Forgot Username

Forgot Password

Create an Account

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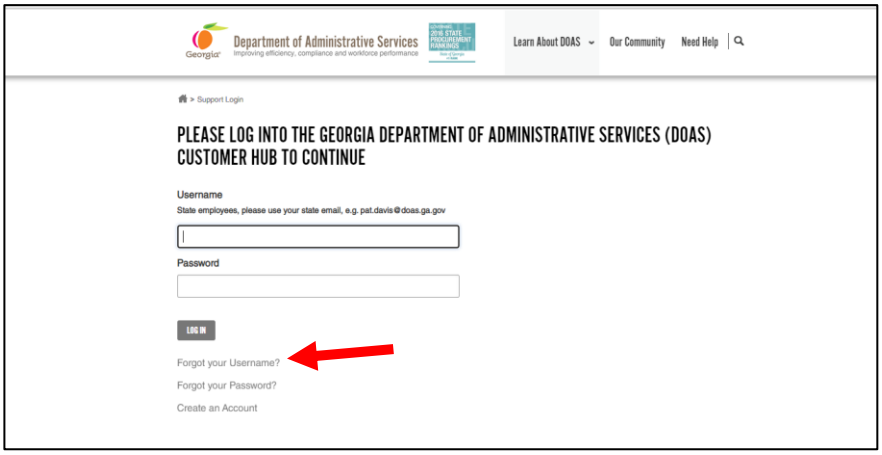
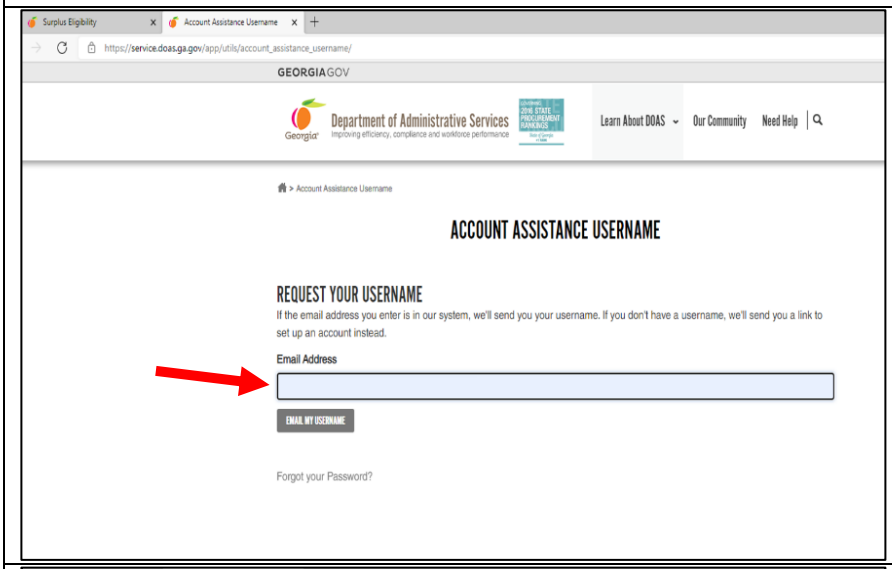
FORGOT USERNAME

