

## Access and Authentication Guide

Okta is Experian's authentication tool through which you can access Experian products and services.

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## How do I find out who my Security Designate is?

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A Security Designate is your first point of contact and validation outside of Experian, allowing them to e.g., create and unlock accounts.

To determine who is your Security Designate you will need to reach out internally within your own organisation, Experian do not hold the details on who these individuals are.

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# I have forgotten my Security Questions

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Summary: Reset your Security Questions (also known as Multi Factor Authentication or MFA) by contacting your organisations security designate or the Experian Service Desk.

Who is this for: Existing users who have forgotten their Security Questions.

*Note: If you don't remember your Security Question, please follow either of the two options.*

## Option 1

Contact your **internal** security designate, to reset your Security Questions.

A Security Designate is your first point of contact and validation outside of Experian, allowing them to e.g., create and unlock accounts.

To determine who is your Security Designate you will need to reach out internally within your own organisation, Experian do not hold the details on who these individuals are.

or

## Option 2

Contact the Service Desk to reset your Security Questions.

Please contact the Service Desk via the Contact details below:

Phone: **0333 000 3030**.

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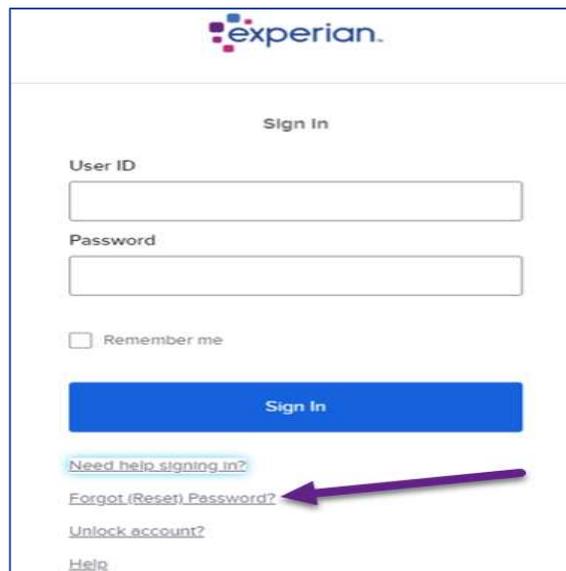
# How to perform a password reset

Summary: Reset your password through Okta, Experian’s authentication tool used to access your Experian account.

Who is this for: Existing users who need to change their password.

To perform a self-service password reset please follow this link <https://experian-eub.okta-emea.com/signin/forgot-password>, otherwise follow the steps below.

