User Guide: Forgot Password

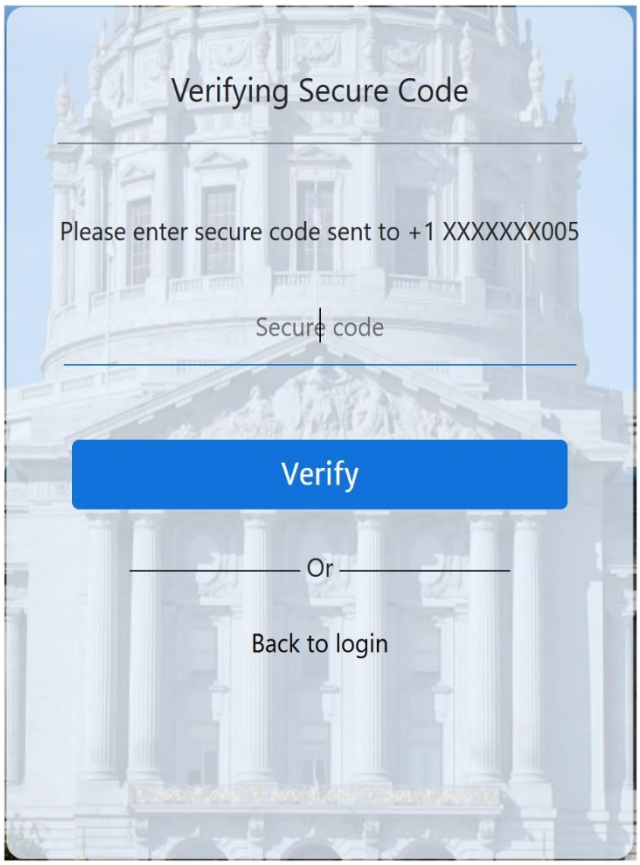
Users will be able to recover or reset their passwords from an external network using their enrolled multi-factor authentication (MFA) method.

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.

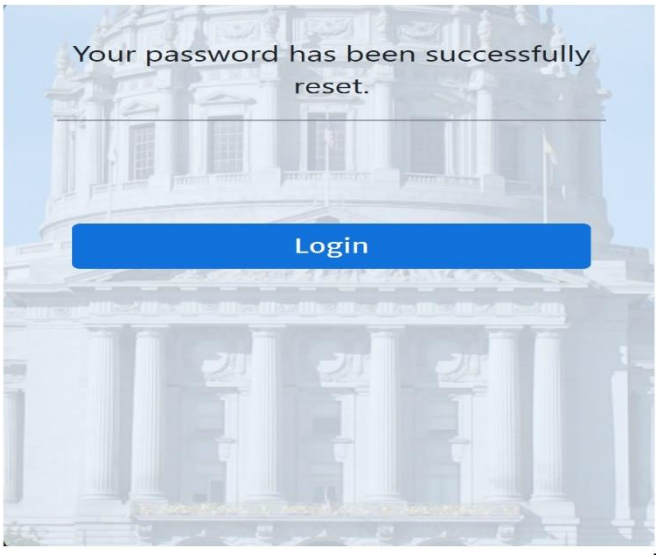


After the passcode has been verified, a new screen will appear asking the user to create a new password following all the requirements shown:

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.

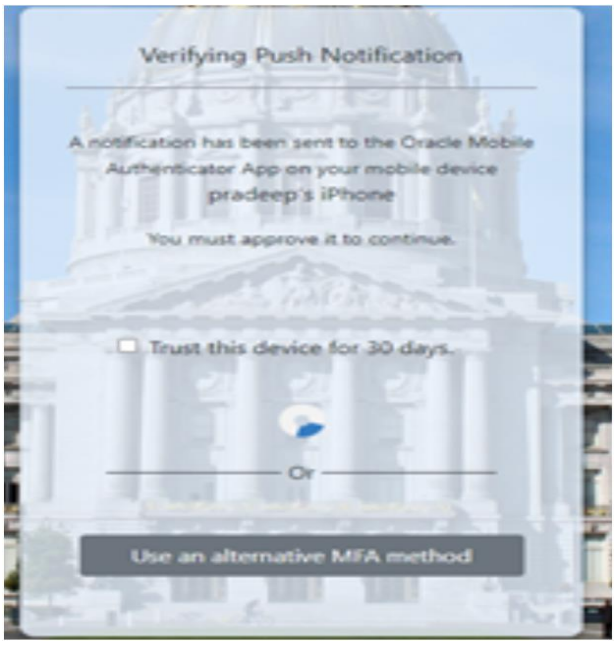
A new screen will appear showing "**password has been reset successfully**".



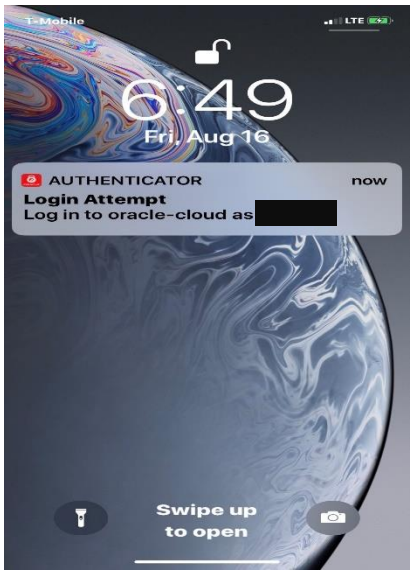
Users can then click "**Back to login**" to sign-in with their new password.