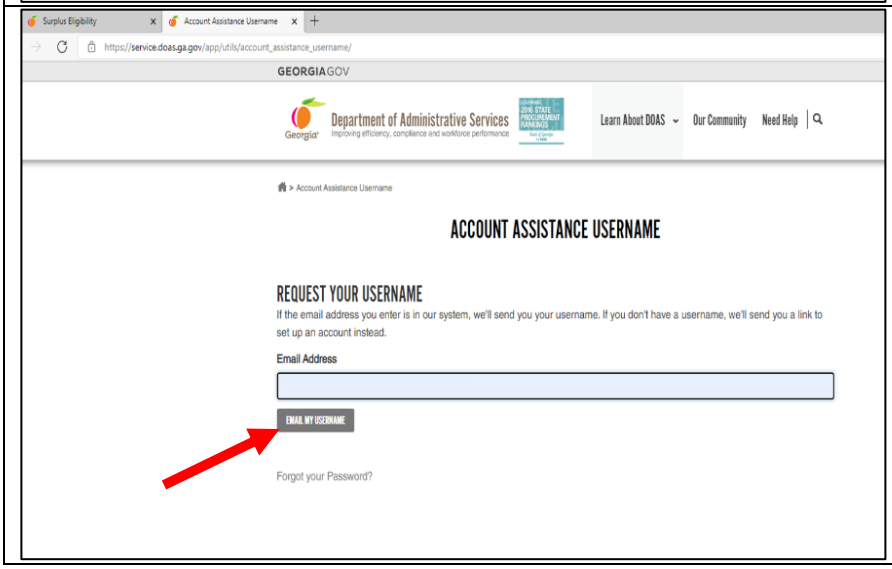


On the DOAS Customer Hub Login page, **click the 'Forgot your Username?' link.**



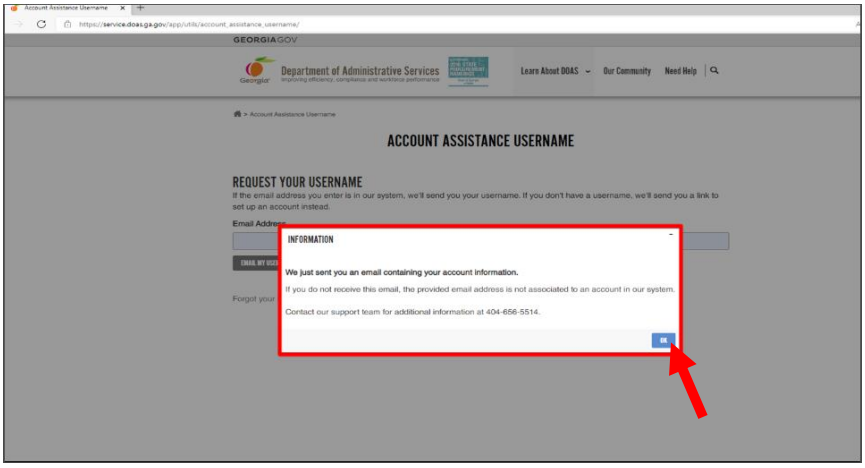
Afterwards, you will see the Account Assistance Username page. Before you enter your email address, note that if the address you entered is in the system, you will receive your username. If you do not have a username, you will receive a link to set up an account instead.

Enter your 'Email Address'.



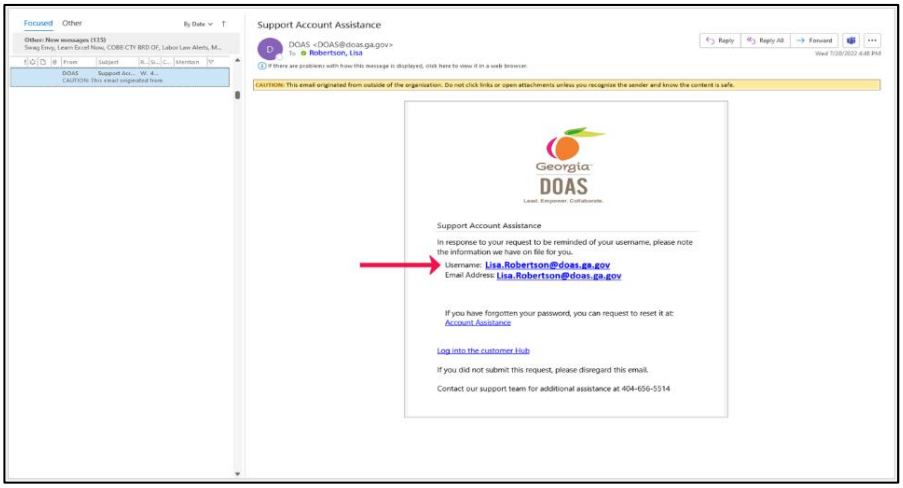
Then, **click the 'Email My Username'** button.

