



Okta User – Account Unlock

Author: IM Project Team

Owner: Global CISO

Organisation: Belron International

Version Number: 1.0

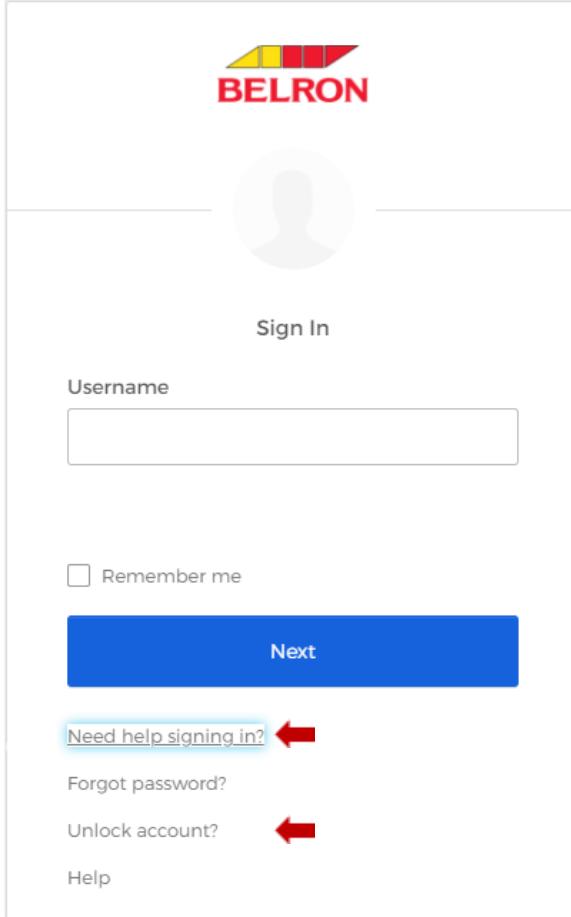
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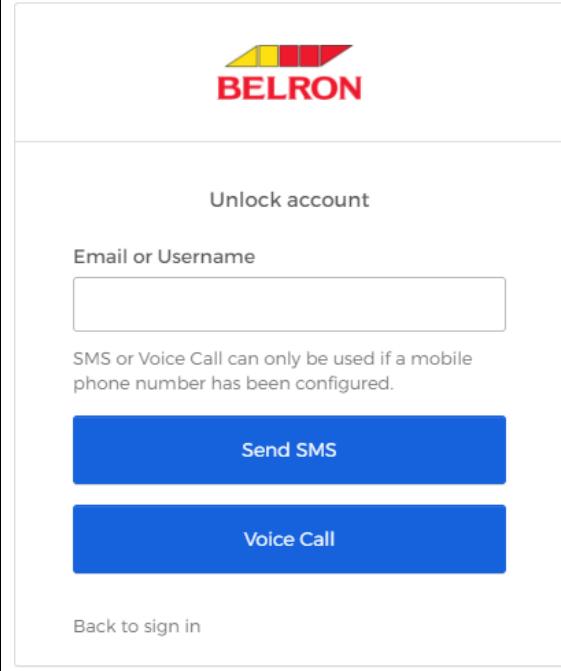
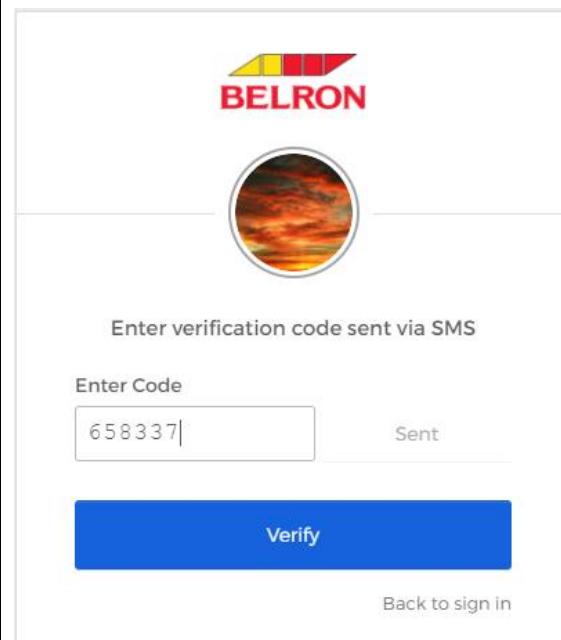
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Procedure for unlocking your account.

