



Forgot Password

A forgotten password can be reset using the Self-Service Password Reset function. The RamQuest Support Team is also available to help you perform a password reset, if necessary.

Requirements

- **op2** Username
- Mobile phone or access to the secondary email address configured for the account
- The answer to your security question

Note: If you do not have an **op2** login username/password, contact your immediate supervisor.

Access the Reset Password Screen

- 1.) Navigate to the following location: <https://my.op2online.com>
- 2.) Click the **Forgot password** link.

The screenshot shows the login interface for 'my op2 manager'. At the top is the op2 logo. Below it is the text 'my op2 manager' and a circular icon containing a question mark. A horizontal line separates this from the 'Sign In' section. Under 'Sign In', there are two input fields: one for the username (with a person icon) and one for the password (with a lock icon). Below these fields is a checkbox labeled 'Remember me'. A blue 'sign in' button is positioned below the checkbox. At the bottom of the form, there are three links: 'forgot password' (highlighted with a yellow box), 'unlock account', and 'help'.



4.) Enter the email address entered during the account setup, or your **op2** username into the **Reset Password** field.

op2
my op2 manager

Reset Password

Select the Reset Password Method

Select one of the following password reset methods:

Reset via sms

1.) Click the **reset via sms** button.

SMS or Voice Call can only be used if a mobile phone number has been configured.

reset via sms

reset via voice call

reset via email

[back to sign in](#)

2.) Enter the verification code sent via SMS into the **Enter Code** field.



3.) Click the **Verify** code button.

Note: If the verification code was not received, click the re-send code button to re-send the code.

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Enter verification code sent via SMS

Enter Code re-send code

verify

didn't receive a code? reset via email

back to sign in

Reset via voice call

1.) Click the **reset via voice call** button.

SMS or Voice Call can only be used if a mobile phone number has been configured.

reset via sms

reset via voice call

reset via email

back to sign in

2.) Enter the verification code delivered via the automated voice call into the **Enter Code** field.



3.) Click the **Verify** code button.

Note: If the verification code was not received, click the re-send code button to re-send the code.

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Enter verification code received via
Voice Call

Enter Code sent

verify

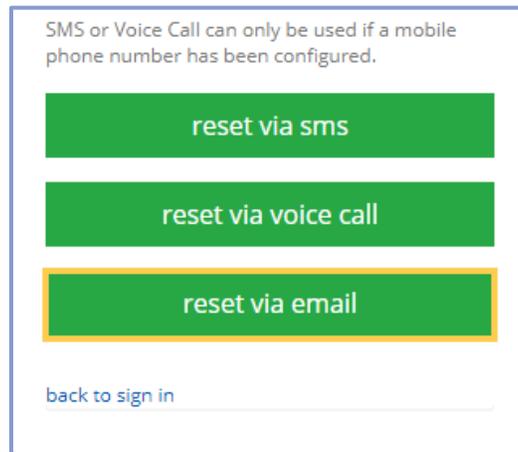
didn't receive a code? reset via email

back to sign in

Reset via email

1.) Click the **reset via email** button.

Note: An email will be sent to the primary and secondary email addresses associated with the account.

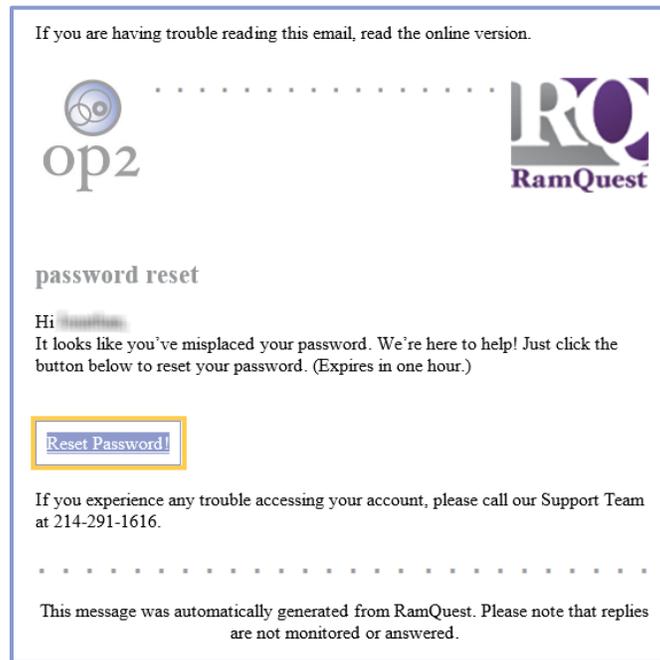


2.) Click the **back to sign in** button.



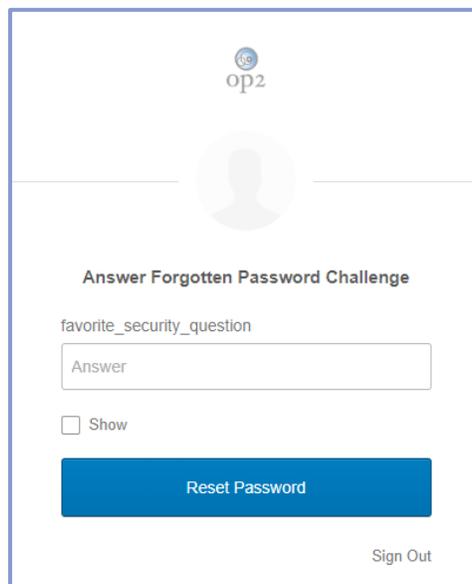
3.) Check the email account associated with the account for an email from **my op2** containing a verification code.

4.) Click the **Reset Password!** button.



Note: The **Answer Forgotten Password Challenge** screen will be displayed.

- 5.) Enter the correct answer to the **Forgotten Password Challenge** security question.
- 6.) Click the **Reset Password** button.



Note: The **Reset your Okta password** screen will be displayed.



- 7.) Enter a new password into the **New password** field.
- 8.) Enter the same password into the **Repeat password** field.
- 9.) Click the **Reset Password** button.

op2

Reset your Okta password

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username, does not include your first name, does not include your last name. Your password cannot be any of your last 24 passwords.

New password

Repeat password

Reset Password

Sign Out

Sign In Using the New Password

Note: The **Sign In** screen will be displayed.

- 1.) Click the **Sign In** button and complete the sign in process as normal.




op2
my op2 manager



Sign In

Remember me

[forgot password](#)[unlock account](#)

[help](#)