

How to perform an account unlock

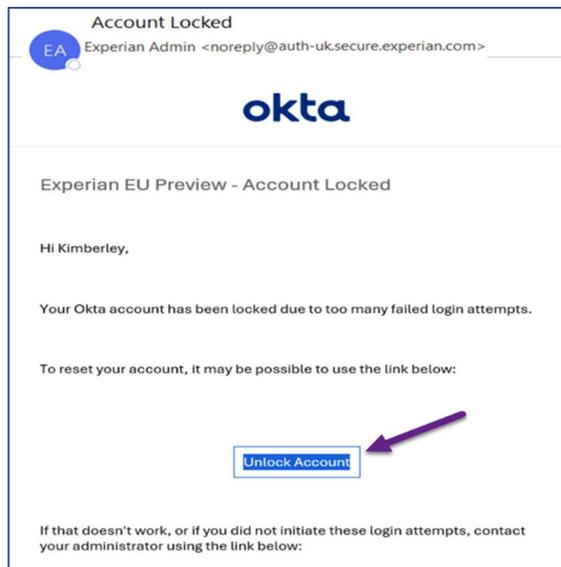
Summary: Unlock your account through Okta, Experian's authentication tool used to access your Experian account.

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

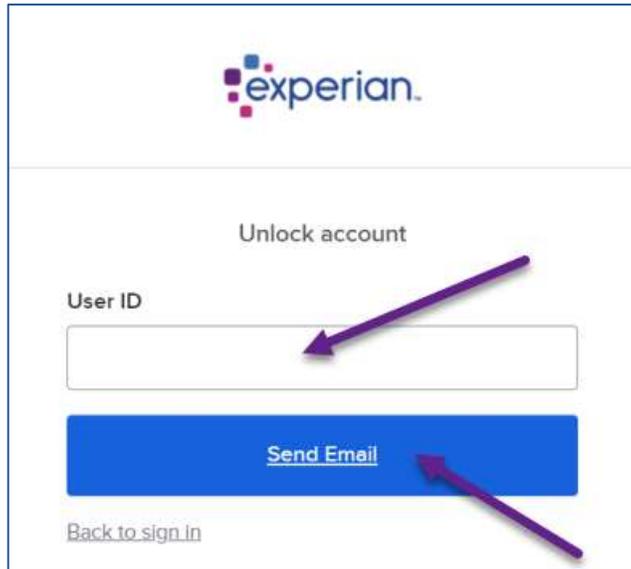
To perform a self-service account, unlock please follow this link <https://experian-eub.okta-emea.com>

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.

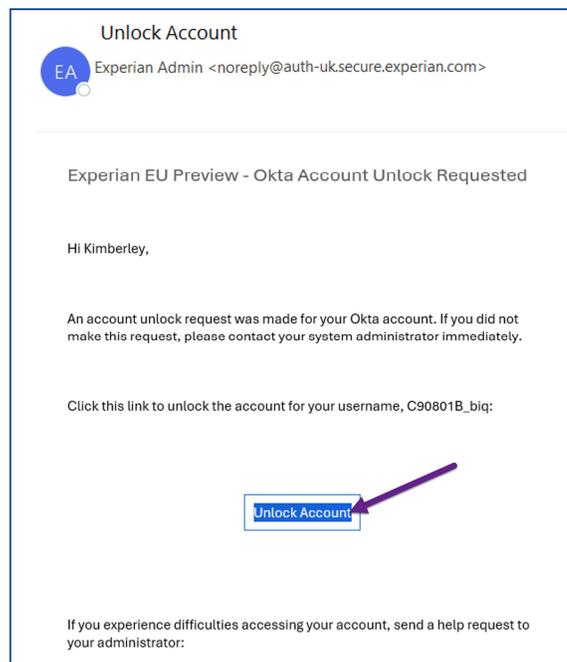
1. **Click** the 'Unlock Account' link to proceed with unlocking your account.



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

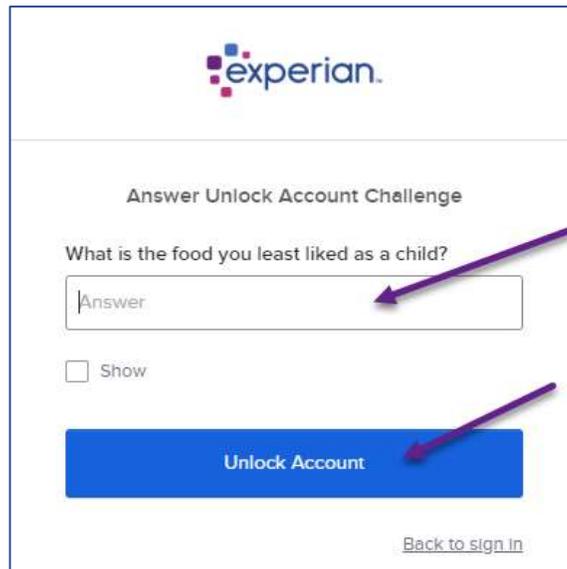


4. Click the "Unlock Account" link you receive via email.



Note: the link is only valid for 1 hour.

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

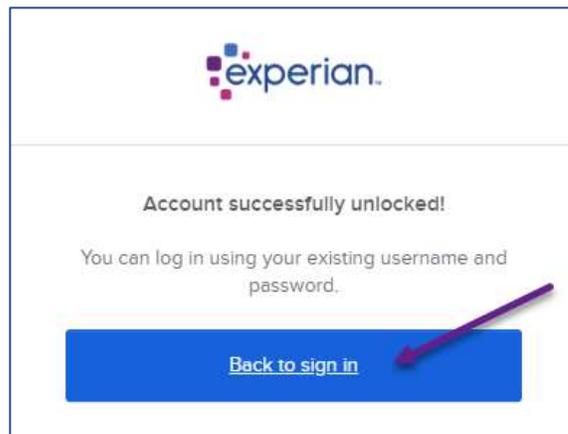


The image shows the Experian account unlock challenge screen. At the top is the Experian logo. Below it, the heading reads "Answer Unlock Account Challenge". The main question is "What is the food you least liked as a child?". There is a text input field with the placeholder text "Answer". Below the 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.
