## User Guide: Forgot Password

Users will be able to recover or reset their passwords from an external network using their enrolled multi-factor authentication (MFA) method.

## 1. Click "Forgot Password" from the Sign-In screen

After clicking" forgot password", a new screen will appear asking user to enter their username and then click "**Submit**" as shown:



## **Mobile Number**

Once the user enters their username, a new screen will appear asking the user to enter the passcode that has been sent to their enrolled mobile number.

After the passcode has been verified, a new screen will appear asking the user to create a new password following all the requirements shown:

**Note**: The "**Submit**" button will only become clickable if all of the password policies are met, and the entries in "**new password**" and "**confirm new password**" match.

Click the "**Submit**" button to reset the password.

Reset Password
Your Password must have at least:
10 characters
One numeric character
One uppercase character
One lowercase character
One special character
New & confirm password must match
Should not contain first, last or user name Previous 7 passwords are disallowed
New Password
Confirm New Password
The set set shall I
Submit

A new screen will appear showing "password has been reset successfully".

Users can then click "**Back to login**" to signin with their new password.



## **Mobile App**

Once the user enters their username, a new screen will appear asking the user to open the notification from their mobile device.



• Tap the "Allow" button on the mobile device. After few seconds, the user will be redirected to the MyApps Portal dashboard.



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After the user has tapped the "Allow" button in the Oracle Authentication App, a new screen will appear asking the user to create a new password following all the requirements shown:

**Note**: The "**Submit**" button will only become clickable if all the password policies are met, and the entries in "**new password**" and "**confirm new password**" match.

Click the "**Submit**" button to reset the password.

A new screen will appear showing "**password** has been reset successfully".

Users can then click "**Back to login**" to sign-in with their new password.

	Reset Password
our Passw	ord must have at least:
] 10 chara	acters
One nur	meric character
] One upp	percase character
] One low	vercase character
] One spe	ecial character
New &	confirm password must match
_	New Password
	Confirm New Password
I S	China A
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Login