

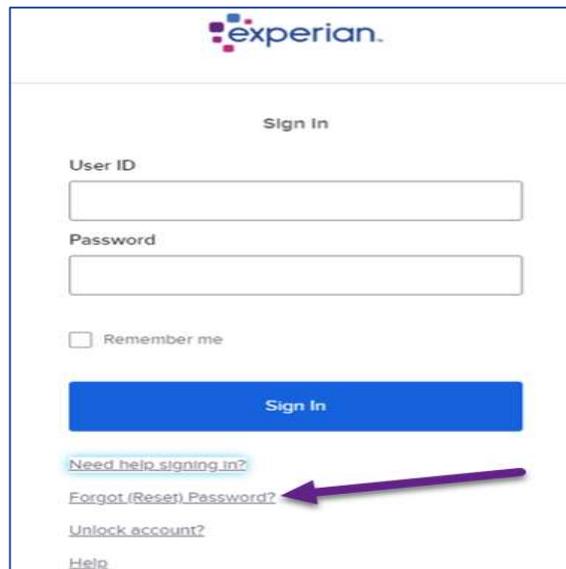
How to perform a password reset

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 <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?".

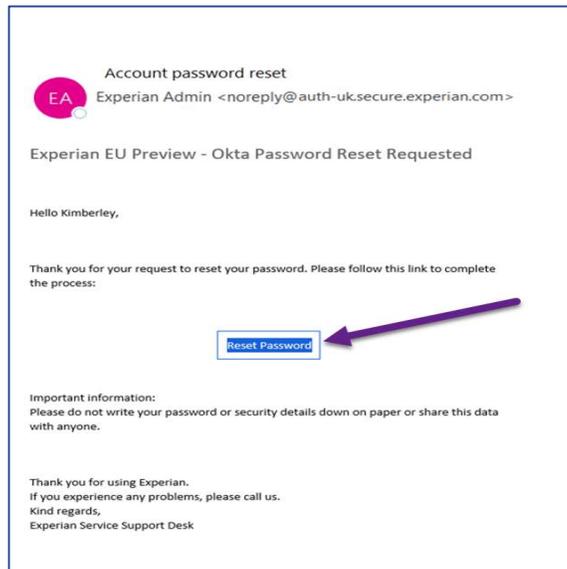


3. In the User ID field, **type** your User ID.
4. Click "Reset via Email".



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".

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Answer Forgotten Password Challenge

What is the food you least liked as a child?

Answer

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.

or

Option 2

Contact the Service Desk to reset your password.

Please contact the Service Desk via the Contact details below:

Email: TS.ServiceDesk@uk.experian.com or Phone: **0333 000 3030**.

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

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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.