



Okta User – Self-Service Password Reset

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Owner: Global CISO

Organisation: Belron International

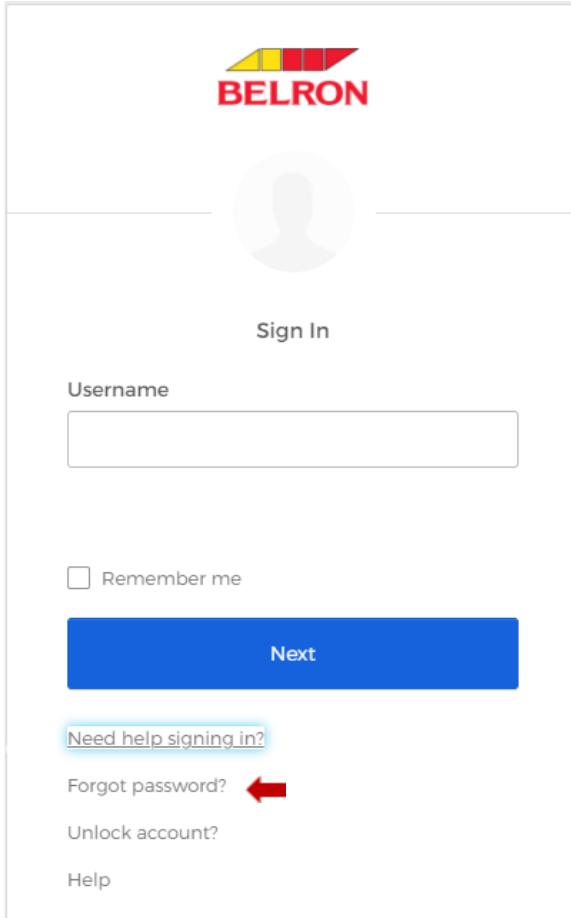
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Procedure to reset your password if forgotten.

<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>	 <p>The image shows the Belron login page. At the top is the Belron logo, which consists of a stylized yellow and red graphic above the word "BELRON". Below the logo is a circular placeholder for a user profile picture. Underneath the profile area is the "Sign In" button. Below the button is a "Username" label with an associated text input field. Under the input field is a "Remember me" checkbox. A large blue "Next" button is positioned below the "Remember me" checkbox. At the bottom of the page are three links: "Need help signing in?", "Forgot password?", and "Unlock account?". The "Forgot password?" link is highlighted with a red arrow pointing to it.</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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<p>If voice is selected, you will receive a phone call on your mobile device.</p> <p>Enter the code that is dictated on the call.</p> <p>Click "Verify"</p>	  <p>Enter verification code received via Voice Call</p> <p>Enter Code</p> <div data-bbox="567 650 992 707"><input type="text"/> Re-send code</div> <div data-bbox="747 762 806 792" data-label="Text"><p>Verify</p></div> <div data-bbox="861 834 997 859" data-label="Text"><p>Back to sign in</p></div>
<p>You will be asked to answer the security question you set up when enrolling in Okta.</p> <p>Enter your answer and click "Reset Password".</p>	  <p>Answer Forgotten Password Challenge</p> <p>What was the first computer game you played?</p> <div data-bbox="567 1347 992 1404"><input type="text" value="Answer"/></div> <p><input checked="" type="checkbox"/> Show</p> <div data-bbox="703 1501 861 1531" data-label="Text"><p>Reset Password</p></div> <div data-bbox="866 1590 1008 1615" data-label="Text"><p>Back to sign in</p></div>

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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

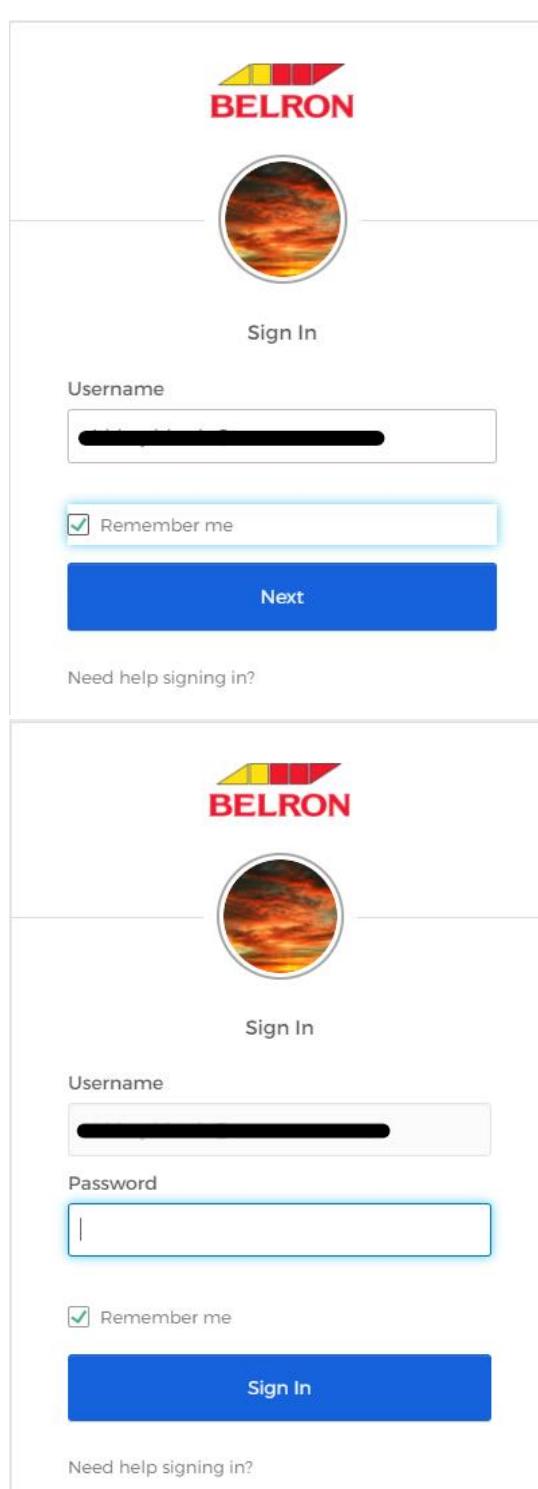
Repeat password

Reset Password

[Back to sign in](#)

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User can now login with
your new password.



The image shows a comparison of two Belron login interfaces. The top interface is a simplified version where the password field is combined with the username field, both represented by a single blacked-out rectangular input box. The bottom interface is the standard version, showing separate 'Username' and 'Password' input fields, with the password field being a standard text input box containing a single vertical bar.

Belron

Sign In

Username

Remember me

Next

Need help signing in?

Belron

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

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