

# How to reset my password using MS Authenticator

My IDB Operations Portal

## OBJECTIVE

How to reset my password to access the IDB Extranet and the information about my operations with the IDB Group.

## Recommended Browsers:

Google Chrome version 85.0.4183.121 and above

Microsoft Edge version 85.0.564.63 and above

## Need help?

Contact **[ExtranetSupport@iadb.org](mailto:ExtranetSupport@iadb.org)** to report issues and please include the following information:

1. Description of the issue
2. Screenshots

## User Guide

## How to reset my Password using MS Authenticator

## STEP 1

Go to **Extranet login site**, find the screen you see on the right and **click on “Forgot your password?”** under the username field.

## STEP 2

Enter your username or login name and **click Continue**

## STEP 3

Once you entered the login name, click on **Send verification code**. This step will send a one-time verification code to your email address.

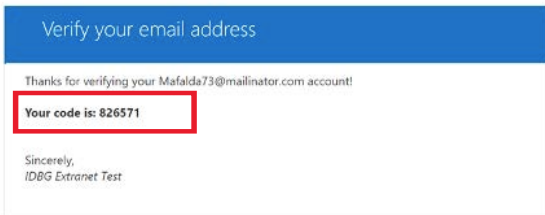
## STEP 4

Go to your email inbox and look for and email sent from: eaps@iadb.org  
Subject: IDB Group's Extranet - ACTIVATE YOUR ACCOUNT

Look for the 6-digit verification code.

Email example shown below.

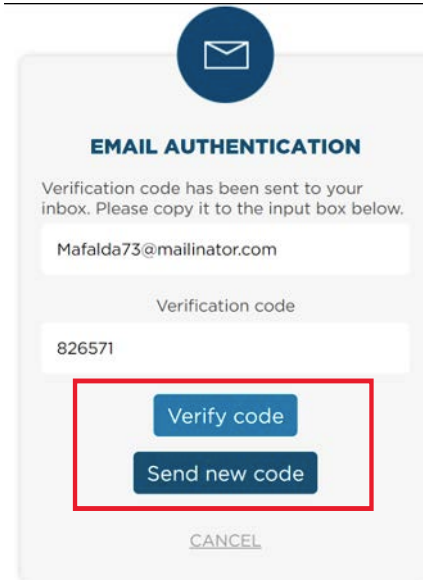
Subject: IDBG Extranet Test account email verification code  
To: mafalda73  
From: msonlineserviceteam@microsoftonline.com  
Received: Wed Sep 16 2020 22:40:54 GMT-0400 (Eastern Daylight Time)  
Sending IP: 207.46.50.227  
Parts: [html](#)  
Attachments: [\[Subscribe to receive Attachments\]](#)



## STEP 5

Enter the 6-digit code received via email in "Verification code" field in the Extranet login site, and **click Verify Code**

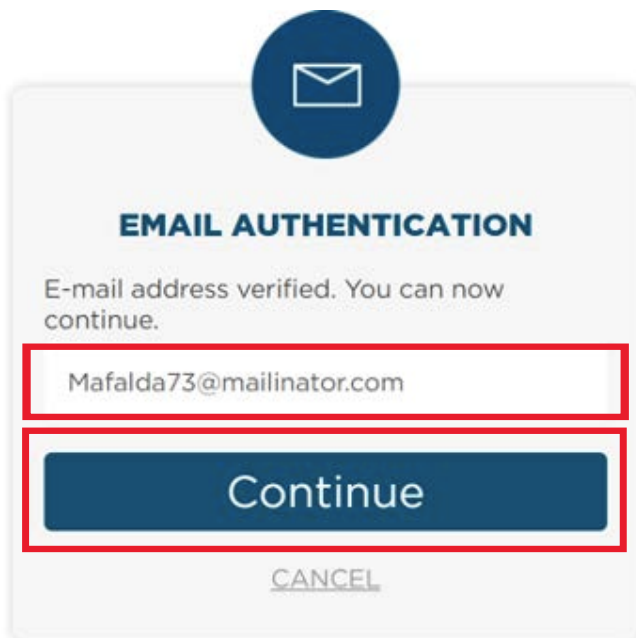
Note: You can click "*Send New Code*" in case you have not received the email or the previous code received has expired.