FORGOT USERNAME



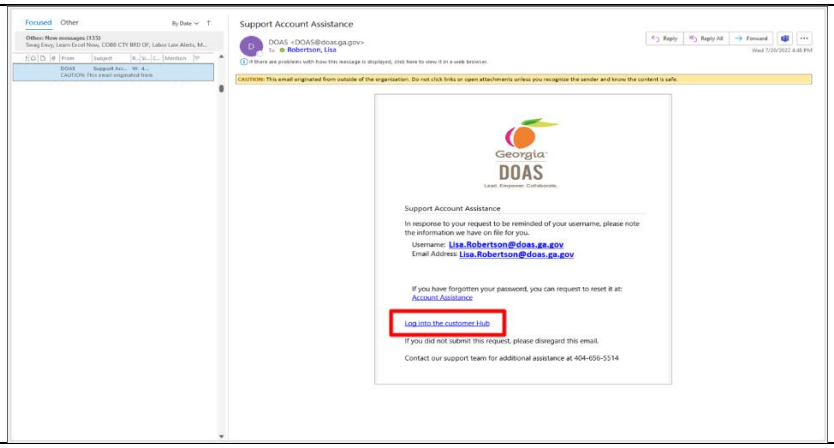
Next, you will see a notice that your account information was sent to your email address.

Click 'OK'.



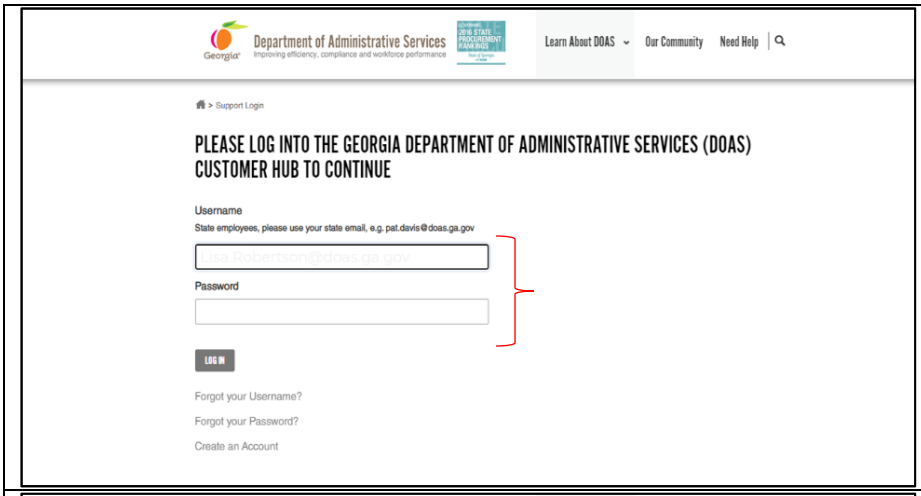
Afterwards, check your email for the message from Account Support Assistance. If your email address is associated with an account in our system, you will receive an email from DOAS support . If you do not receive the email, either the provided email is incorrect, or the email is not associated with an account in our system. You will need to return to the Login page and click the Forgot Your Username link. Or click the Create an Account link.

In the body of the email, you will find your username.



