SOUTH CAROLINA
DEPARTMENT OF CONSUMER AFFAIRS

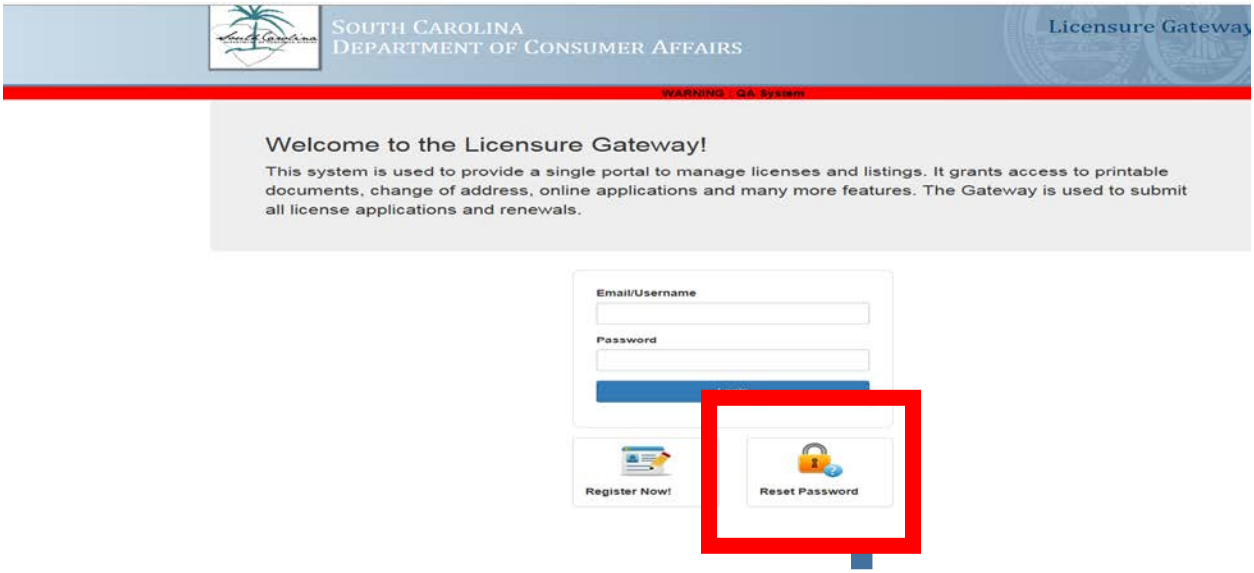
Licensure Gateway

HOW TO RESET YOUR PASSWORD

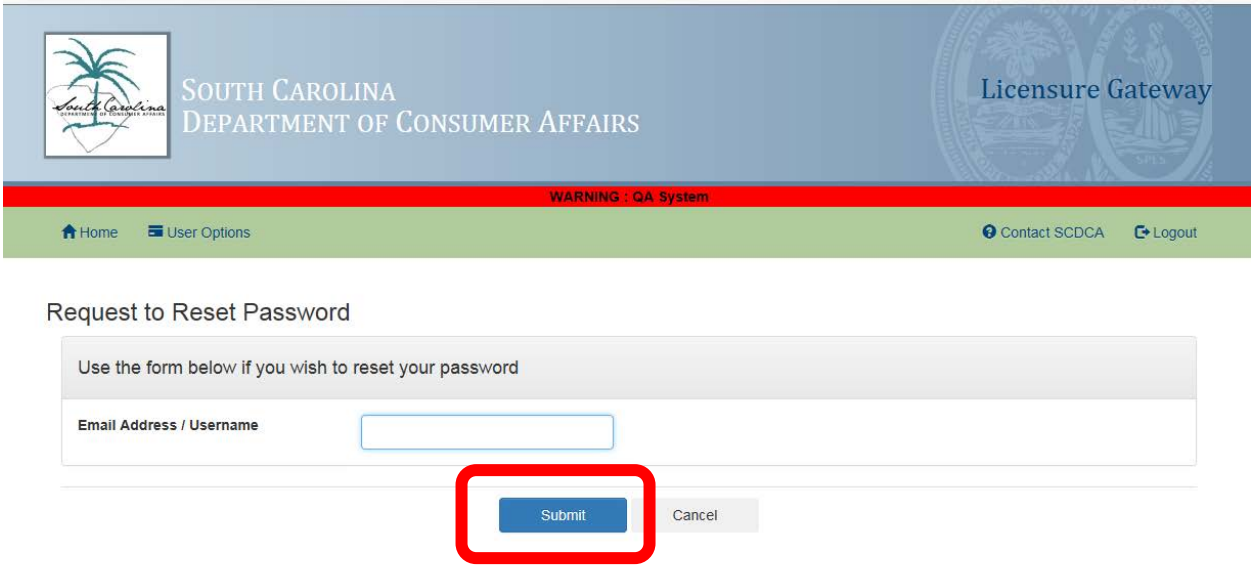
The Reset Password tile can be used to reset passwords. You will get an email guiding you through the process. Follow the steps below to reset your password.

