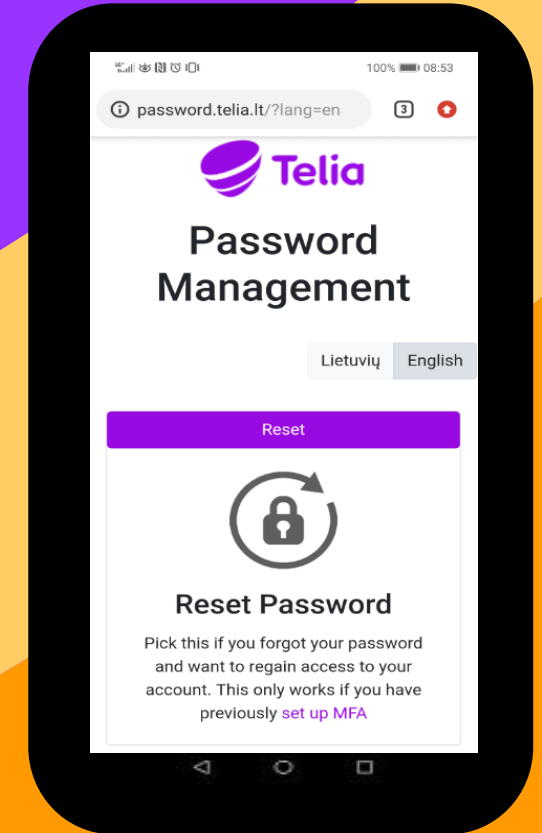
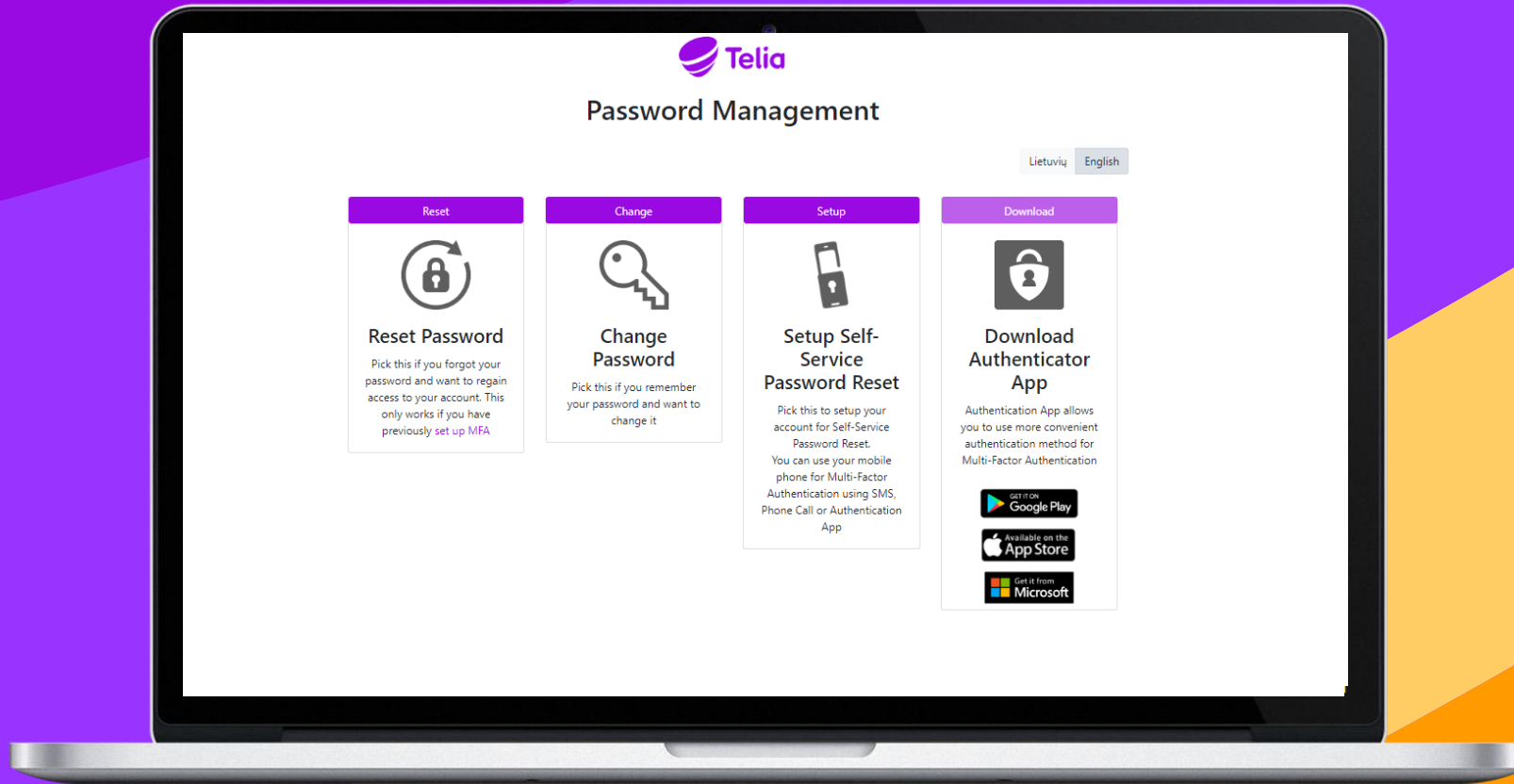


