Unlock Account - Instructions

For Everyone - Security Officers and Office Workers

Follow these instructions ONLY if you are locked out of your account.
To Reset your Password, see “Password Reset – Instructions”

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

1. To unlock your account

   ![Unlock Account Screen]

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

   b) Select the authentication method that matches 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.

   ![Send SMS Screen]

   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)

- e) Enter your answer here
- f) Click ‘Unlock Account’

TIP
Retain this information in a safe place for easy recall when resetting your password later!

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

- g) Sign in using your credentials
- h) Click ‘Sign in’

5. Authenticate once more...

- j) Enter the code you rcvd via SMS or voice call
- i) Click ‘Send Code’
- k) Click ‘Verify’
6. After OneID verifies your account, you should see this screen:

“Account successfully unlocked!”

Click ‘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
See a different world