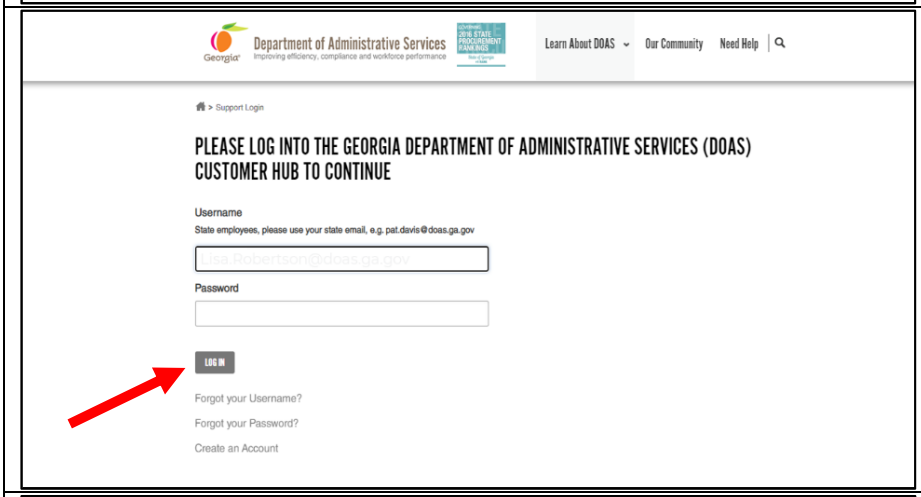
Next, **click the 'Log into the Customer Hub'** link**.**

FORGOT USERNAME

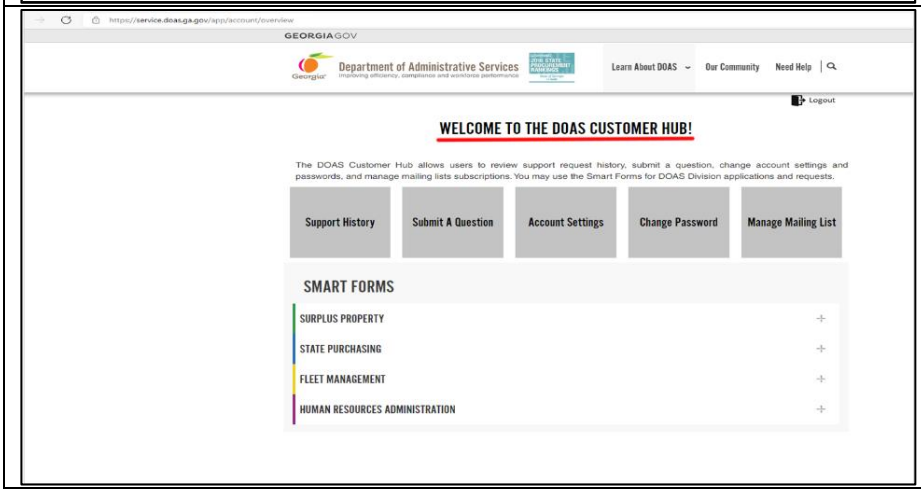


The Login page will appear.

Enter your 'Username' and **'Password'**.



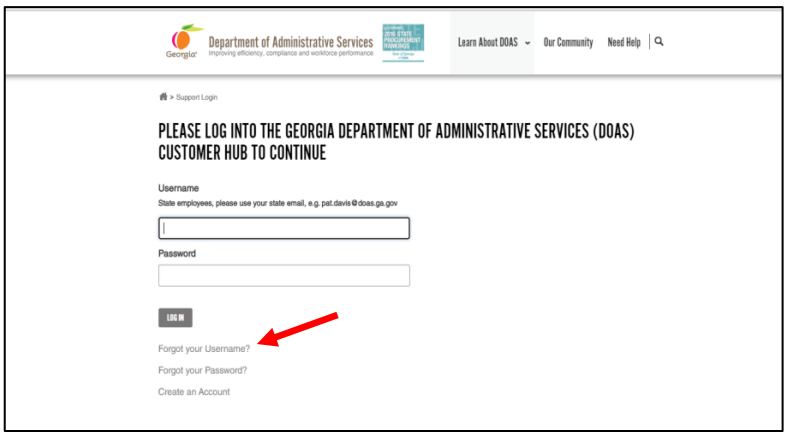
Click the 'Log In' button.



