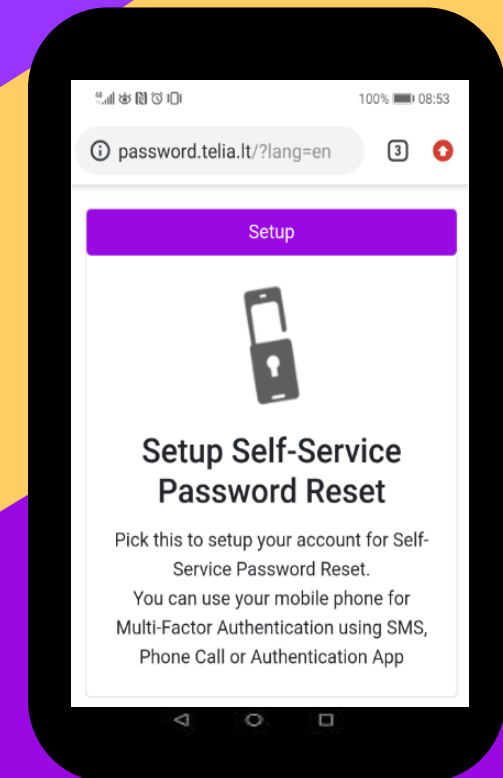
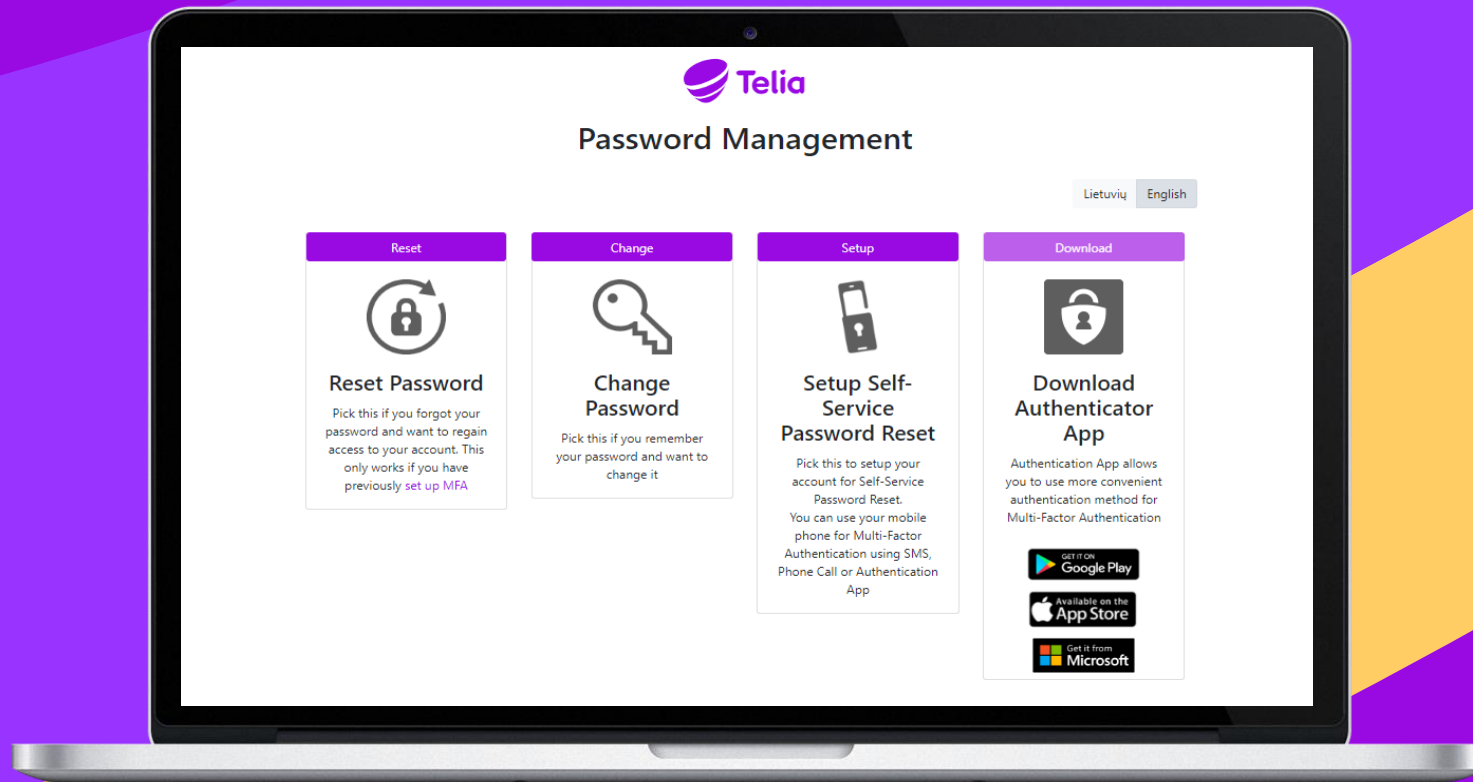


How to setup Self-Service Password Reset?



Self-Service Password Reset

(1)

Use this to setup your account for Self-Service Password Reset.

1 STEP

Open <http://password.telia.lt/?lang=en>
choose "Setup Self-Service Password Reset"



Password Management

Lietuvių English

The screenshot shows a 'Password Management' interface with four main options:

- 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:** Pick this if you remember your password and want to change it.
- 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 Authenticator App:** Authentication App allows you to use more convenient authentication method for Multi-Factor Authentication. Includes links for Google Play, App Store, and Microsoft.

