OneLink Account Look-Up & Password Reset Instructions

If you are having problems logging in to your OneLink account, please follow the steps below:

1. Go to https://ja.dh.duke.edu
2. Click “Log In” in the upper right hand corner
3. Click “One Link Help”
4. Click “Account Lookup”
5. Enter your personal information and click “Submit”
6. Check your email account associated with OneLink to receive your OneLink ID (username).
7. Go back to https://ja.dh.duke.edu
8. Click “Log In” and log in to your account

9. If you don’t know your password, click “Forgot Your ID or password”

10. Enter your OneLink ID, click “Reset”, and check your email for a link to reset your password

11. Reset your password and log in to your account