Unlock Account- Instructions

For Security Officers

Follow these instructions ONLY if you are <u>locked out of your account</u>.
To Reset your Password, see "<u>Password Reset – Instructions</u>"
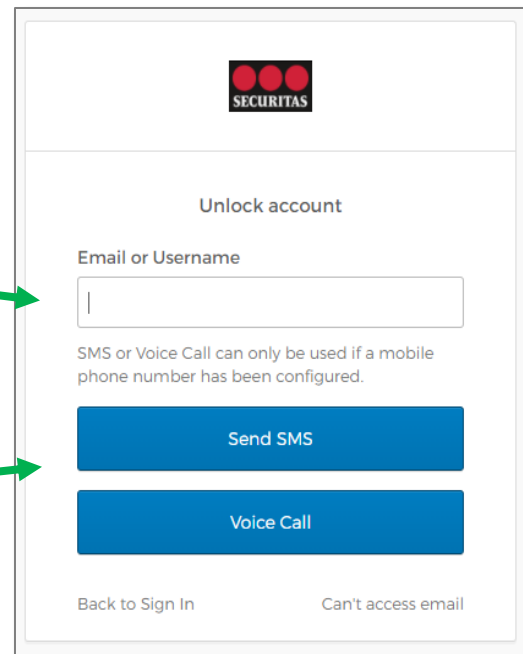
You'll know you've been locked out of your account if you see the following screen:

1. **To unlock your account**

    Enter your username, sometimes called your Employee ID
    (provided by your manager at time of hire…)

    Authenticate using the method that <u>matches</u> the authentication factor you selected when you enrolled in Okta.

    (Select <u>either</u> SMS or Voice Call)

SECURITAS

Unlock account

Email or Username

[   ]

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

Send SMS

Voice Call

Back to Sign In   Can't access email

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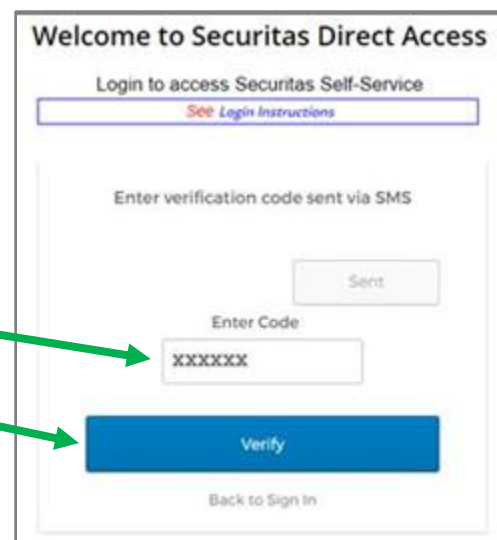
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2. If you selected "Send SMS," you will receive on your mobile device a text message with a 6-digit verification code.

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

    Enter the verification code here

    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."

Welcome to Securitas Direct Access

Login to access Securitas Self-Service
See Login Instructions

Enter verification code sent via SMS

Sent

Enter Code

[XXXXXX]

Verify

Back to Sign In

3. Next you will see the "Answer Unlock Account Challenge" *(notice this is the security question you selected when you registered in Okta multifactor authentication)*

Enter your answer here

Click "Reset Password"

Welcome to Securitas Direct Access

Login to access Securitas Self-Service

See Login Instructions

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

Answer Unlock Account Challenge

what is the first

Answer

☐ Show

Unlock Account

Back to Sign In

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4. After Okta verifies your account, you should see this screen indicating

"Account successfully unlocked!"

Click "Back to Sign In" and sign in successfully!

Welcome to Securitas Direct Access

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