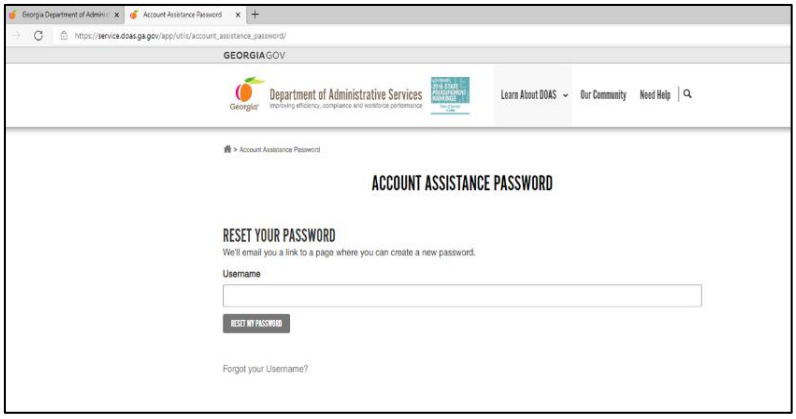
You will see the DOAS Customer Hub, which allows users to Review Support Request History, Submit A Question, Change Account Settings and Change Passwords, and Manage Mailing List Subscriptions. You may use the Smart Forms for DOAS Division applications and requests.

Click the '+' sign to access the agency Smart Form you want to complete.

FORGOT PASSWORD

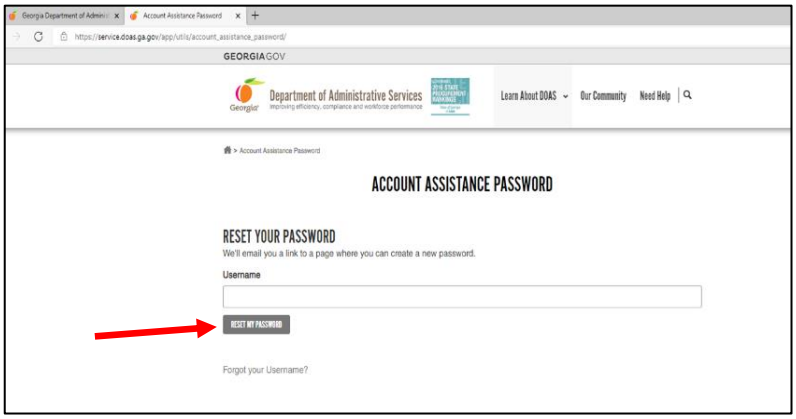


On the DOAS Customer Hub Login page, **click the 'Forgot your Password'** link**.**



The Account Assistance Password page will appear.

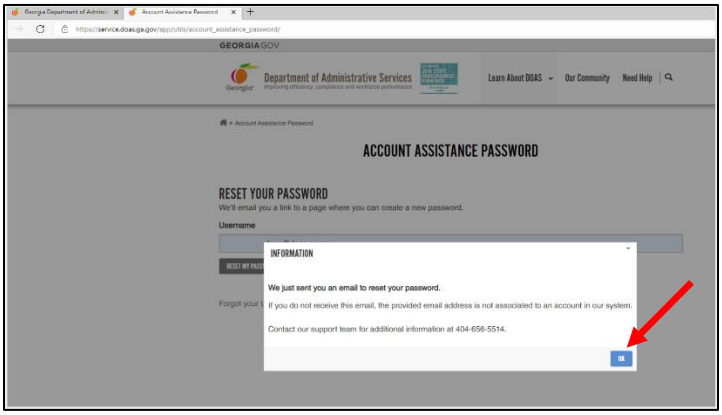
Enter your 'Username'.



Click the 'Reset My Password' button.

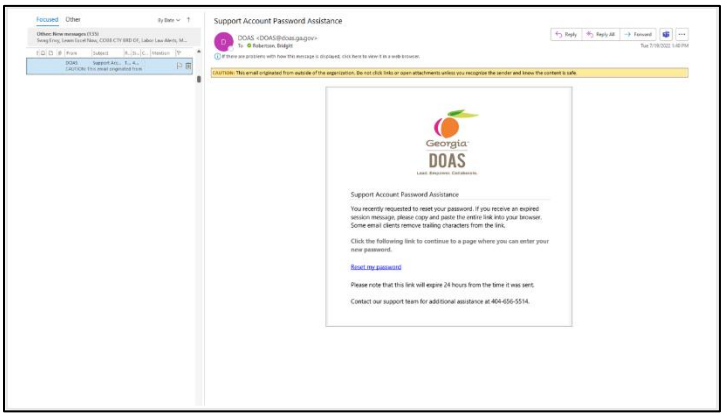
If you do not know or do not remember your username, **click the 'Forgot your Username'** link.

