

Password Reset - Instructions

For Office Workers

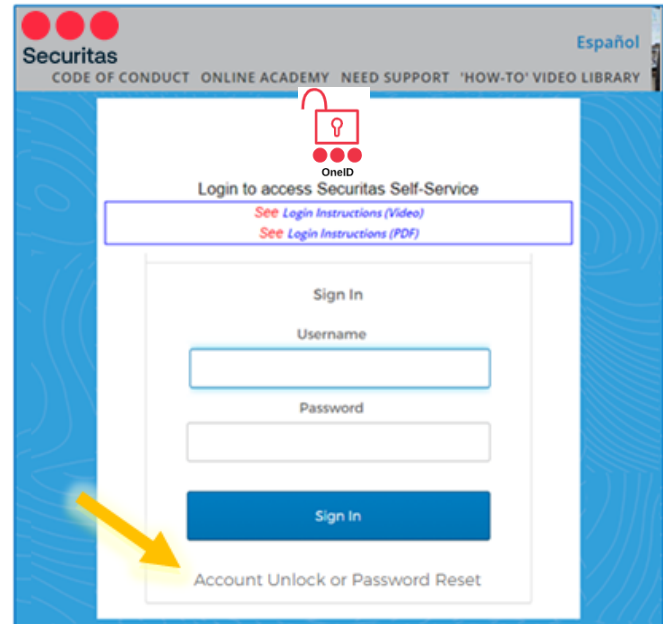
Follow these instructions ONLY if you need to reset or have forgotten your password.
To Unlock your account, see "Unlock Your Account – Instructions"

Resetting your password is a **two-part** process

- Part one is done via the Securitas OneID portal
- Part two involves restarting your PC

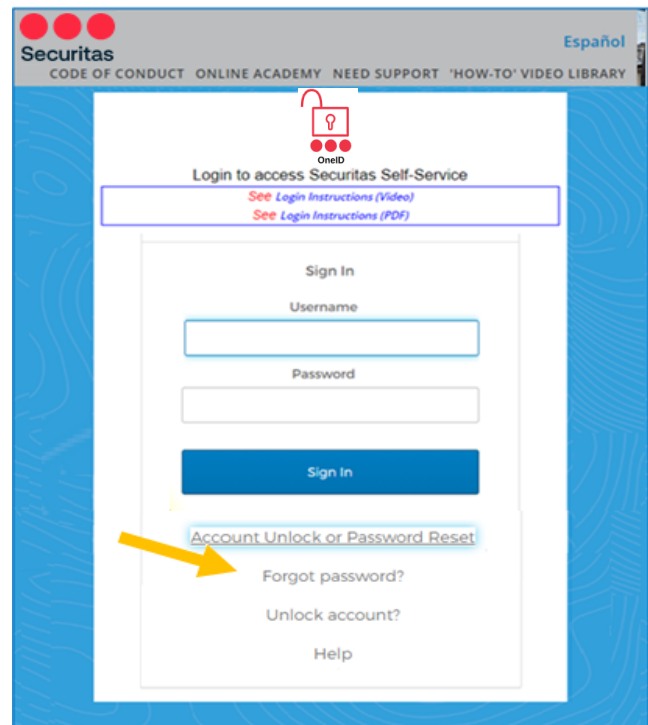
1. **Navigate** to <https://oneid.securitasinc.com>

- a) Bypass the sign-in option
- b) Click 'Account Unlock or Password Reset'



2. Notice the options expand..

- a) Click "Forgot password"

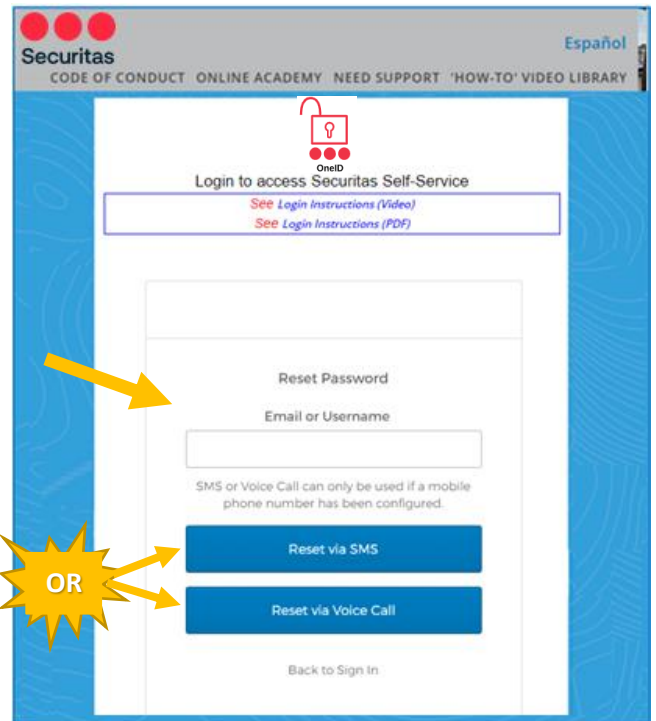


Note: Enrollment in **Securitas OneID** multifactor authentication is required. If you have not previously enrolled, sign in on the above screen (refer to the instructions in the "*Login Instructions*" link) and complete your **OneID** registration before proceeding to the steps below.