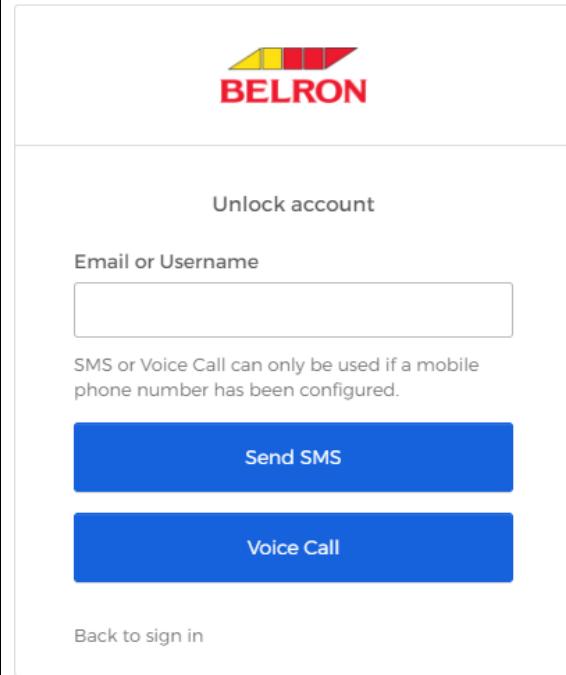
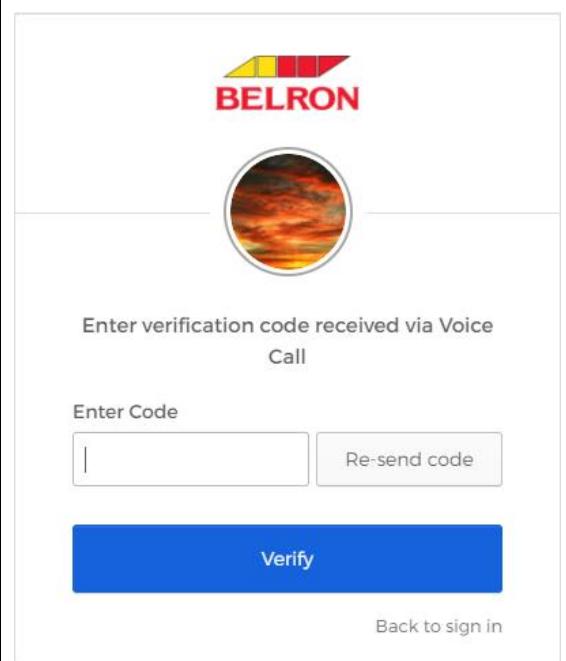
An account is locked if you have three unsuccessfully attempts to login. Your account will automatically unlock after 60 mins. However, if you need to unlock the account immediately, then follow this procedure.

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| In browser open Belron Okta | <p>https://id.mybelron.net</p> |
| Click on "Need help signing in?" prompt followed by "Unlock account?" |  <p>The image shows the Belron sign-in page. At the bottom left, there are two links: "Need help signing in?" and "Unlock account?". Both of these links are highlighted with a red arrow pointing to them.</p> |

