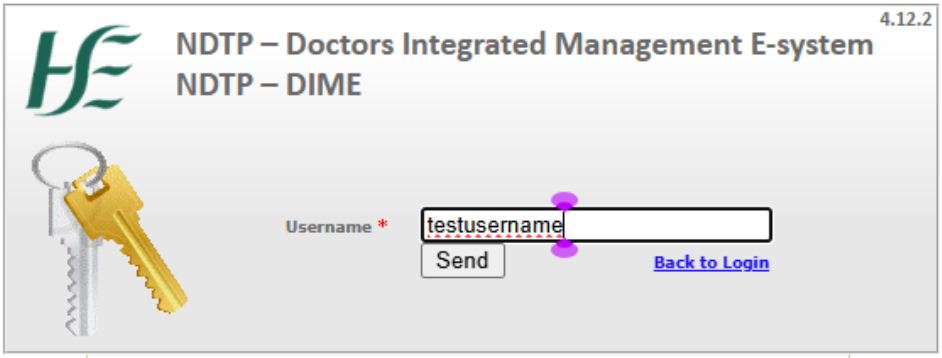
NDTP –Doctors Integrated Management E-System (NDTP-DIME)

DIME Reset Password Guide

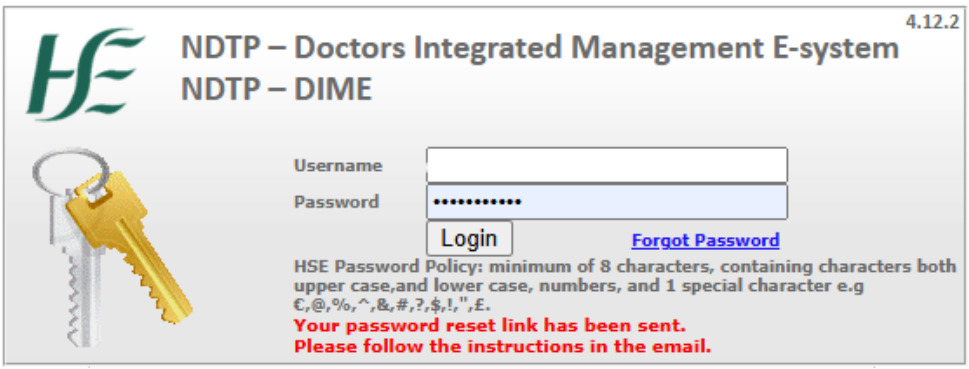
As a DIME user I have forgotten my DIME password, or I wish to change my DIME password to a new one.

1. I open up the DIME system: https://ndtp-dime.hse.ie/default.aspx I see my username and password fields. I see a new link beside login button called "Forgot Password". I click on "Forgot Password"

2. I enter my DIME username in the field "username" and click on "send.



3. Box will change to state my password reset link has been sent to the email associated with the username:



3.1 Sample email from DIME to my email account associated with my DIME username. Note - the reset password link expires after 24 hours if not used:

Reset password

D dime@hse.ie
To

Dear

You have requested to reset your password for your account.

Please visit this url to reset your password.

https://ndtp-dime.hse.ie/Login.aspx?ID=c9c57c70-ee37-407f-b299-bb381abb4231

If you received this email in error or should you have any queries please contact the DIME Team at dime.team@hse.ie.

Do not reply to this email.

Kind Regards
DIME Team

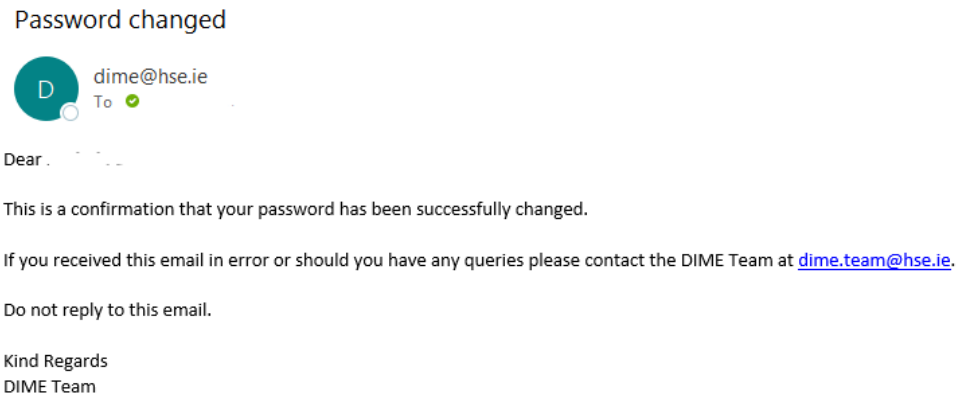
4. After I click on the link in the reset password email link, I get brought to the reset password page:

I enter my new password. Then I repeat my new password. Note the current HSE Password Standards Policy for choosing a password:

- Minimum of 8 characters.
- Contains uppercase and lowercase characters.
- Includes numbers and at least one special character (e.g., @, #, $, etc.).

I click “reset” button.

4.1 Sample email from DIME to your email account confirming my password reset has been accepted:



Password changed

D dime@hse.ie
To

Dear .

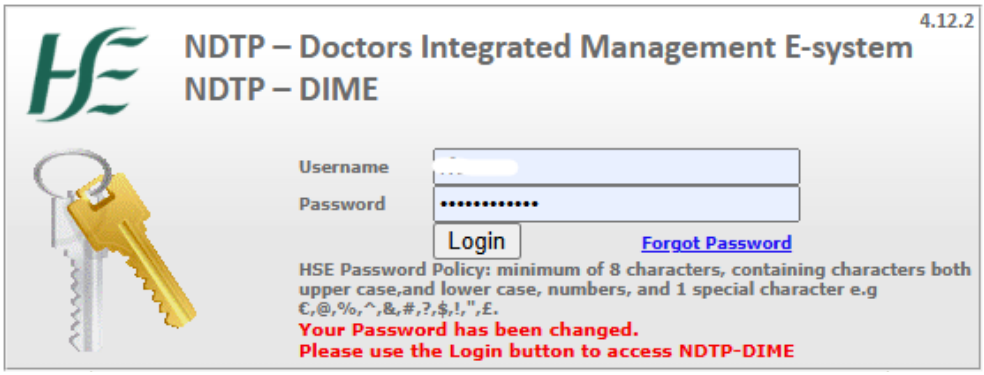
This is a confirmation that your password has been successfully changed.

If you received this email in error or should you have any queries please contact the DIME Team at dime.team@hse.ie.

Do not reply to this email.

Kind Regards
DIME Team

5. I am brought to the confirmation of password change page, where I now enter my username and my **new** password. I click on Login and I can now enter DIME:



For further assistance, please contact: dime.team@hse.ie