FORGOT PASSWORD

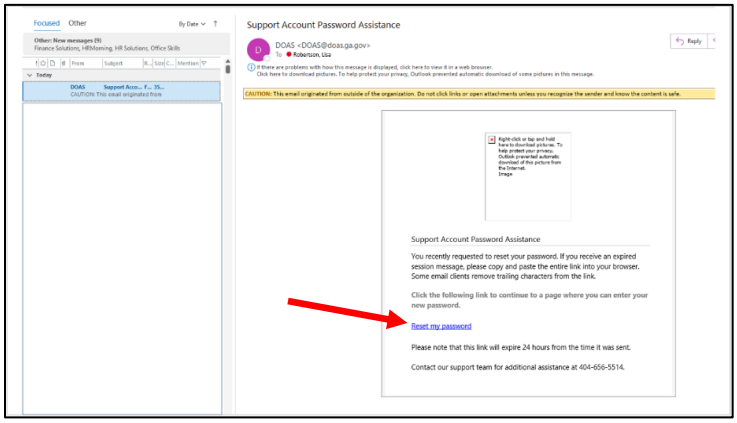


Afterwards, you will see a notice that your account information was sent to your email address.

Click 'OK'.



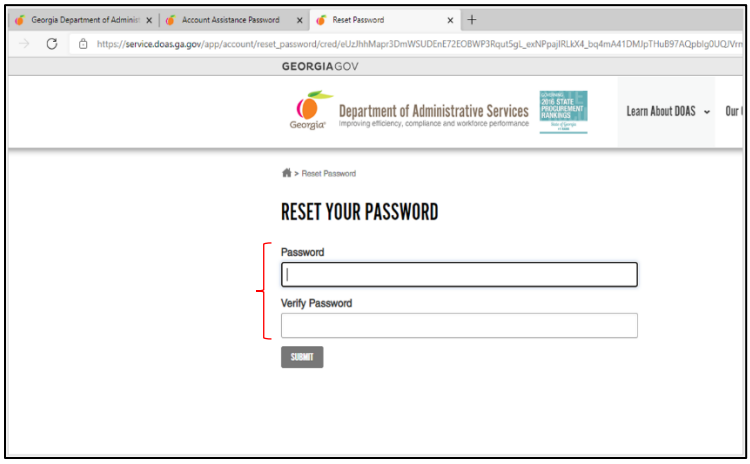
Check your email for the message from Support Account Assistance. If your email address is associated with an account in our system, you will receive an email from DOAS support. If you do not receive the email, either the provided username is incorrect, or your username is not associated with an account in our system. You will need to return to the login page and click the 'Forgot your Username' link. Or click the 'Create an Account' link.



In the body of the email, **click the 'Reset My Password'** link.

Note that the link will expire 24 hours from the time it was sent.

