RECOVER MY PASSWORD

My IDB Operations Portal



OBJECTIVE

✓ How to recover my password to access the IDB Extranet and the information about my operations with the IDB.

Recommended Browsers:

- Google Chrome
- Internet Explorer version 11







Instructions	View
3) Click on Borrowers and Executors.	IDB Extranet The IDB extranet is a secure website exclusively for IDB employees and partners. To login, it is necessary to have a user ID and password. To continue, please choose your corresponding link below. • Governors • Borrowers and Executors • IDB Employees
4) <i>Login</i> into the site by entering first the User ID (e- mail) and complete the <i>CAPTCHA/reCAPTCHA</i> challenge. Then, please proceed to SUBMIT the form by clicking on the button.	<image/> <text></text>



Instructions	View
 5) From the Password Page, click the option Need help signing in? The Forgot Password? option will be shown up, click this option. 	Sign In
6) Select from the different options how you want to reset your password	Sign In Sign Sign Sign Sign Sign Sign Sign Sign
a) Via SMS (text message) b) Via Email	Unlock account? Help SMS can only be used if a mobile phone number has been configured. Reset via SMS
Please keep in mind that you can only use option a if a mobile phone number has been configured.	Reset via Email Back to Sign In
<i>6 a)</i> Via SMS (text message): after choose this option, enter the code received by SMS in the field and click Verify.	Enter verification code sent via SMS
Follow the instructions to reset/change the password after enter the code received by SMS	Verify Didn't receive a code? Reset via email

Instructions	View
6 b) Via Email : by choosing reset password via Email, an Email will be sent to your Email account with the instructions to reset the password.	Email sent! Email has been sent to mschneider@mailinator.com with instructions on resetting your password.
Go to your email and look for and email sent from Oktanoreply@okta.com.	To: mschneider From: Okta < noreply@okta.com> Message Id: 1499729061-200014503449-mschneider Subject: Account password reset Received: Mon Jul 10 2017 19:24:21 GMT-0400 (Eastern Daylight Time)
Click the link provided in the Email received	Inter-American Development Bank - Preview - Okta Password Reset Requested Hi MARCO, A password reset request was made for your Okta account. If you did not make this request, please contact your system administrator immediately. Click this link to reset the password for your username, mschneider@mailinator.com: <u>Inttos://idbq.oktapreview.com/signin/reset-password/tFeEu7-f3Y_XHF-nE8x1</u> This link expires in 6 days. If you experience difficulties accessing your account, send a help request to your administrator: Go to your <u>Sign-in Help</u> page. Then click the Request help link. This is an automatically generated message by <u>Okta</u> . Replies are not monitored or answered.



Instructions	View
7) From the new page displayed, answer to the Forgotten Password Challenge and click Reset	
Password.	Answer Forgotten Password Challenge
	Answer
	Show
	Reset Password
8) Create a new password following the instructions provided in the screen and press the Reset	Exercise to the second
Password.	Reset your Okta password
	Your password must have at least 10 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username. Your password cannot be any of your last 8 passwords. At least 2 day(s) must have elapsed since you last changed your password.
	New password
	PRepeat password
	Reset Password
	Sign Out

Instructions	View
9) Enter the Answer to the security question.	Restored and the second and the seco
Note: if you do not want to be challenged again with the security question in the next Login, please check the option Do not challenge me on this device again .	Security Question What Is your favorite security question? Answer Show Do not challenge me on this device again
Click Verify.	Verify
10) Once the security question is properly verified, the system will take you to the Extranet	Example: Borrower Homepage
Welcome to your My IDB Operations Site. Your Password	Informes - Apps - Invoices IRN eDisbursement ANDRES ESCOBAR - ES - O - home_PrintPDPVersion - EXTRANET BANCO CENTRAL DO BRASIL
have been reset.	Image: Stress
Please note that the homepage is personalized and the content depends on the user role (Borrower, Executor or Liaison).	FECHA DE FECHA DE FECHA DE FECHA DE FECHA DE PROVINCIPAL AMORTIZACIÓN PECHA DE FECHA DE ORIGINAL DEL DE ULTIMO DEL PIMATR FECHA DE ORIGINAL DE DESEMBOLISO PRINCIPAL. REEMBOLISO FINAL
	1990/OC-BR 30 may. 2008 27 abr. 2009 27 abr. 2012 27 dic. 2013 15 oct. 2014 15 abr. 2034 2245/OC-BR 20 nov. 2009 \$ nov. 2015 \$ nov. 2017 15 abr. 2016 15 oct. 2030
	2307/0C-BR 16 mar. 10 may. 10 may. 10 may. 2016 15 oct. 2015 15 abr. 2030

Instructions View **WARNING:** In case be redirected to 🔒 Home 🔒 👻 👗 this window instead of the My IDB **Operations Site** landing page, clic Work the icon External Client Portal to access the My IDB Operations Ø Site. External Client Portal IDB Inter-American Development Bank PORTAL DEL CLIENTE DE LA EXTRANET 0 -Apps - Invoices IRN eDisbursement ANDRES ESCOBAR 🛔 -ES -Informes home_PrintPDFVersion EXTRANET home_Search Q BANCO CENTRAL DO BRASIL Dip-Data Ficha de carte... Notificaciones recientes home_ExportToExcel Loan 2846/OC-BR jun. 15, 2017 FECHA DE FECHA DE VENCIMIENTO FECHA CORRIENTE AMORTIZACIÓN ORIGINAL DEL DE ULTIMO DEL PRIMER FECHA DE FECHA DE FECHA DE OPERACIÓN APROBACIÓN VIGENCIA DESEMBOLSO DESEMBOLSO PRINCIPAL REEMBOLSO FINAL 30 may. 1990/OC-88 27 abr. 2009 27 abr. 2012 27 dic. 2013 15 oct. 2014 15 abr. 2034 2008 2245/OC-BR 20 nov. 2009 5 nov. 2010 5 nov. 2015 5 nov. 2017 15 abr. 2016 15 oct. 2030 16 mar. 10 may. 10 may. 10 may. 2307/OC-BR 15 oct. 2015 15 abr. 2030 2010 2010 2014 2016

NEED HELP?

Contact <u>ExtranetSupport@IADB.ORG</u> to report issues and please include the following information:

- 1. Description of the issue
- 2. Screenshots