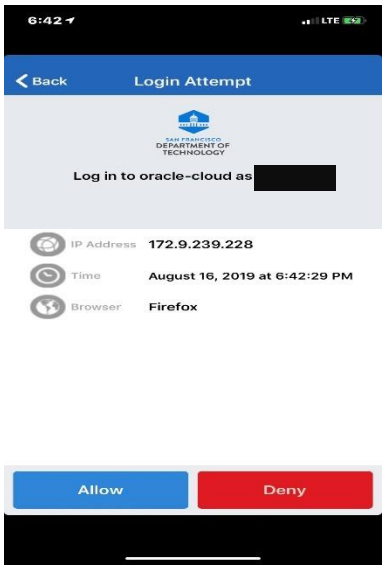
Mobile App

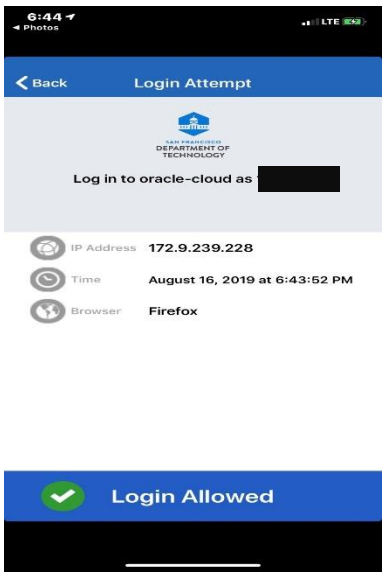
Once the user enters their username, a new screen will appear asking the user to open the notification from their mobile device.



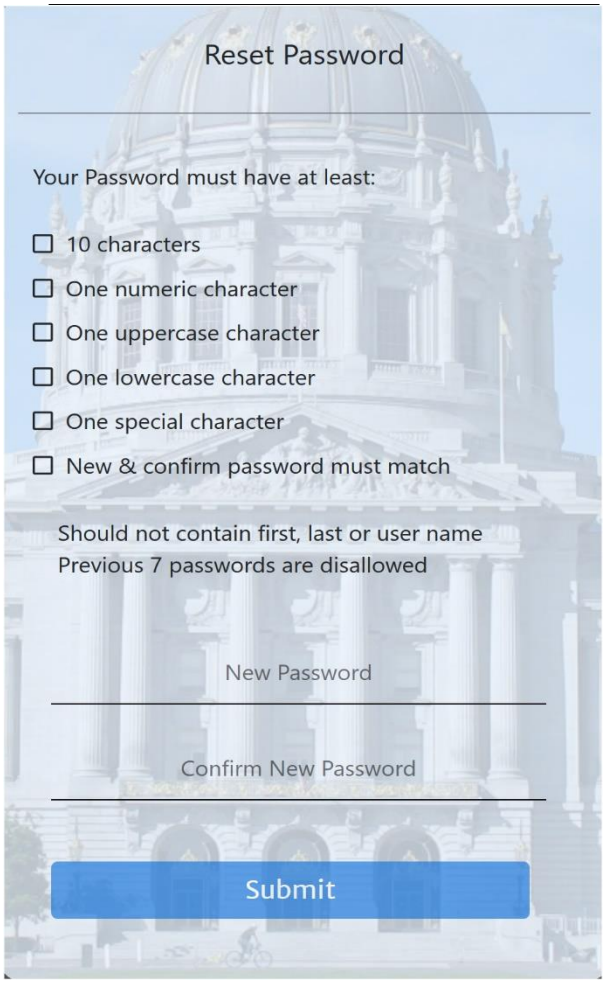
- Tap the "**Allow**" button on the mobile device. After few seconds, the user will be redirected to the MyApps Portal dashboard.







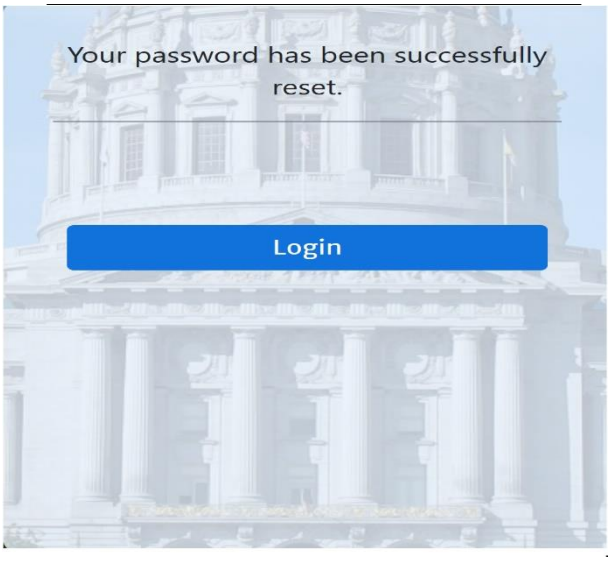
After the user has tapped the “Allow” button in the Oracle Authentication App, a new screen will appear asking the user to create a new password following all the requirements shown:



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.