



# How to perform a password reset

Summary: Reset your password through Okta, Experian's authentication system 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 <u>https://experian-eub.okta-emea.com/signin/forgot-password</u>, otherwise follow the steps below.

- 1. Go to your login screen.
- 2. Select "Forgot (Reset) Password?".

experian.		
	Sign In	
User ID		
Passwor	a	
C Rem	mber me Sign In	
Need hel	o signing in?	
Forgot (R	eset) Password?	
Unlock a	count?	
Help		

- 3. In the User ID field, type your User ID.
- 4. Click "Reset via Email".

	experian.
User ID	Reset Password
1	
	Reset via Email
Back to sign i	

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.

	Account password reset
EA	Experian Admin <noreply@auth-uk.secure.experian.com></noreply@auth-uk.secure.experian.com>
Experi	an EU Preview - Okta Password Reset Requested
Hello Kim	berley,
Thank you the proce	u for your request to reset your password. Please follow this link to complete
	Reset Password
Importan Please do with anyc	Reset Password t information: not write your password or security details down on paper or share this data ne.
Importan Please do with anyc	Reset Password t information: not write your password or security details down on paper or share this data ne.
Importan Please do with anyc Thank you If you exp	Reset Password t information: not write your password or security details down on paper or share this data ne. a for using Experian. erience any problems, please call us.
Importan Please do with anyc Thank you If you exp Kind rega	Reset Password Information: not write your password or security details down on paper or share this data ne. I for using Experian. erience any problems, please call us. rds,

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

experian.		
Answer Forgotter	n Password Challenge	
What is the food you le	ast liked as a child?	
Show		
Reset	Password	
	Back to sign in	

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.

### <u>or</u>

#### Option 2

Contact the Service Desk to reset your password.

Please contact the Service Desk via the Contact details below:

Email: <u>TS.ServiceDesk@uk.experian.com</u> or Phone: 0333 000 3030.

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

	Reset your Okta password
Pa	issword 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
N	ew password
Re	peat password
	] Sign me out of all other devices.
	Sign me out of all other devices.

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

experian.
Password Expires in 10 days
*** Do not reply to this e-mail, ***
Your Password for user ID XXXXXX will expire in 10 days.
Please make sure to change your password today to avoid access issues.
Please use the following URL to change your password:
Click here to change your password
If you have any questions, please call Experian's Technical Support Center at 1.800.854.7201 between the hours of 7:00 AM to 8:00 PM CST (Monday - Saturday) and 7:00 AM to 7:00 PM CST (Sunday).
Thank you, Experian
*** Do not reply to this e-mail. ***

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.