



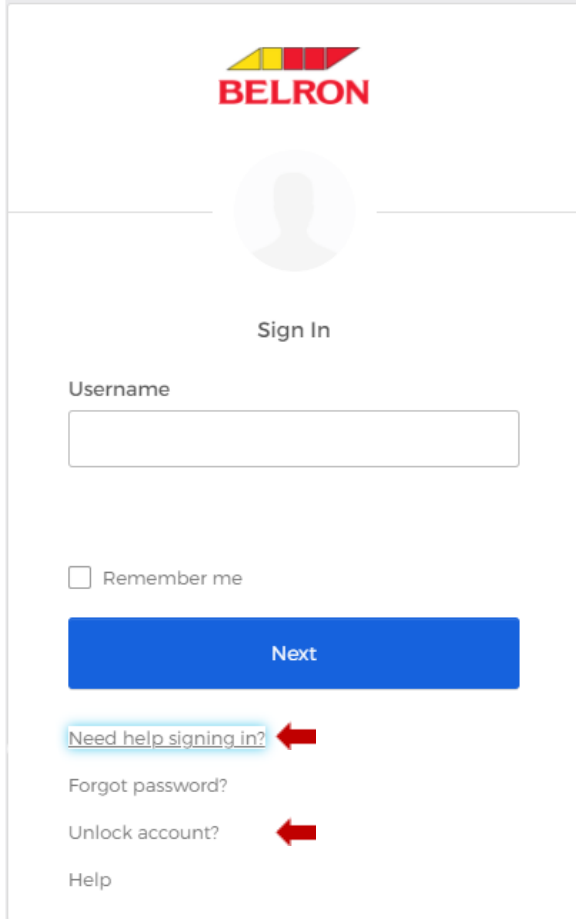
Okta User – Account Unlock

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Procedure for unlocking your account.

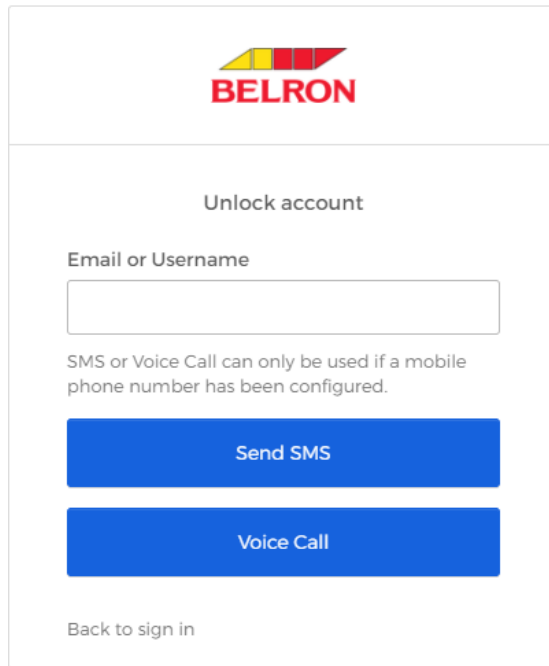
An account is locked if you have three unsuccessfully attempts to login. Your account will automatically unlock after 60 mins. However, if you need to unlock the account immediately, then follow this procedure.

In browser open Belron Okta	https://id.mybelron.net
Click on "Need help signing in?" prompt followed by "Unlock account?"	

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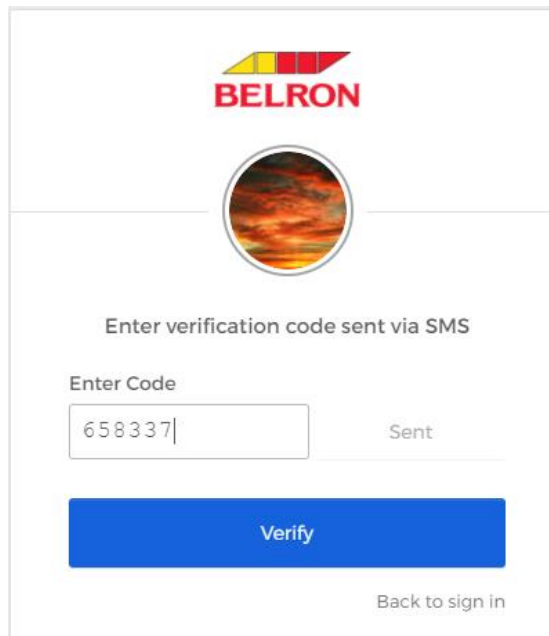
Method 1 - SMS

On Unlock account screen
enter you login id.
Click on "Send SMS".