A red arrow points to the 'Setup Self-Service Password Reset' option.

2 STEP

Click "re-enter my password"

confirm your current password

In order to keep your security information private, we need you to

The screenshot shows a confirmation dialog box with two buttons: "re-enter my password" (highlighted with a red arrow) and "cancel". Below the buttons is a blurred text field.



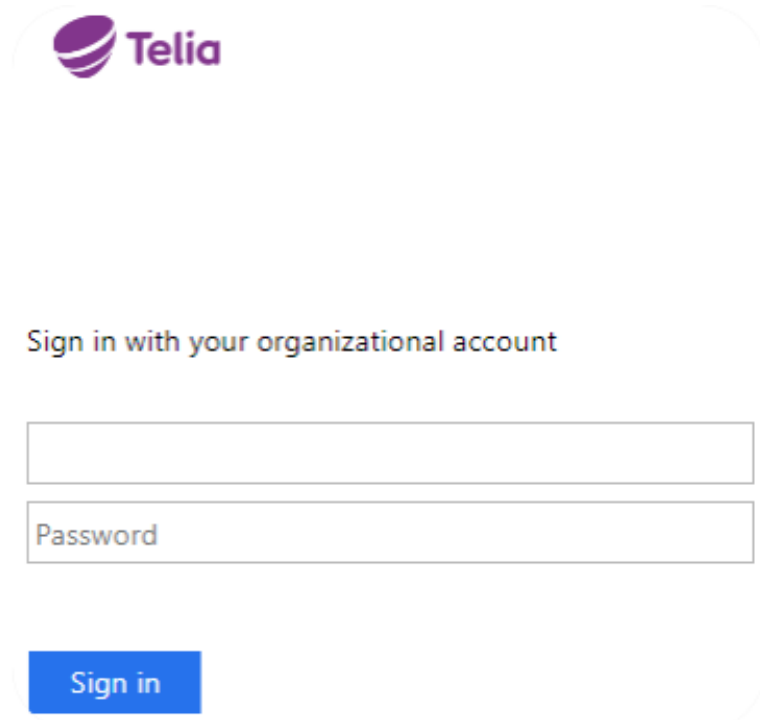
Self-Service Password Reset

(2)

Use this to setup your account for Self-Service Password Reset.

3 STEP

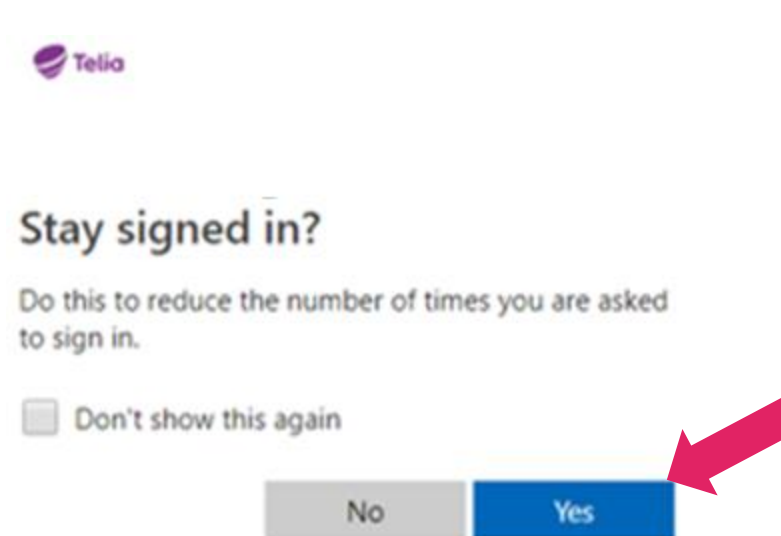
Enter work e-mail account and password and click "Sign in"



The screenshot shows the Telia logo at the top left. Below it, the text "Sign in with your organizational account" is displayed. There are two input fields: the first is empty, and the second contains the placeholder text "Password". A blue "Sign in" button is located at the bottom left of the form area.

4 STEP

Click "Yes"



The screenshot shows the Telia logo at the top left. Below it, the text "Stay signed in?" is displayed, followed by the instruction "Do this to reduce the number of times you are asked to sign in." There is a checkbox labeled "Don't show this again" which is currently unchecked. At the bottom, there are two buttons: a grey "No" button and a blue "Yes" button. A red arrow points to the "Yes" button.



Self-Service Password Reset

(3)

Use this to setup your account for Self-Service Password Reset.

5 STEP

Click "Set it up now" and enter both: mobile phone and personal e-mail account

don't lose access to your account!

To make sure you can reset your password, we need to collect some info s secure. You'll need to set up at least 2 of the options below.

! Authentication Phone is not configured. [Set it up now](#)

! Authentication Email is not configured. [Set it up now](#)

finish cancel

finish cancel

6 STEP

Enter mobile number -> Click "text me" or "call me" -> Enter a verification code received on mobile phone and click „verify“

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Lithuania (+370)

61111111

text me

call me

back

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

744321

verify

try again

back

7 STEP

Enter other e-mail account and click "email me" -> confirm

don't lose access to your account!

Please verify your authentication email address below. Don't use your prin

Authentication Email

papildomas@paštas.lt

email me

back





**Self-Service Password Reset
setup completed**