## STEP 6

The message on the screen will confirm that your email address has been verified.

Click **Continue** to proof your identity.



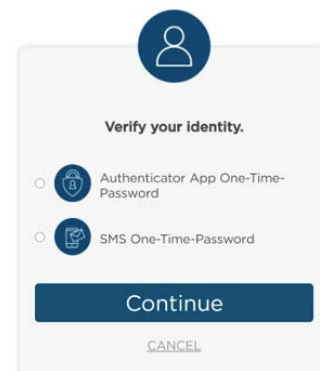
## STEP 7

Next, you need to proof your identity. **You will be prompted with your preferred authentication method.** (To learn how to edit your preferences, [click here.](#))

Your options are:

**Option 1:** Microsoft Authenticator App (Page 3)

**Option 2:** SMS Login (Page 4)



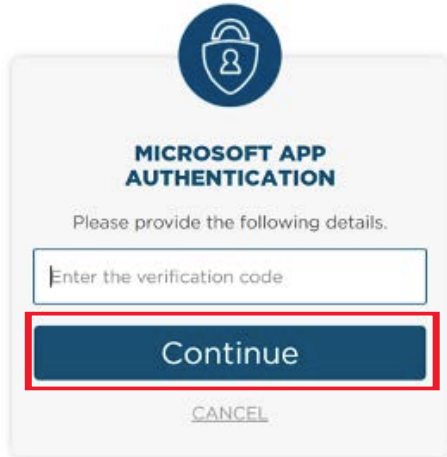
The following instructions explain the different steps for each option. Please note that you **only have to use ONE of these options.**

## RESET PASSWORD: Option 1

### Confirm your Identity using Microsoft Authenticator

If your **preferred authentication method is MS Authenticator** verification code, you will see the screen below.

Follow the next steps to complete the process.

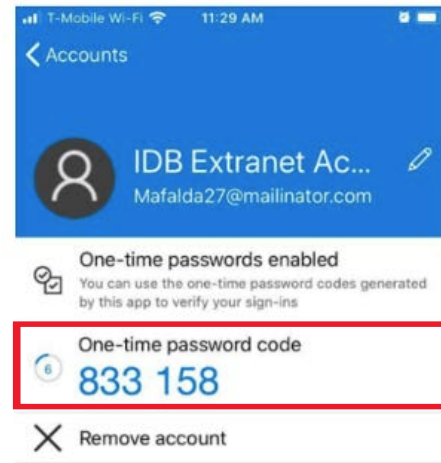


The screenshot shows a 'MICROSOFT APP AUTHENTICATION' dialog box. At the top is a lock icon. Below the title, it says 'Please provide the following details.' There is a text input field with the placeholder 'Enter the verification code'. Below the field is a blue 'Continue' button, which is highlighted with a red border. At the bottom is a 'CANCEL' link.

## STEP 1

Go to your **mobile device**, and **open Microsoft Authenticator App**

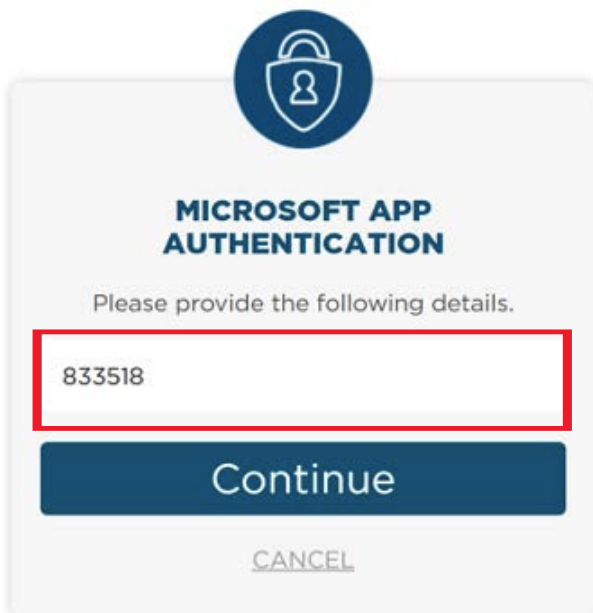
Select your account and **get the one-time 6-digit password code**.