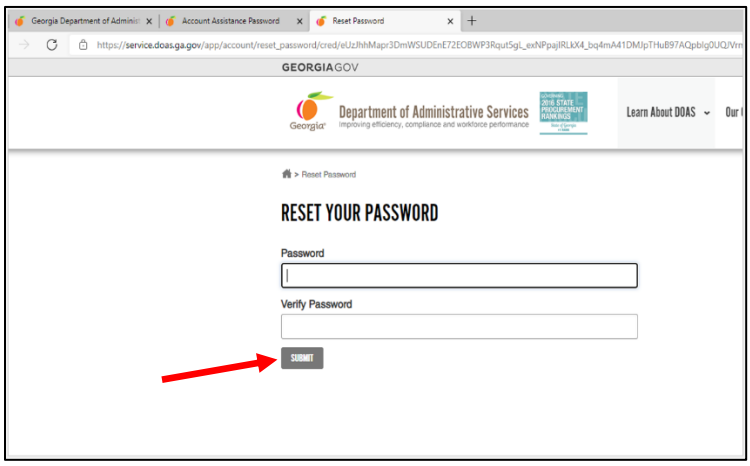
FORGOT PASSWORD



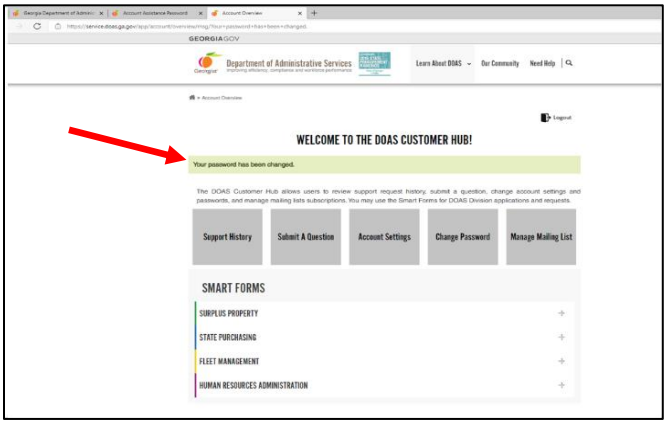
The Reset Your Password page will appear.

Enter your password.

Then verify the password and **enter it again.**

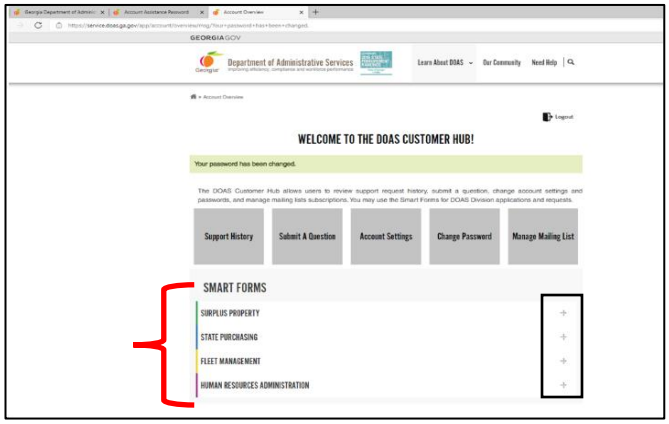


Click the Submit button.



You will see a notice that your password has been changed.

FORGOT PASSWORD



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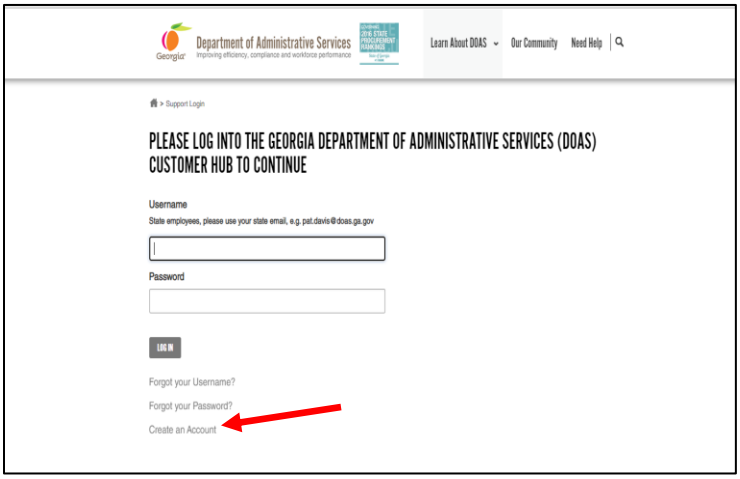
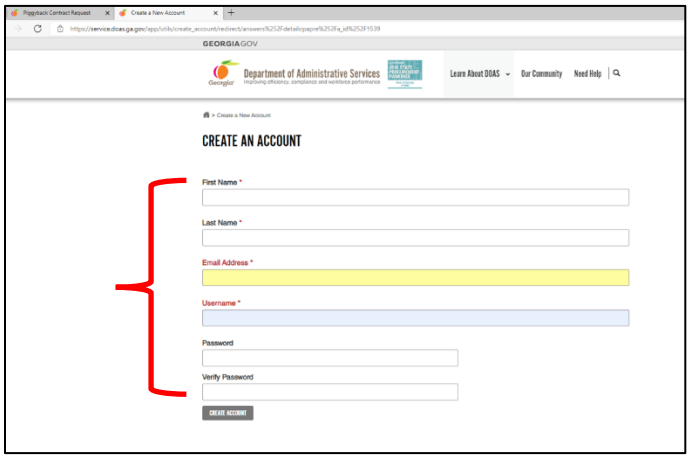
Click the '+' sign to access the agency Smart Form you want to complete.