RESETTING YOUR PASSWORD

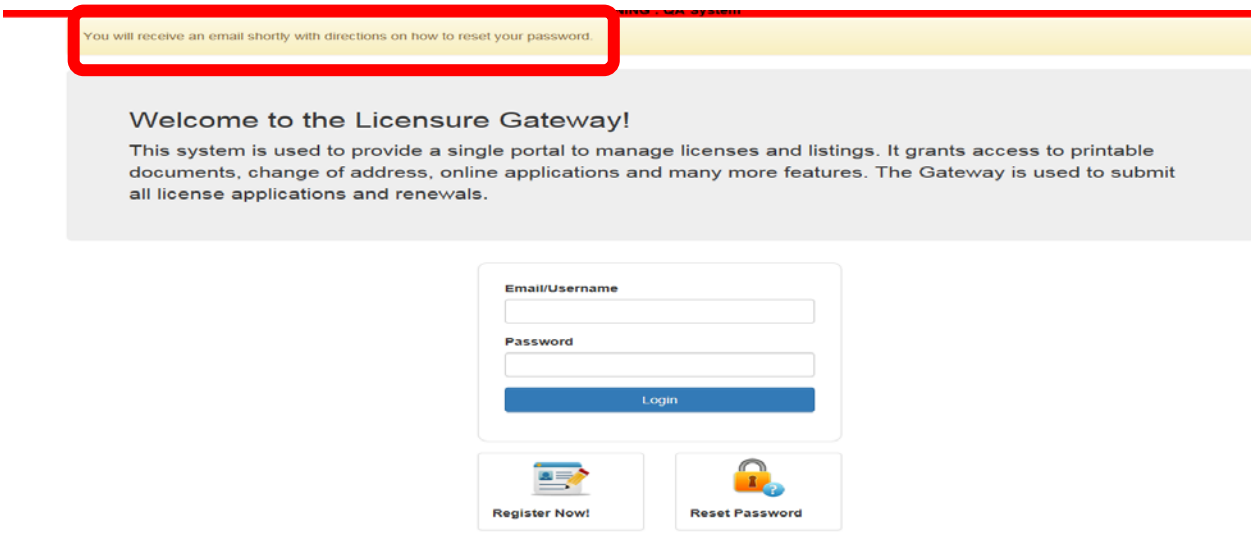
1. Go to the Licensure Gateway at https://dca.gateway.sc.gov/. From the Licensure Gateway home page, select the Reset Password tile.



2. Enter your Email/Username. Make sure to use the email address you logged in successfully with the last time you used the Licensure Gateway System. Select the Submit key.

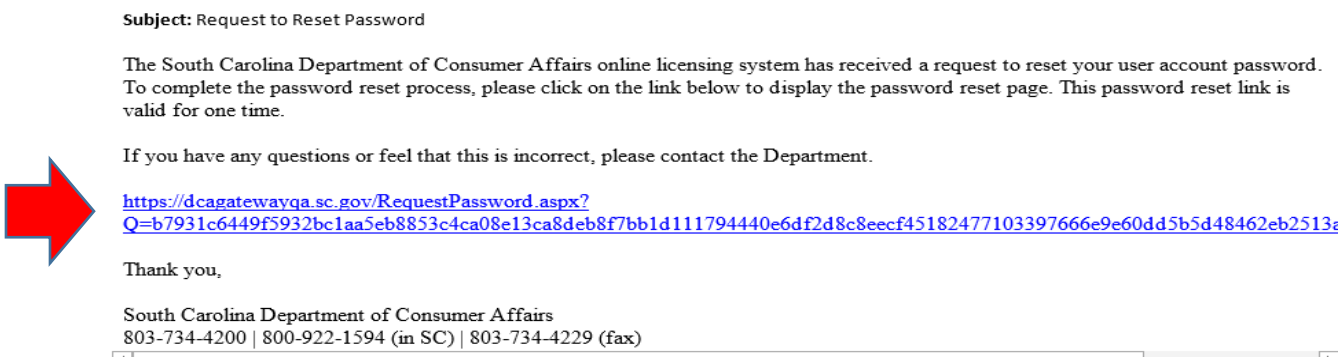


3. You will be directed back to the login page informing you that you will receive an email shortly with directions on how to reset your password.



