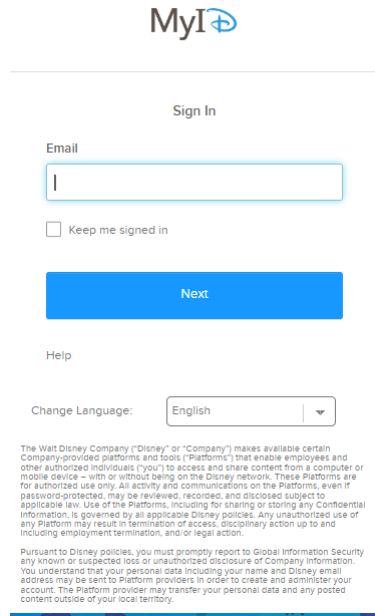


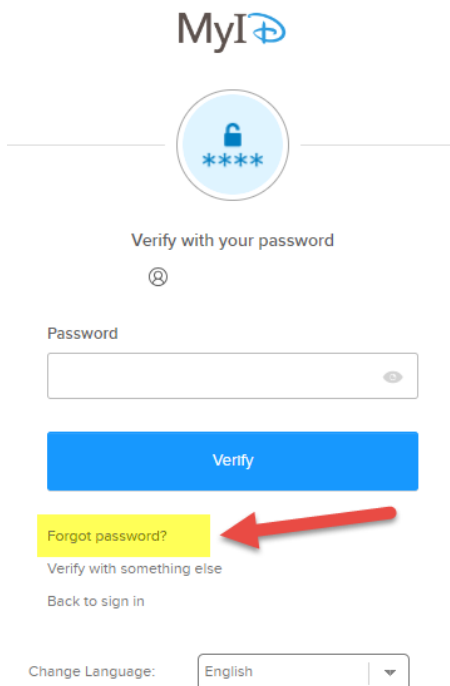
# Forgot MyID Password for External Users

1. Navigate to your [Okta dashboard](https://sso.myid.disney.com). (<https://sso.myid.disney.com>)
2. Enter the valid email address and click on “Next”



The screenshot shows the MyID Sign In page. At the top is the MyID logo. Below it is the text "Sign In". There is an "Email" input field with a cursor. Below the input field is a checkbox labeled "Keep me signed in". A blue "Next" button is positioned below the checkbox. Underneath the button is a "Help" section and a "Change Language:" dropdown menu set to "English". At the bottom, there is a small block of legal disclaimer text.

3. Click on "**Forgot Password**" then the system will take you to the Okta dashboard



The screenshot shows the MyID "Verify with your password" page. At the top is the MyID logo. Below it is a circular icon containing a padlock and the text "\*\*\*\*\*". The text "Verify with your password" is centered below the icon. There is a small icon of a person. Below that is a "Password" input field with a toggle for visibility. A blue "Verify" button is positioned below the password field. Below the button is a yellow button labeled "Forgot password?" with a red arrow pointing to it. Underneath are the links "Verify with something else" and "Back to sign in". At the bottom, there is a "Change Language:" dropdown menu set to "English".

4. Verify with one of the following security methods to reset your password after receiving the verification code. (See the phone sample screenshots below)

The image displays two sequential screenshots of the MyID password reset process. The left screenshot, titled 'Reset your password', shows the MyID logo at the top. Below it, the text 'Reset your password' is followed by a lock icon. A message states: 'Verify with one of the following security methods to reset your password.' Two options are presented: 'Email' with an envelope icon and a 'Select' button, and 'Phone' with a phone icon, the number '+852 XXXX X822', and a 'Select' button. At the bottom, there is a 'Back to sign in' link and a 'Change Language' dropdown menu set to 'English'. A small disclaimer is visible at the very bottom.

The right screenshot, titled 'Verify with your phone', also features the MyID logo. It shows a phone icon in a circle, followed by the text 'Verify with your phone' and a lock icon. A message states: 'A code was sent to +852 XXXX X822. Enter the code below to verify.' Below this, it says 'Carrier messaging charges may apply'. There is an 'Enter Code' label above a text input field. A large blue 'Verify' button is positioned below the input field. At the bottom, there is a 'Back to sign in' link and a 'Change Language' dropdown menu set to 'English'. A small disclaimer is visible at the very bottom.

5. After entering the verification code, you will be able to create your new MyID password by entering it in the **New password** field and then again in the **Re-enter Password** field. Please note the password requirements listed above the fields.

MyI+

Reset your password

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Password requirements:

- At least 16 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Your password cannot be any of your last 5 passwords
- At least 1 day(s) must have elapsed since you last changed your password

New password

Re-enter password

Sign me out of all other devices

Reset Password

### **Password Requirements**

- At least 16 characters long
- At least one upper case letter (A-Z)
- At least one lower case letter (a-z)
- At least one numeric character (0-9)
- At least one special character or symbol (~ ! @ # \$ ^ & \* ( ) \_ â + = { } [ ] | : ; < > , . ? /)
- MUST NOT contain your username, real name or company name in the password
- MUST NOT use any Disney branded character names or commonly used passwords that are easily guessed (e.g. "password" )
- MUST NOT use repeating characters (111, AAA) or patterns (disneydisneydisney, abcabcabc)
- MUST NOT be the same as one of your previous five passwords
- May not be changed more than once in a 24 hour period