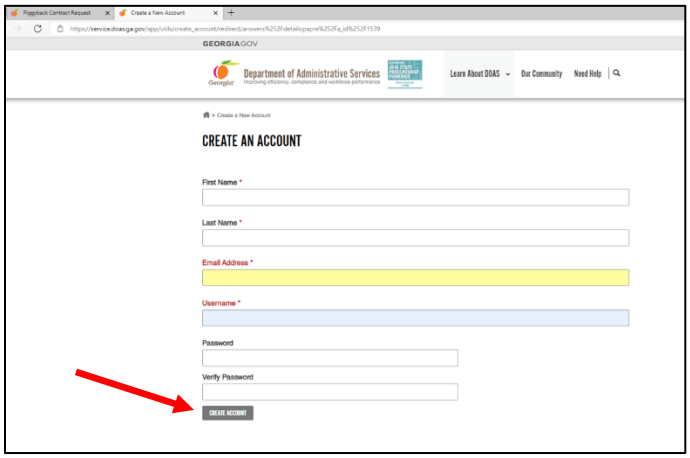
CREATE AN ACCOUNT



On the DOAS Customer Hub Login page, **click the 'Create an Account'** link**.**

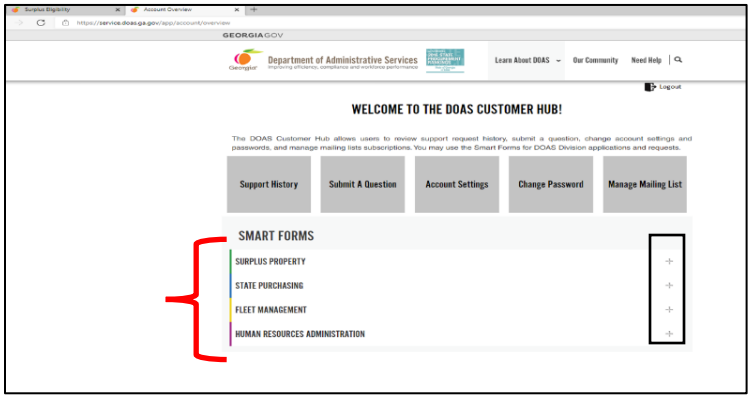


The Create an Account page will appear. Enter your **'First Name'** and **'Last Name', and 'Email Address'.** If you are a state employee, enter your state email address. If you are not a state employee, enter your work email address. If you cannot use your work email address, enter your personal email address. **Enter your 'Username'** which is your email address and your **'Password'.** And verify your password and enter it again.



Click the **'Create Account'** button.

CREATE AN ACCOUNT



You will see the DOAS Customer Hub which allows users to Review support Request History, Submit A Question, Change Account Settings and Change Passwords, and Manage Mailing List Subscriptions. You may use the Smart Forms for DOAS Division applications and requests. **Click the plus (+)** sign by the agency name to access the Smart Form you want to complete.

Click the '+' sign to access the agency Smart Form you want to complete.

If you have any questions about the Smart Form, call the Contact Center at:

404-656-5514