1. Go to your login screen.
2. **Select** “Forgot (Reset) Password?”.

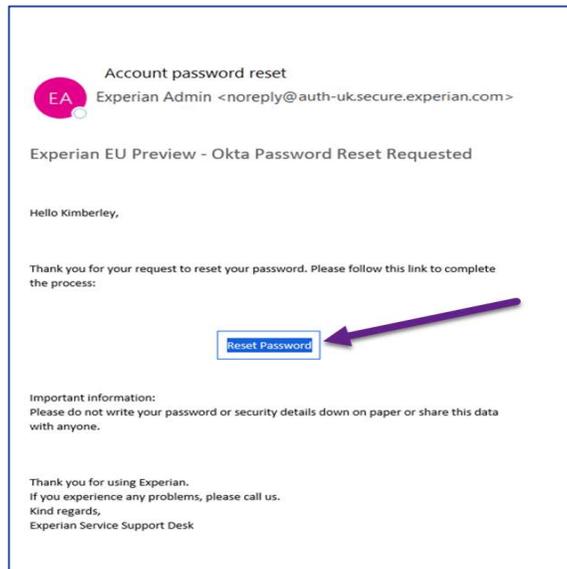


3. In the User ID field, **type** your User ID.
4. **Click** “Reset via Email”.

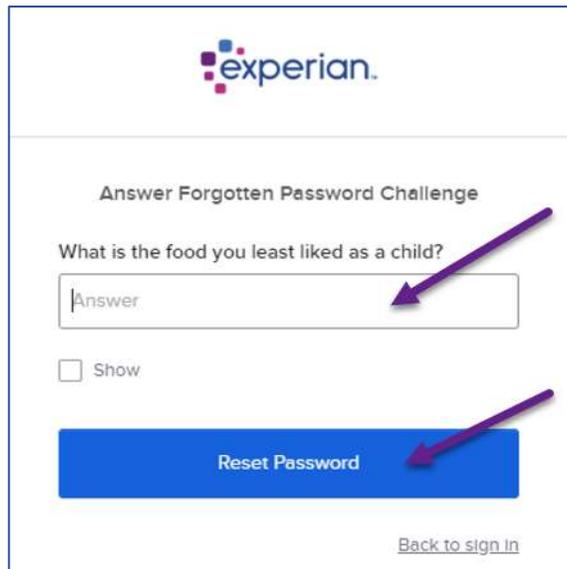


*Note: Once you've entered your user ID and clicked to reset via email, you will receive an email from Okta with instructions to reset your password.*

5. Click the "Reset Password" link in the email that you will receive.



6. Answer your security question.
7. Click "Reset Password".

The image shows a screenshot of the Experian website's password reset challenge page. At the top is the Experian logo. Below it, the heading reads "Answer Forgotten Password Challenge". The main question is "What is the food you least liked as a child?". There is a text input field with the placeholder text "Answer". Below the input field is a checkbox labeled "Show". At the bottom of the form is a large blue button labeled "Reset Password". A link labeled "Back to sign in" is located at the bottom right of the form. Two red arrows point to the input field and the "Reset Password" button.

*Note: If you do not receive a 'reset password' link, please follow either of the two options, otherwise follow through to steps 8 & 9:*

#### Option 1

Contact your **internal** security designate to reset your password.

A Security Designate is your first point of contact and validation outside of Experian, allowing them to e.g., create and unlock accounts.

To determine who is your Security Designate you will need to reach out internally within your own organisation, Experian do not hold the details on who these individuals are.

**or**

#### Option 2

Contact the Service Desk to reset your password.

Please contact the Service Desk via the Contact details below:

Phone: **0333 000 3030**.

8. **Type** your new password in the "New Password" and "Repeat Password" fields.
9. **Click** "Reset Password".

**experian.**

**Reset your Okta password**

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- Password can't be the same as your last 13 passwords

New password

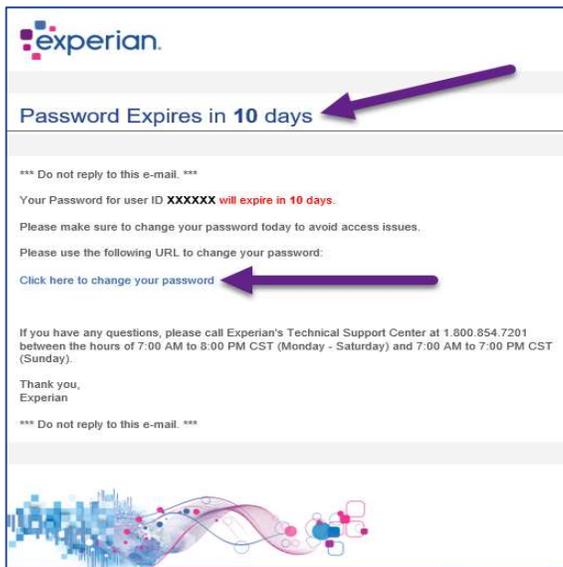
Repeat password

Sign me out of all other devices.

**Reset Password**

[Back to sign in](#)

To protect accounts, passwords are set to expire every 90 days.



We will notify you by email ahead of your password expiring.

To protect your password, follow the same simple steps by clicking the link in the email.

## Result

You have successfully reset your password.

