Unlock Account - Instructions

For Everyone - Security Officers and Office Workers

Follow these instructions ONLY if you are <u>locked out of your account</u>.
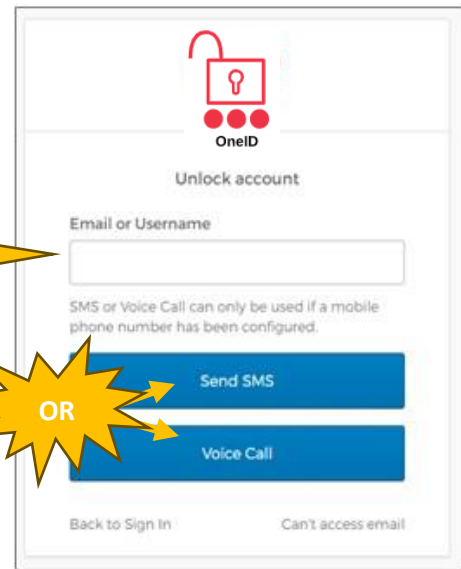*To Reset your Password, see "<u>Password Reset – Instructions</u>"*

You will know you've been locked out of your account if you see the following screen:

1. To unlock your account

a) **Enter your username,** (*sometimes called your Oracle Person Number)*

b) **Select the authentication method** that <u>matches</u> the one you selected when you enrolled in OneID multifactor authentication

OR

> **Note**: Enrollment in OneID multi-factor authentication required. If you have not previously registered with OneID, sign in on the above screen (refer to the instructions in the "Login Instructions" link) and complete your OneID registration before proceeding further.
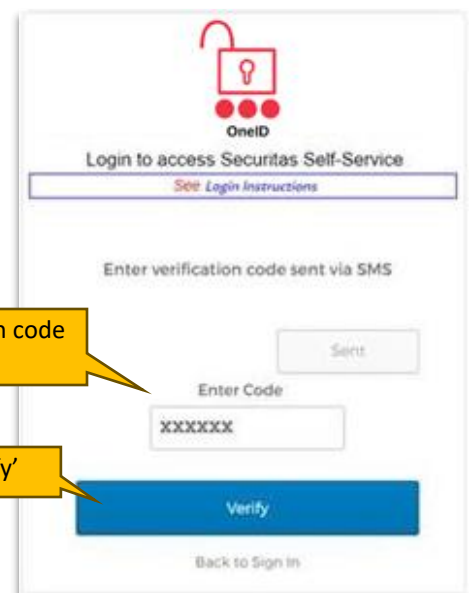
2. If you selected "Send SMS," you will **receive** a text message with a **6-digit verification code**.

Note: you must *open* the text to view the actual code.

c) Enter the verification code

d) Click 'Verify'

If you selected "Voice Call," you will receive a phone call with a verification code. Enter your verification code on this screen and click "Verify."

3. Next you will see the

   Answer Unlock Account Challenge

   (notice this is the security question you selected when you enrolled in OneID multifactor authentication)

OneID

Answer Unlock Account Challenge

what is the first

e) Enter your answer here

Answer

☐ Show

f) Click 'Unlock Account'

Unlock Account

Back to Sign In

4. You should now arrive back at the login screen.

OneID

Login to Securitas OneID

See *Login Instructions (Video)*
See *Login Instructions (PDF)*

Sign In

Username

g) Sign in using your credentials

Password

☐ Remember me

h) Click 'Sign in'

Sign In

Account Unlock or Password Reset

5. Authenticate once more…

OneID

SMS

Receive a code via SMS to authenticate

United States ▼

Phone number

i) Click 'Send Code'

j) Enter the code you rcvd via SMS or voice call

+1 973-397-3704   Send code

Enter Code

k) Click 'Verify'

Verify

6. After OneID verifies your account, you should see this screen:

"Account successfully unlocked!"

Click 'Back to Sign in'

Login to access Securitas Self-Service
See Login Instructions

Account successfully unlocked!
You can log in using your existing username and password.

Back to Sign In
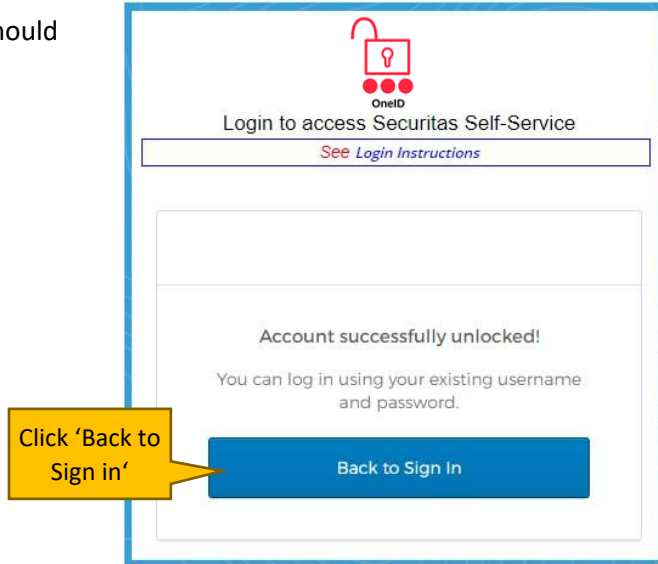
After following the instructions if you are unable to reset your password, please contact the IT ServiceDesk.

IT SERVICE DESK
Securitas USA
North America: 866.864.3375 | Outside North America: 862.579.2737
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