business partner** as our consulting tools do **NOT** support client users with other account options. User ID and password are not required to reset password.



1. Select **Forgot Password?**
2. Enter your email address and click **Continue.**
3. Close the browser window after receiving the below confirmation.



1. You will receive an email from DeloitteSSPRInformation@deloitte.com, then click the enclosed link to reset password. If you do not receive this email and it is not in the junk/spam folder, please contact your Deloitte tool administrator. **Please note that the password reset link expires after 2 hours.**



1. Enter new password and click **Save Password.**

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