*Note: Once you have reset your password, you will be asked again to enter your security question before you are logged in.*

# How to perform an account unlock

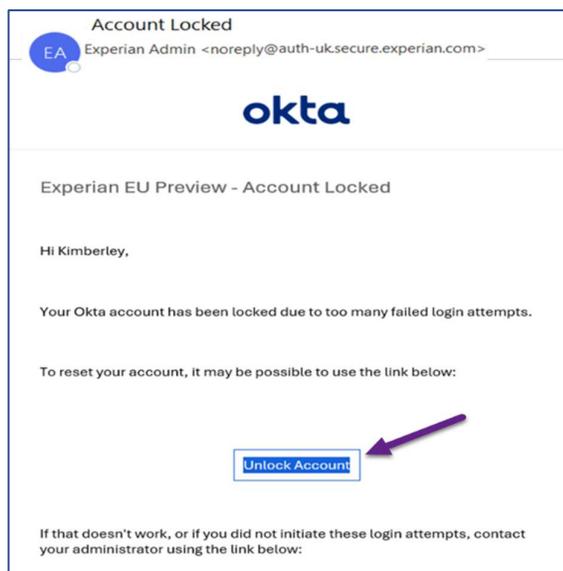
Summary: Unlock your account through Okta, Experian’s authentication tool used to access your Experian account.

Who is this for: Users whose accounts have been locked for security purposes, due to them entering the wrong password several times.

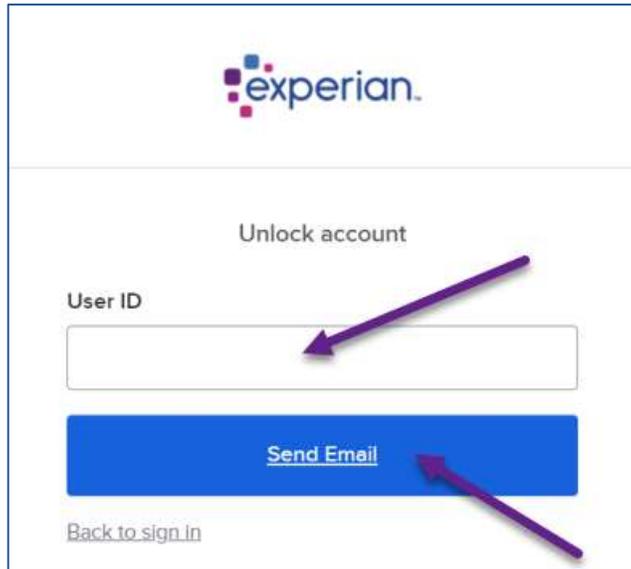
To perform a self-service account, unlock please follow this link <https://experian-eub.okta-emea.com>

*Note: If you enter the wrong password several times, then your account will be locked for security purposes. You will receive an email to your registered email address to advise that your account has been locked.*

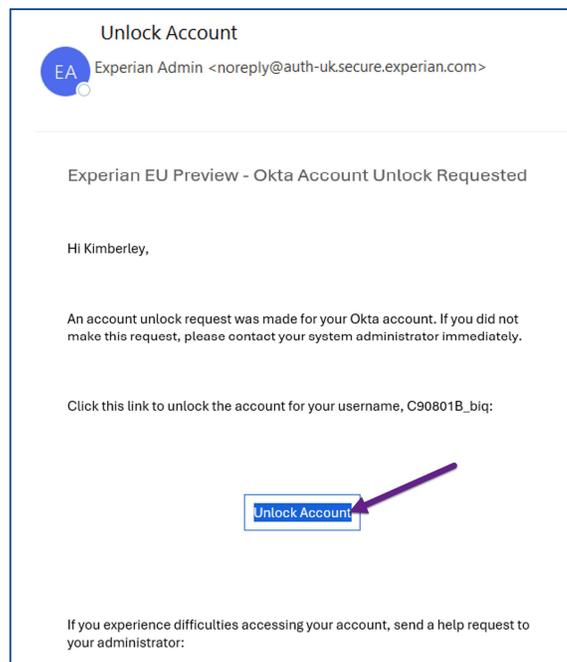
1. **Click** the ‘Unlock Account’ link to proceed with unlocking your account.