How to unlock your account?



1 STEP

Open <http://password.telia.lt/?lang=en> and click “Reset Password”

Telia

Password Management

Lietuvių English

Reset

Reset Password

Pick this if you forgot your password and want to regain access to your account. This only works if you have previously set up MFA

Change Password

Change Password

Pick this if you remember your password and want to change it

Setup

Setup Self-Service Password Reset

Pick this to setup your account for Self-Service Password Reset. You can use your mobile phone for Multi-Factor Authentication using SMS, Phone Call or Authentication App

Download

Download Authenticator App

Authentication App allows you to use more convenient authentication method for Multi-Factor Authentication

GET IT ON Google Play

Available on the App Store

Get it from Microsoft

2 STEP

User ID – enter your work e-mail account and enter the characters in the picture.

Telia

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com

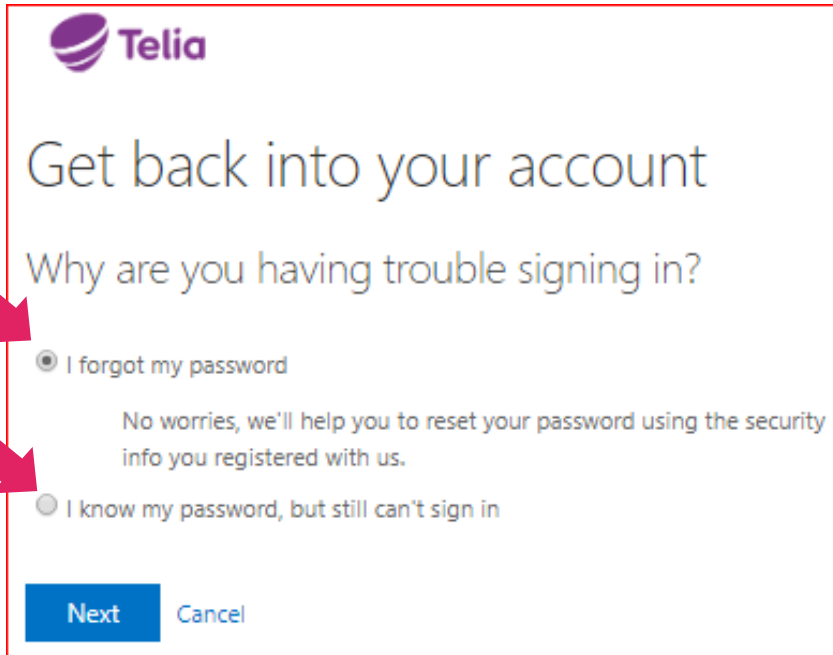
Enter the characters in the picture or the words in the audio.


Next Cancel



3 STEP

Follow your situation and choose “I forgot my password” or “I know my password, but still can’t sign in” and click Next.