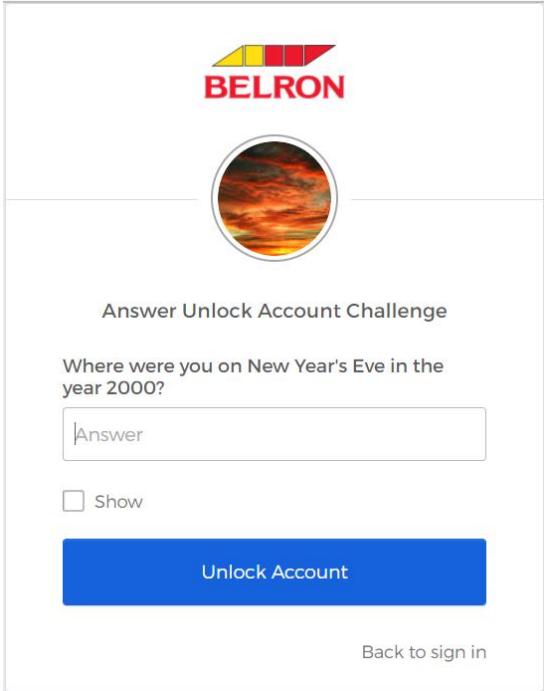
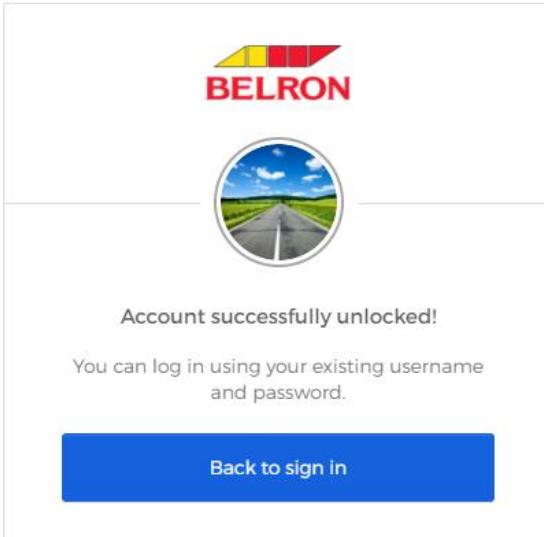
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| <p>Method 1 - SMS</p> <p>On Unlock account screen enter you login id. Click on "Send SMS".</p> |  <p>The screenshot shows the 'Unlock account' screen. At the top is the BELRON logo. Below it is a text field labeled 'Email or Username'. A note below the field states: 'SMS or Voice Call can only be used if a mobile phone number has been configured.' There are two large blue buttons: 'Send SMS' and 'Voice Call'. At the bottom is a link 'Back to sign in'.</p> |
| <p>A one-time passcode will be sent to your mobile device. Enter the code and click "Verify".</p> |  <p>The screenshot shows the 'Enter verification code sent via SMS' screen. It features the BELRON logo and a circular sunset image. Below is a text field labeled 'Enter Code' containing '658337' and a 'Sent' button. A large blue 'Verify' button is at the bottom. A 'Back to sign in' link is at the very bottom.</p> |

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| <p>Method 2 – Voice</p> <p>On Unlock account screen enter you login id. Click on “Voice Call”.</p> |  <p>The screenshot shows the 'Unlock account' screen. At the top is the BELRON logo. Below it is a text field labeled 'Email or Username'. A note below the field states: 'SMS or Voice Call can only be used if a mobile phone number has been configured.' There are two large blue buttons: 'Send SMS' and 'Voice Call'. At the bottom is a link 'Back to sign in'.</p> |
| <p>You will receive a call. Enter the code that is dictated and then click on “Verify”.</p> |  <p>The screenshot shows the verification screen. It features the BELRON logo at the top. Below it is a circular placeholder for a video feed, showing a sunset or sunrise. Text instructions say: 'Enter verification code received via Voice Call'. There is an 'Enter Code' field with a 'Re-send code' button to its right. A large blue 'Verify' button is at the bottom. At the very bottom is a 'Back to sign in' link.</p> |

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| <p>Whether SMS or Voice, the remaining steps are the same.</p> <p>Answer the security question you set up when enrolling in Okta.</p> <p>Click "Unlock Account".</p> |  <p>The screenshot shows a challenge screen for unlocking an account. At the top is the BELRON logo. Below it is a circular profile picture showing a sunset or sunrise over water. The text "Answer Unlock Account Challenge" is displayed. A question "Where were you on New Year's Eve in the year 2000?" is shown, with an input field labeled "Answer" and a "Show" link. A large blue "Unlock Account" button is at the bottom. A "Back to sign in" link is at the bottom right.</p> |
| <p>Your account is active again.</p> <p>Click on "Back to sign in".</p> <p>Use your correct credentials to login.</p> |  <p>The screenshot shows a confirmation screen after account unlock. At the top is the BELRON logo. Below it is a circular profile picture showing a road leading into a bright horizon. The text "Account successfully unlocked!" is displayed. A message "You can log in using your existing username and password." is shown, with a "Back to sign in" button at the bottom.</p> |

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Document Control

Author

| Name | Role | Date of issue | Version Number | Summary of Change |
|-----------------------|------------------------|---------------|----------------|-----------------------------|
| Nirbhay Bheda | IM Project Team | 24 Nov 2021 | 0.1 | Initial draft |
| Howard Chapman | IM Project Team | 26 Nov 2021 | 1.0 | Update from review comments |

Approval

| Name | Role | Version Number | Date of Approval |
|----------------------------------|--------------|----------------|------------------|
| Okta Global Support Team | Approver | 1.0 | 26 Nov 2021 |
| IM Programme Manager | Approver | 1.0 | 26 Nov 2021 |
| Transformation Comms Team | Confirmation | | |

Distribution

| Audience | Method | Date of Issue | Version Number |
|------------------|------------------------|---------------|----------------|
| Employees | Via Website / Intranet | 26 Nov 2021 | 1.0 |