The screenshot shows the Microsoft Authenticator app interface. At the top, it says 'Accounts'. Below that is a card for 'IDB Extranet Ac...' with the email 'Mafalda27@mailinator.com'. Below the card, it says 'One-time passwords enabled' and 'You can use the one-time password codes generated by this app to verify your sign-ins'. Below that is a red-bordered box containing 'One-time password code' and the code '833 158'. At the bottom is a 'Remove account' option with a red 'X' icon.

## STEP 2

Enter the **6-digit code** from previous step in the verification code field and **click Continue** to complete the process.



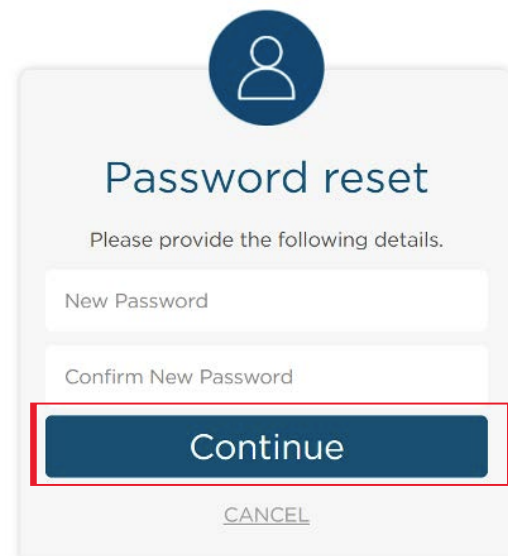
The screenshot shows the 'MICROSOFT APP AUTHENTICATION' dialog box. The text input field now contains the code '833518', which is highlighted with a red border. The blue 'Continue' button is still highlighted with a red border. The 'CANCEL' link is at the bottom.

## STEP 3

When the code is verified, you will see the screen below.

**Enter New Password** and **Confirm New Password**

**Click Continue** to finish the password reset process, you will be redirected to the target system



The screenshot shows a 'Password reset' dialog box. At the top is a person icon. Below the title, it says 'Please provide the following details.' There are two text input fields: 'New Password' and 'Confirm New Password'. Below the fields is a blue 'Continue' button, which is highlighted with a red border. At the bottom is a 'CANCEL' link.

## RESET PASSWORD: Option 2

### Confirm your Identity using SMS Login

#### STEP 1

If your **preferred authentication method is SMS Login**, you will see the screen below.

To receive a one-time-passcode on your cellphone via text message, click **Send Code**

**SMS AUTHENTICATION**

Enter your your phone number with country code and then verify the one-time-passcode.

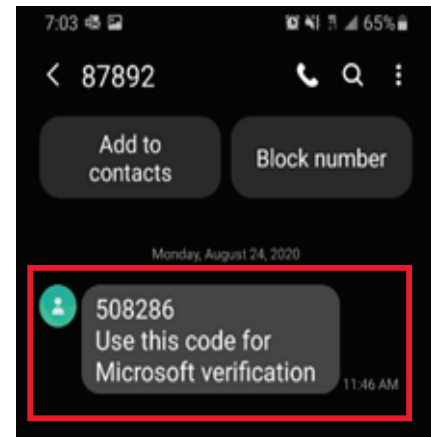
+12026646704

**Send Code**

[CANCEL](#)

#### STEP 2

**Check your cellphone.** You should have received a **text message** like the image below with a **6-digit verification code**:



#### STEP 3

**Enter the 6-digit code** received via text message on the Extranet login site  
**Click Verify Code.**

**Click Continue** to complete the process.

Note: You can click *“Send New Code”* in case you have not received any or the previous code received has expired.

**SMS AUTHENTICATION**

Enter your your phone number with country code and then verify the one-time-passcode.

Verification code has been sent. Please copy it to the input box below.

+12026646704

508286

**Verify Code** [Send New Code](#)

[CANCEL](#)

**SMS AUTHENTICATION**

Enter your your phone number with country code and then verify the one-time-passcode.

+12026646704

**Continue**

[CANCEL](#)

#### STEP 4

**Enter New Password** and **Confirm New Password**

**Click Continue** to finish the password reset process, you will be redirected to the target system.

**Password reset**

Please provide the following details.

New Password

Confirm New Password

**Continue**

[CANCEL](#)