 Telia

Get back into your account

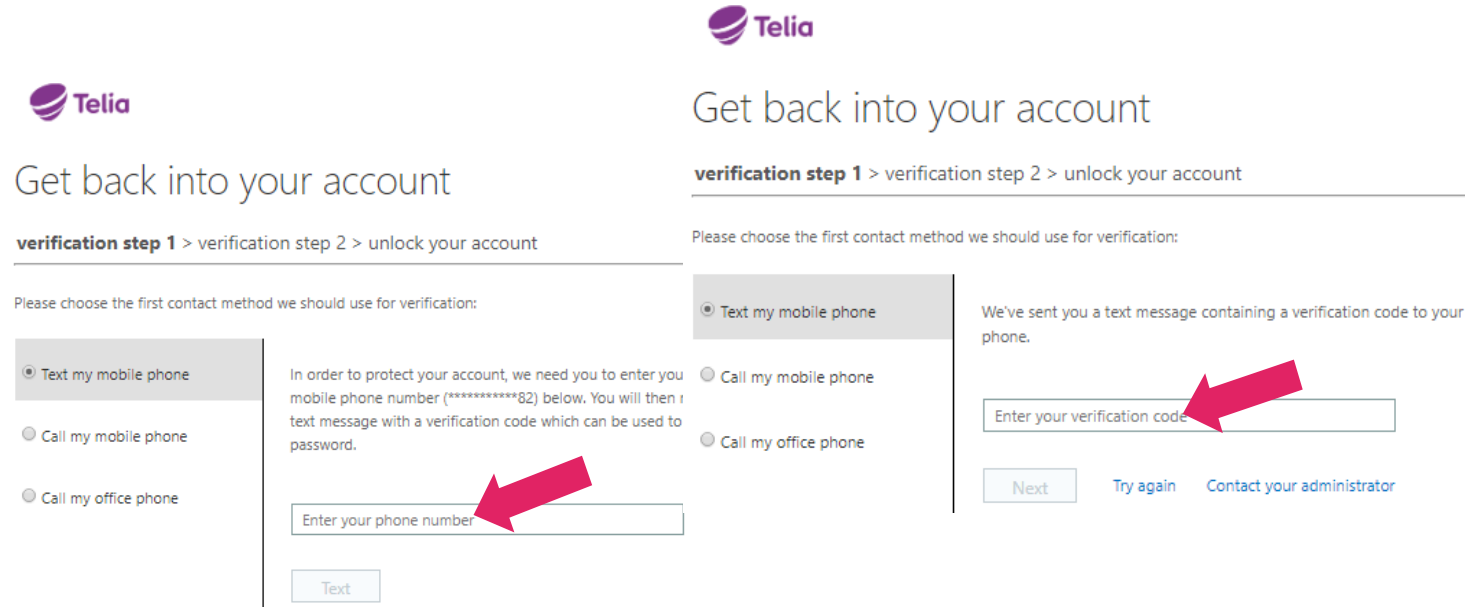
Why are you having trouble signing in?


- I forgot my password
No worries, we'll help you to reset your password using the security info you registered with us.
- I know my password, but still can't sign in

[Next](#) [Cancel](#)

4 STEP

First verification step: choose one of the verification steps on the left and enter your mobile number.



 Telia

Get back into your account

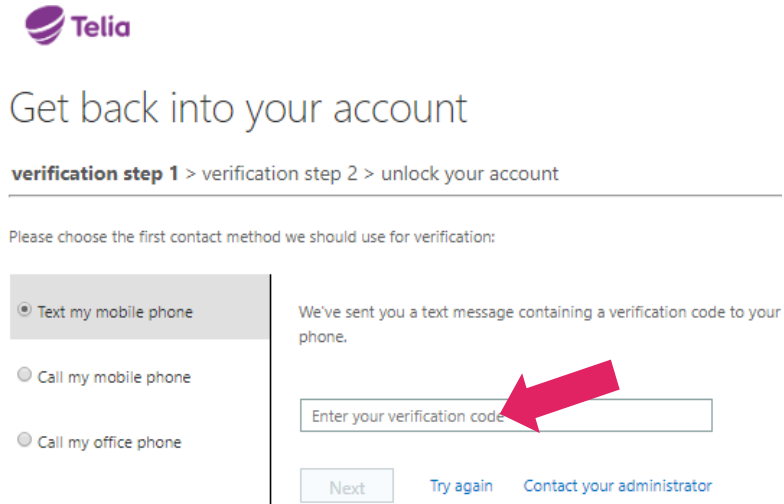
verification step 1 > verification step 2 > unlock your account


Please choose the first contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Call my office phone

In order to protect your account, we need you to enter your mobile phone number (*****82) below. You will then receive a text message with a verification code which can be used to password.

[Text](#)



 Telia

Get back into your account

verification step 1 > verification step 2 > unlock your account

Please choose the first contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Call my office phone

We've sent you a text message containing a verification code to your phone.

[Next](#) [Try again](#) [Contact your administrator](#)

Enter verification code which you received on your mobile phone.



5 STEP

Second verification step: choose verification option on the left again.



Get back into your account

verification step 1 ✓ > **verification step 2** > unlock your account

Please choose the second contact method we should use for verification:

Email my alternate email

Call my office phone

You will receive an email containing a verification code at your alternate email address (ro*****@gmail.com).

Email



This notification confirms that your account is unlocked.



Get back into your account

✓ Your account has been unlocked