2. In the User ID field, **type** your user ID.
3. **Click** “Send Email”.

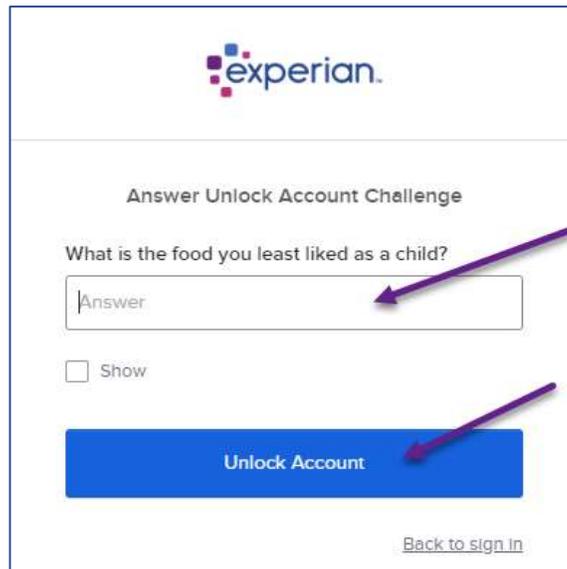


4. Click the "Unlock Account" link you receive via email.



*Note: the link is only valid for 1 hour.*

5. Answer the security question.
6. Click "Unlock Account".

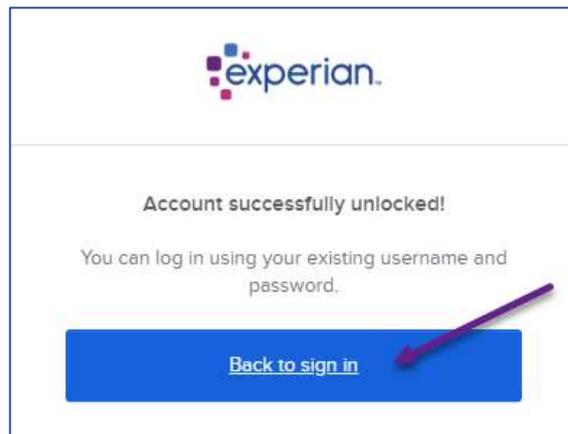


The image shows the Experian account unlock challenge screen. At the top is the Experian logo. Below it, the heading reads "Answer Unlock Account Challenge". The main question is "What is the food you least liked as a child?". There is a text input field with the placeholder text "Answer". Below the input field is a checkbox labeled "Show". At the bottom of the form is a large blue button labeled "Unlock Account". In the bottom right corner, there is a link that says "Back to sign in". Two purple arrows point to the input field and the "Unlock Account" button.

## Result

You have successfully unlocked your account.

7. **Click** 'Back to Sign In' where you'll be re-directed to enter your username, password, and security question.



The image shows the Experian account successfully unlocked screen. At the top is the Experian logo. Below it, the heading reads "Account successfully unlocked!". The text below says "You can log in using your existing username and password.". At the bottom of the form is a large blue button labeled "Back to sign in". A purple arrow points to the "Back to sign in" button.

*Note: If your account remains locked after following the self-service steps, please follow either of the two options.*

### Option 1

Contact your **internal** security designate to unlock your account.

A Security Designate is your first point of contact and validation outside of Experian, allowing them to e.g., create and unlock accounts.

To determine who is your Security Designate you will need to reach out internally within your own organisation, Experian do not hold the details on who these individuals are.

or

Option 2

Contact the Service Desk to unlock your account.

Please contact the Service Desk via the Contact details below:

Phone: **0333 000 3030**.

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## I do not know my Username/UserID

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Summary: Recover your username via contacting your organisations **internal** Security Designate or the Experian Service Desk.