3. Begin authentication

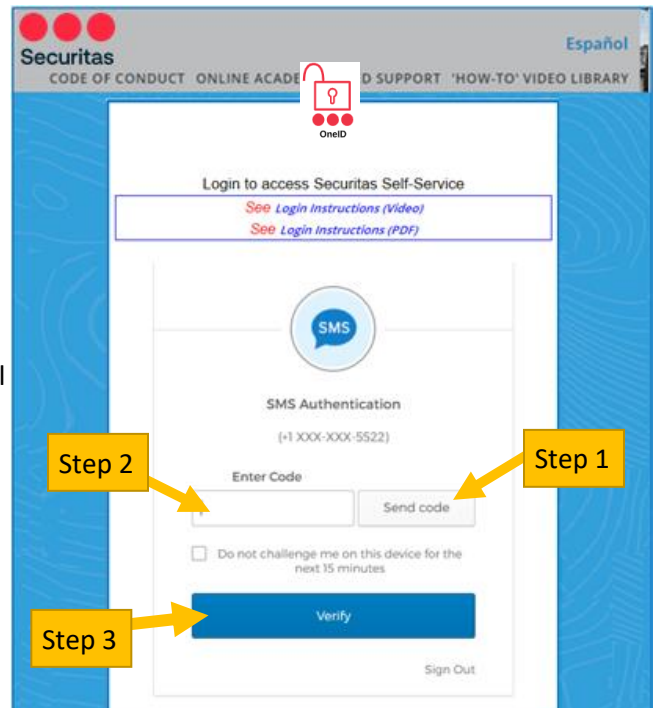
- a) Enter your username
(For Canada office workers, this will be your email address)
- b) Select the authentication method that matches the method you selected when you enrolled in Securitas OneID

Select either SMS or Voice Call



- c) Hit 'Send code' first!
- d) Enter the 6-digit code you receive on your mobile device or via voice call

e) Click Verify



4. Next you will see the
“Forgotten Password Challenge”
(this is the security question you
selected when you registered in OneID
multifactor authentication)

- a) Enter your answer here
b) Click “Reset Password”

5. On the next screen, you will reset your password

Password Guidelines

Securitas requires a minimum 14-character password (*passphrase*), valid for 360 days, no capital letters, numbers or special symbols are required. Create a phrase that’s easy to remember but doesn’t make any sense, such as ‘bookmark on the lake.’ Spaces between words count as a character.

- a) Enter your new password here
b) Retype your new password here
c) Click “Reset Password”

6. You should now see the screen at right
“Password Successfully Reset!”

- a) Click “Back to Sign In”

7. Now, restart your PC, but **do not** immediately sign back in!

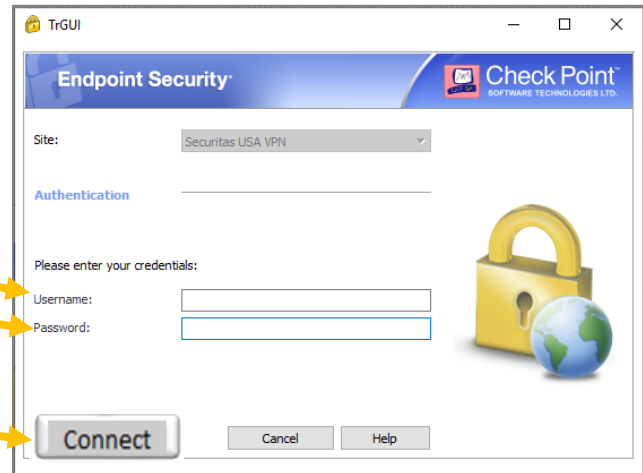
- a) Instead, bypass the sign-in option and connect directly to VPN by clicking the network sign icon. *(if you do not see the icons, click anywhere on the screen and they should appear)*



8. Connect to VPN

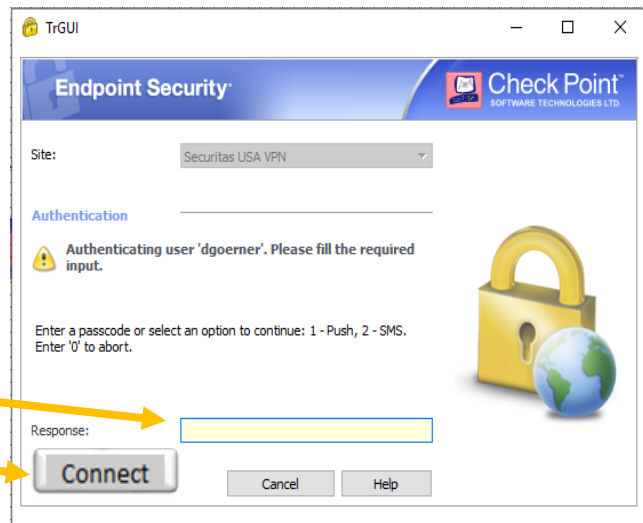
- a) Enter your username
- b) Enter your newly created password

c) Click 'Connect'



9. Authenticate as usual

- a) Enter 1 or 2
- b) Click 'Connect'



Your new password is now fully integrated with OneID and your PC!

After following the instructions if you are unable to reset your password, please contact the IT ServiceDesk.

