GMR Password Reset

You can reset your password from home or GMR office

Connected to network AND know my current password	NOT connected to network or do NOT know my current password
1. If you are working from a home office (not on GMR office network) connect to VPN Global Protect A. In the bottom right of your tray click the up arrow, ensure Global Protect is connected, if not click it and sign in. 2. Press Ctrl+Alt+Delete on your keyboard 3. Click Change Password 4. Enter current password, new password, confirm password, click right arrow to submit 5. Press Ctrl+Alt+Delete (all three keys pressed at the same time) on your keyboard, click Lock, Enter your new password 6. You may be prompted by applications to enter your new password 7. Make sure to update all mobile devices passwords, may also need to forget Wi-Fi networks on mobile devices and reconnect 8. See instructions below on how to remove any saved passwords on your computer/tablet, browsers, and mobile devices to prevent account lockouts	1. Open an Internet browser and navigate to https://gmr.okta.com 2. Under Username and Password, click Need help signing in? 3. Click Forgot password? 4. Select to reset via email, SMS or Voice Call 5. Answer Forgotten Password Challenge question 6. Type a new password in the New password and Repeat password field 7. Click Reset Password 8. Press Ctrl+Alt+Delete (all three keys pressed at the same time) on your keyboard, click Lock, type your new password 9. You may be prompted by applications to enter your new password 10. Make sure to update all mobile devices passwords, may also need to forget Wi-Fi networks on mobile devices and reconnect. 11. See instructions below on how to remove any saved passwords on your computer/tablet, browsers, and mobile devices to prevent account lockouts

GMR Unlock your Account

You can unlock your account from home or GMR office

1. From any device, computer, phone, etc…launch a browser and go to https://gmr.okta.com
2. At the login page click Need Help signing in? and then click Unlock account?
3. Type in your email or username and click the button for how you want the verification code sent to you, SMS, voice call or email
4. Type in the code you received from the method selected above and click Verify
5. Answer your security question and click Unlock Account
6. Your account is now unlocked, and you can log in on whichever device or system you were locked out of
7. If any of the steps above do not work, it may be due to your security question not being setup on your Okta profile
   a. If you are currently locked out of your account, then please contact the service desk at 866.267.9111 and they can help you unlock and ensure your security question and multi factor authentication is setup so you can unlock your account in the future without contacting the service desk
   b. If you can log into Okta, here is how you setup your security question, or reset it if you do not remember the answer
      i. Launch Okta
      ii. Click your name in the top right corner and click Settings
      iii. In the top right corner click Edit Profile
         1. Enter your password (this is the password for your network account), click Send Code for multifactor and type in the code you received and click Verify
         2. On the right side of the screen scroll down until you see Forgotten Password Question, click Edit, change your question/answer, click Save
         3. You can also scroll down and setup your Forgot Password Text Message, Voice Call or other verifications if needed

GMR Password Reset FAQs

Why are my mobile apps not updating?

1. It may take up to 2 hours before your mobile apps prompt you to enter your new password.

How do I reset my GMR Wi-Fi Password on my mobile device?

1. While in the office on your mobile device, go to Settings
2. Click Wi-Fi (GMR-Wifi)
3. Click on GMR-Wi-Fi
4. Click Forget this Network
5. Search for GMR-WiFi
6. Log in using your new password

Why am I getting prompted to fill out information when logging into Okta?

1. If you have not already configured everything in Okta, you will be prompted to fill out items to complete setting up your account so you can use Okta to reset your password or unlock your account (you may get some or all of the below depending on what you have already setup)
   a. Secondary Email
   b. Choose a forgot password question
   c. Add a phone number for resetting your password or unlocking your account using SMS
   d. Add a phone number for resetting your password or unlocking your account using Voice Call
2. Once everything is setup, click Create My Account

How do I reset my security password questions?

1. Log into Okta
2. In the top right corner click your Name and click Settings
3. Click Edit Profile
4. Next to Forgotten Password Question, click Edit
5. Update your Question and Answer and click Save

What are the password guidelines?