The screenshot shows the 'Unlock account' screen. At the top is the BELRON logo. Below it, the title 'Unlock account' is centered. Underneath is a label 'Email or Username' followed by a text input field. Below the input field is a message: 'SMS or Voice Call can only be used if a mobile phone number has been configured.' There are two blue buttons: 'Send SMS' and 'Voice Call'. At the bottom left is a link 'Back to sign in'.

A one-time passcode will
be sent to your mobile
device.
Enter the code and click
"Verify".

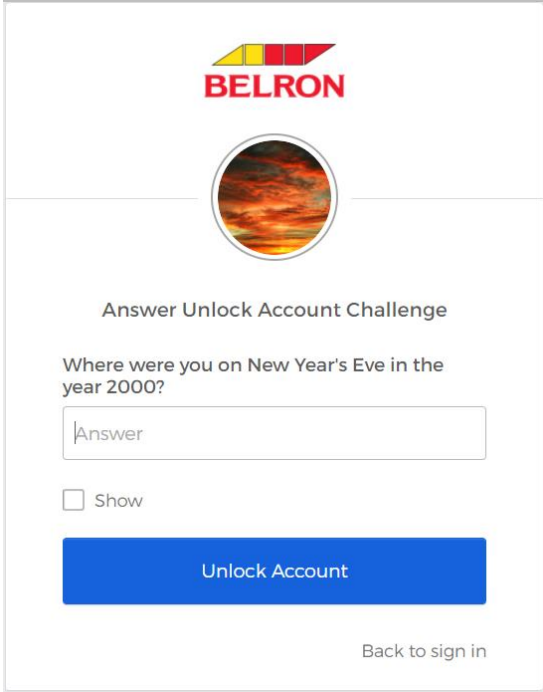
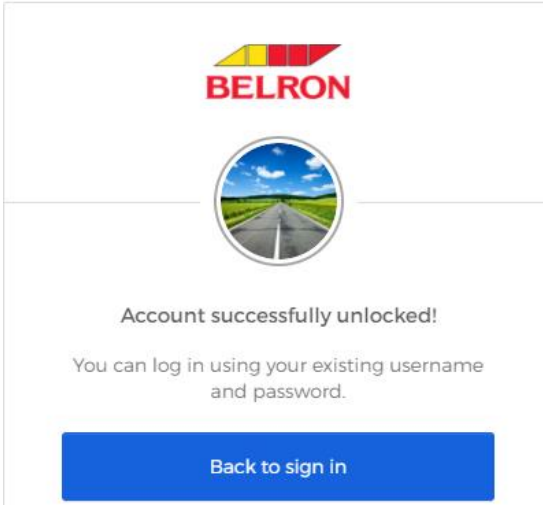


The screenshot shows the verification screen. At the top is the BELRON logo. Below it is a circular image of a sunset. Underneath is the title 'Enter verification code sent via SMS'. Below the title is a label 'Enter Code' followed by a text input field containing '658337'. To the right of the input field is a 'Sent' button. Below the input field is a blue button labeled 'Verify'. At the bottom right is a link 'Back to sign in'.

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<p>Method 2 – Voice</p> <p>On Unlock account screen enter you login id. Click on “Voice Call”.</p>	<div><h3>Unlock account</h3><p>Email or Username</p><input type="text"/><p>SMS or Voice Call can only be used if a mobile phone number has been configured.</p><p>Send SMS</p><p>Voice Call</p><p>Back to sign in</p></div>
<p>You will receive a call. Enter the code that is dictated and then click on “Verify”.</p>	<div><h3>Enter verification code received via Voice Call</h3><p>Enter Code</p><input type="text"/><p>Re-send code</p><p>Verify</p><p>Back to sign in</p></div>

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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>Your account is active again.</p> <p>Click on "Back to sign in".</p> <p>Use your correct credentials to login.</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