

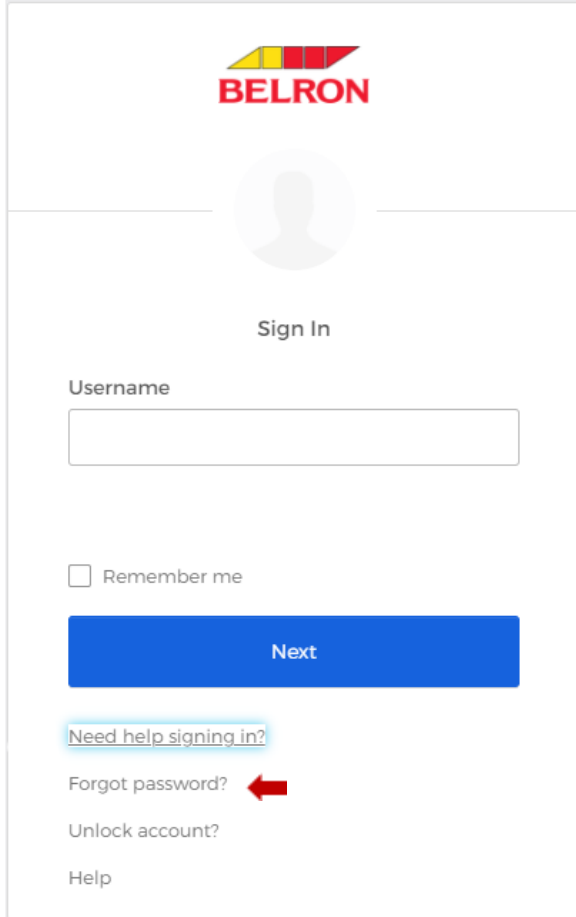


Okta User – Self-Service Password Reset

Author:	IM Project Team
Owner:	Global CISO
Organisation:	Belron International
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INTERNAL

Procedure to reset your password if forgotten.


<p>In browser open Belron Okta</p> <p>For further information on logging into Okta please see the Login Guide.</p>	<p>https://id.mybelron.net</p>
<p>To reset your password first click on "Need help signing in?" followed by "Forgot password?"</p>	

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There are two methods to reset your password, SMS or via a voice call.

On Reset password screen enter your login id.

Click on "Reset via SMS"



Reset Password

Email or Username


SMS or Voice Call can only be used if a mobile phone number has been configured.


Reset via SMS

Reset via Voice Call

[Back to sign in](#)

If SMS is selected, a one-time password will be sent to your mobile device. Enter the code and click "Verify".





Enter verification code sent via SMS

Enter Code

[Sent](#)

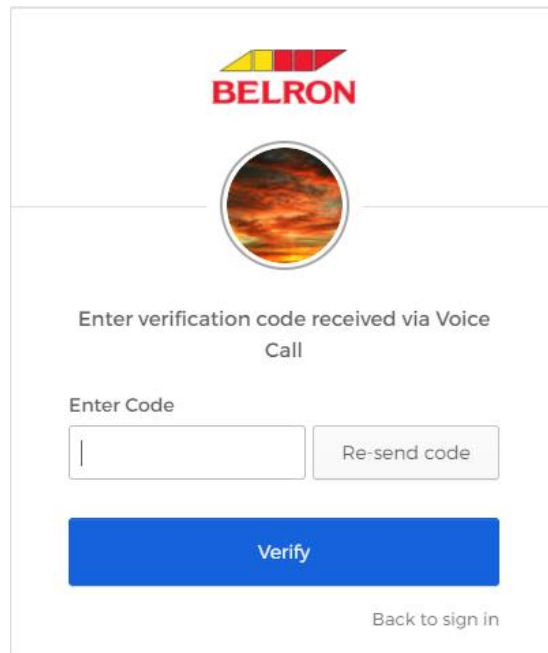
Verify

[Back to sign in](#)

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If voice is selected, you will receive a phone call on your mobile device. Enter the code that is dictated on the call.

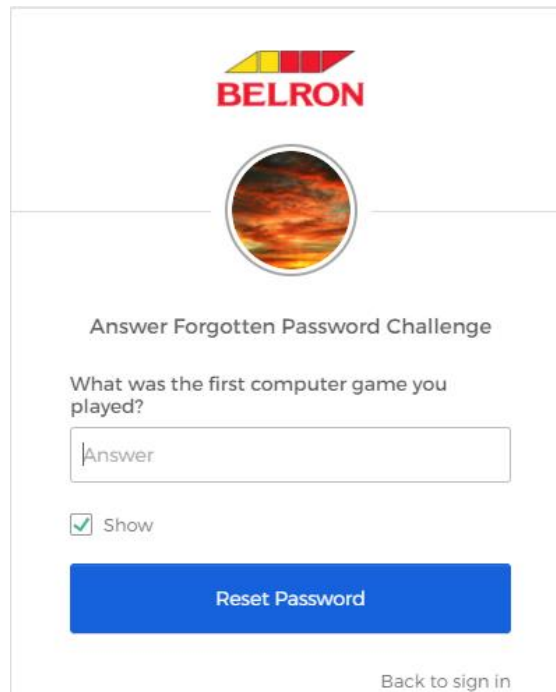
Click "Verify"



The screenshot shows the BELRON login interface. At the top is the BELRON logo, which consists of a stylized flag icon above the word "BELRON". Below the logo is a circular profile picture placeholder showing a sunset. The main heading is "Enter verification code received via Voice Call". Underneath, there is a label "Enter Code" followed by a text input field with a vertical cursor. To the right of the input field is a button labeled "Re-send code". At the bottom is a large blue button labeled "Verify". In the bottom right corner, there is a link that says "Back to sign in".

You will be asked to answer the security question you set up when enrolling in Okta.

Enter your answer and click "Reset Password".



The screenshot shows the BELRON password reset interface. At the top is the BELRON logo. Below it is a circular profile picture placeholder showing a sunset. The main heading is "Answer Forgotten Password Challenge". The question is "What was the first computer game you played?". Below the question is a text input field with the placeholder text "Answer". Underneath the input field is a checkbox labeled "Show". At the bottom is a large blue button labeled "Reset Password". In the bottom right corner, there is a link that says "Back to sign in".

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Create your new password and click "Reset Password".

Click "Back to sign in".



Reset your Okta password

Password requirements:

- At least 14 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 passwords
- At least 1 day(s) must have elapsed since you last changed your password

New password



Repeat password

Reset Password

[Back to sign in](#)

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User can now login with your new password.





Sign In

Username

☒ Remember me

Next

[Need help signing in?](#)



Sign In

Username

Password

☒ Remember me

Sign In

[Need help signing in?](#)

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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