Who is this for: Existing users who do not know their Username/UserID

*Note: If you don't remember your Username/UserID please follow either of the two options.*

### Option 1

Contact your **internal** security designate, to reset your Username/UserID.

A Security Designate is your first point of contact and validation outside of Experian, allowing them to e.g., create and unlock accounts.

To determine who is your Security Designate you will need to reach out internally within your own organisation, Experian do not hold the details on who these individuals are.

**or**

### Option 2

Contact the Service Desk to reset your Username/UserID.

Please contact the Service Desk via the Contact details below:

Phone: **0333 000 3030**.

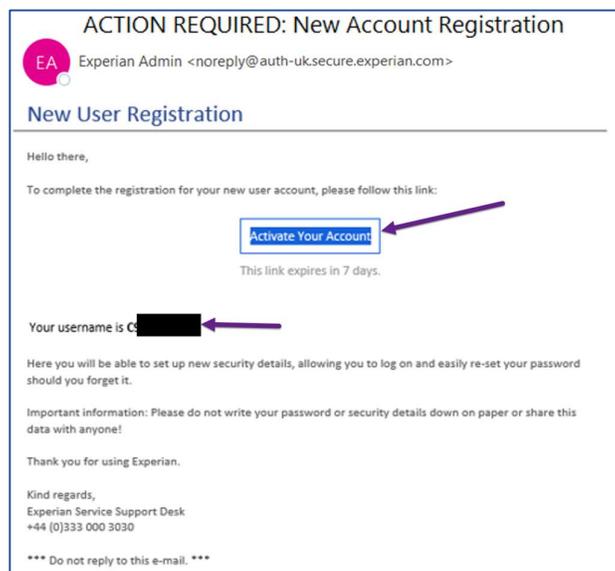
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# What do I do if my access link has expired?

Summary: To access your Experian account, you will need to register as a new user Okta, Experian’s authentication tool. Follow the steps below if your registration link has expired.  
 Who is this for: New users who need to set up their Okta account.

*Note: You will receive a registration email from “[noreply@auth-uk.secure.experian.com](mailto:noreply@auth-uk.secure.experian.com)”.*

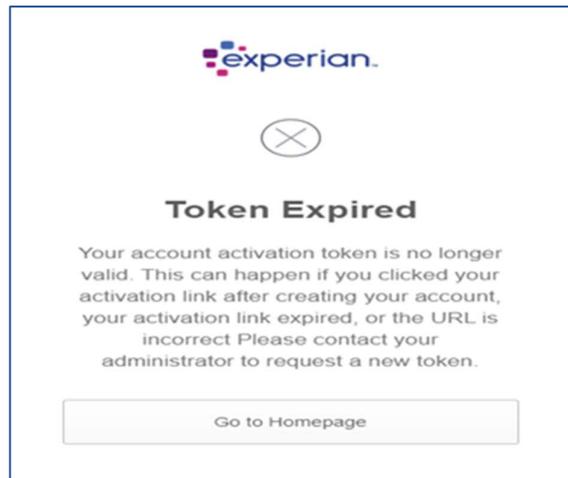
1. In the registration email, **click** on the “Activate Your Account” link to **confirm** it has expired.



*Note: The link to activate your account is valid for 7 days.*

*Note: Your username is confirmed within this email.*

2. If your activation link has expired, you will **receive** a token expired error message.



*Note: If your email link to activate your account does not work and you receive a token expired error message, please follow either of the two options:*

#### Option 1

Contact your Security Designate, to be sent a new activation link.

A Security Designate is your first point of contact and validation outside of Experian, allowing them to e.g., create and unlock accounts.

To determine who is your Security Designate you will need to reach out internally within your own organisation, Experian do not hold the details on who these individuals are.

#### Or

#### Option 2

Contact the Service Desk to reset your Username/UserID.

Please contact the Service Desk via the Contact details below:

Phone: 0333 000 3030.