

February 11, 2022

Hello Discount Tire Family,

As a reminder, to help provide a simplified process for resetting your Windows/Okta password and unlocking your account, a Self-Service Password Reset (**SSPR**) application is available on the Okta login screen.

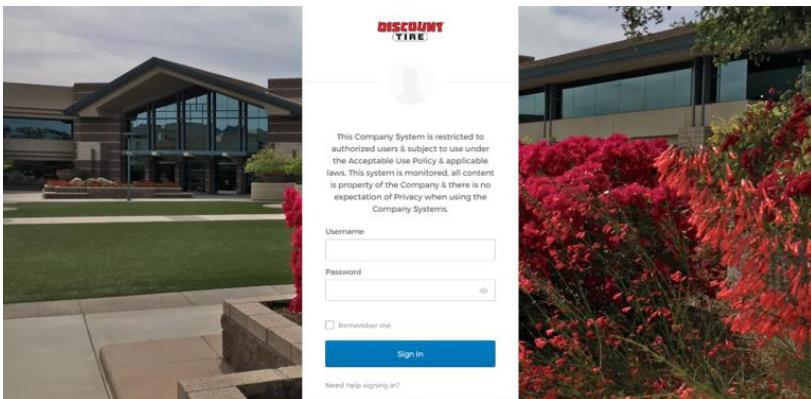
What you need to know

- Instead of contacting the Service Desk, the SSPR application allows users on the company network (VPN) to reset their Windows/Okta password and unlock their account using the Need Help Signing In link.
- The passwords that can be reset through the SSPR application include:
 - Windows
 - Okta
 - Kronos
 - Workday
 - CREW Time
- To reset your password or unlock your account, the SSPR will ask you to answer questions associated with your Workday account. These questions will include:
 - What are the last four digits of your Social Security Number?
 - What is your home zip code?
 - What is your primary personal email address?

IMPORTANT: The answers to these questions must match what is on file in Workday. If you are unsure if the information in Workday is accurate or up to date, please log in to Workday and be sure to verify it as soon as possible.

- As a reminder, you can also add a mobile number to your Okta account to receive SMS text messages to reset your password or unlock your account.

NOTE: The Okta login screen has also been updated to include a background image and a new disclaimer.



- To help protect sensitive and confidential information, employees at the Assistant Manager level and above, and employees within the IT Department will not have access to this application. These employees can continue to reset their password using the current SMS text message and email process.

Our ask of you

- Please take a moment to verify your Workday information is up to date to ensure you can utilize the SSPR if you need to reset your password or unlock your account.

If you have any questions, please contact the Service Desk.

Thank you for striving to be the BEST!