- Passwords must be at least eight characters in length.
- You cannot reuse your last 12 passwords.
- Passwords must contain characters from at least three of the following four classes:
  o English uppercase letters (A, B, C)
  o English lowercase letters (a, b, c)
  o Westernized Arabic numerals (0, 1, 2)
  o Nonalphanumeric (special characters #, &, !, %, @, ?, -, *)
- Passwords should **NOT** contain:
  o Your username
  o Your first and/or last name
  o A single word from the dictionary with a number or special character at the beginning or end.

Okta setup and password reset detailed instructions with screenshots.

- Click document below, Click Open dropdown, Open in Browser
- Document includes Okta detailed instructions with screenshots for:
  o Resetting password
  o Unlocking Account
  o Logging into Okta first time, completing registration
  o Setting up Multifactor Authentication
- Direct Link to document: GMR Detailed Password Reset and Account Unlock Instructions.pdf

Steps to follow if your Account keeps locking out

Clear saved passwords on all browsers

Please note: Perform these steps on all devices (i.e., desktop, laptop, tablet, phone) you use GMR credentials in a browser

Microsoft Edge Browser
- Launch Browser
- Top right corner, click More actions (3 dots ⋯)
- Click Settings
- Delete Individual Passwords
  - Left side click Passwords & autofill
  - Click Manage Passwords
- Delete All Passwords
  - Left side click Privacy and security
  - Under Clear browsing data click Choose what to clear
  - Check box for Passwords
  - Click Clear

Google Chrome Browser
- Launch Browser
- Top right corner, click More actions (3 dots ⋮)
- Click Settings
- Delete Individual Passwords
  - Left side click Autofill
  - Middle of the page under Autofill click Passwords
  - Click 3 dots next to password and click Remove
- Delete All Passwords
  - Left side click Privacy and security
  - Middle of the page under Privacy and security click Clear browsing data
  - Check box for Passwords and other sign-in data
  - Click Clear data

FireFox Browser
- Launch Browser
- Click menu button ☰
- Click Passwords, Firefox Lockwise will open in new tab
- Delete Individual Passwords
  - Select an entry from list of logins, click Remove
- Delete All Passwords
  - Click 3 dot menu on top right corner
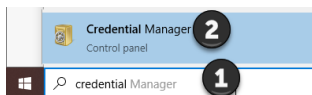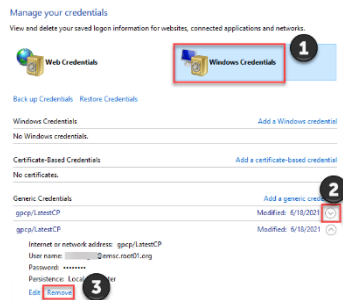 - Choose Remove all Logins

Clear saved passwords on computers

Please note: Perform these steps on all computers you log into with your GMR credentials

1. In the windows search box type Credential, click Credential Manager

2. Click Windows Credentials
3. Under Generic Credentials expand each down arrow, click Remove
4. Repeat for any credentials you want to remove stored passwords on the computer, please note some of the applications/systems will then prompt you to enter your current password

Clear passwords on mobile device

Please Note: Perform these steps on all mobile devices (i.e., tablet, phone) you use GMR credentials on

iOS
- Tap Settings
- Tap Passwords & Accounts
- Tap Website & App Passwords
- Unlock the passwords using Face ID or Touch ID
- Swipe left on a website to reveal a delete button
- Tap Edit in the top right to select and delete multiple passwords

Android
- Launch Chrome Browser
- Top right corner, tap More actions (3 dots ⋮)
- Tap Settings
- Tap Passwords
- Under Passwords scroll through the list, tap a site
  - Tap the eye to see the password stored, enter your PIN for your device
  - Tap trash can at the top right to delete stored password

Reset GMR Wi-Fi Password on mobile device

Please Note: Perform these steps on all devices (i.e., desktop, laptop, tablet, phone) you access GMR Wi-Fi on

1. While in the office on your mobile device, go to Settings
2. Click Wi-Fi (GMR-Wi-Fi)
3. Click on GMR-Wi-Fi
4. Click Forget this Network
5. Search for GMR-Wi-Fi
6. Log in using your new password