4. An email will be sent to you indicating that the South Carolina Department of Consumer Affairs has received a request to reset your user account password. (You may need to check your Junk or Spam folder if you don't see an email from the Department). For security purposes, if you did not request to have your password reset, please contact the Department immediately.

5. Click on the link in the email to reset your password.



Subject: Request to Reset Password

The South Carolina Department of Consumer Affairs online licensing system has received a request to reset your user account password. To complete the password reset process, please click on the link below to display the password reset page. This password reset link is valid for one time.

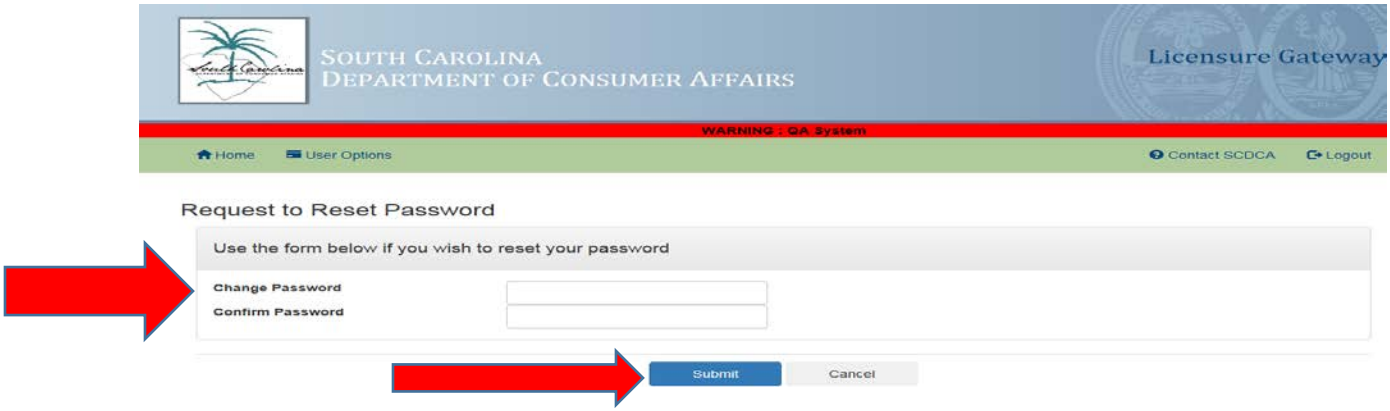
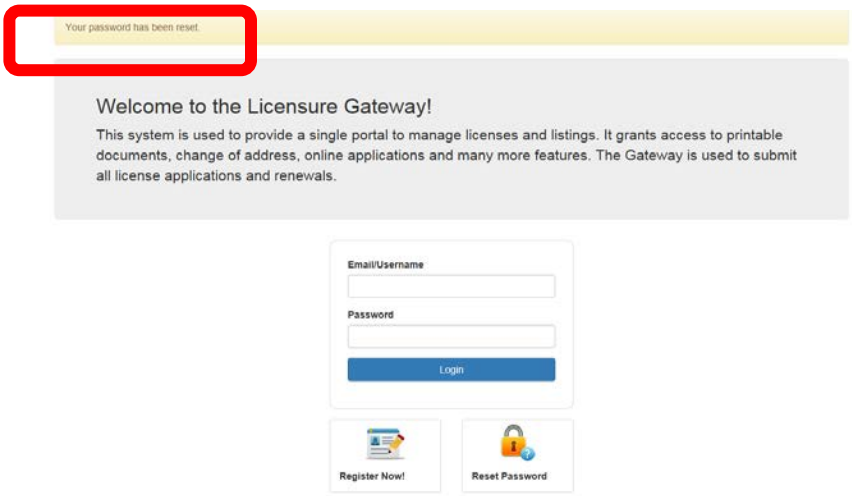
If you have any questions or feel that this is incorrect, please contact the Department.

https://dcagatewayqa.sc.gov/RequestPassword.aspx?Q=b7931c6449f5932bc1aa5eb8853c4ca08e13ca8deb8f7bb1d111794440e6df2d8c8eecf45182477103397666e9e60dd5b5d48462eb2513a

Thank you,

South Carolina Department of Consumer Affairs
803-734-4200 | 800-922-1594 (in SC) | 803-734-4229 (fax)

6. Enter a new password in the Change Password box, then enter it again in the Confirm Password box. Then select SUBMIT.



7. <u>Congratulations</u>, your password has now been reset. You may log into the Licensure Gateway using your new password.