

Navigate to: <https://grubhub.okta.com/>

If you attempt to log into OKTA with your **username** and password and get one of these messages...

The left screenshot shows the 'Sign In' page. At the top is a circular icon with a question mark. Below it is the text 'Sign In'. A red error message box says 'Unable to sign in'. Below that are fields for 'Username' (containing 'joe.mandrill@grubhub.com') and 'Password' (masked with dots). There is a 'Remember me' checkbox and a blue 'Sign In' button. At the bottom is a link 'Need help signing in?'.

The right screenshot shows the 'Password' page. At the top is the 'GRUBHUB' logo. Below it is a circular icon with dots. Below that is the text 'Password'. A red error message box says 'Your account was locked due to excessive MFA attempts.' Below that is a 'Password' field (masked with dots) and a blue 'Verify' button. At the bottom right is a link 'Sign Out'.

Click **Need help signing in?** Go back to where you can enter **username** again

Click **Unlock account**

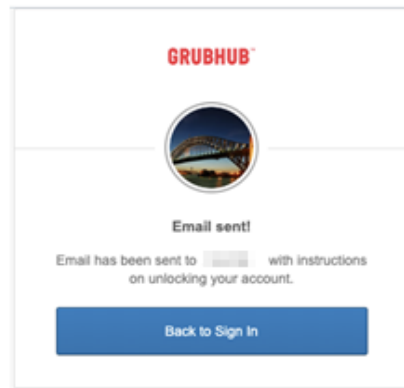
Click **Unlock account**

***Note:** The message, "unable to sign in" means that the account is locked out from too many failed log in attempts. This could be due to entering the wrong **username** or password, or not being logged into your company **VPN** before attempting to log in. If you are having issues with your **VPN**, please work with your employer.*

Enter your **Grubhub username** (not your **work email** address)

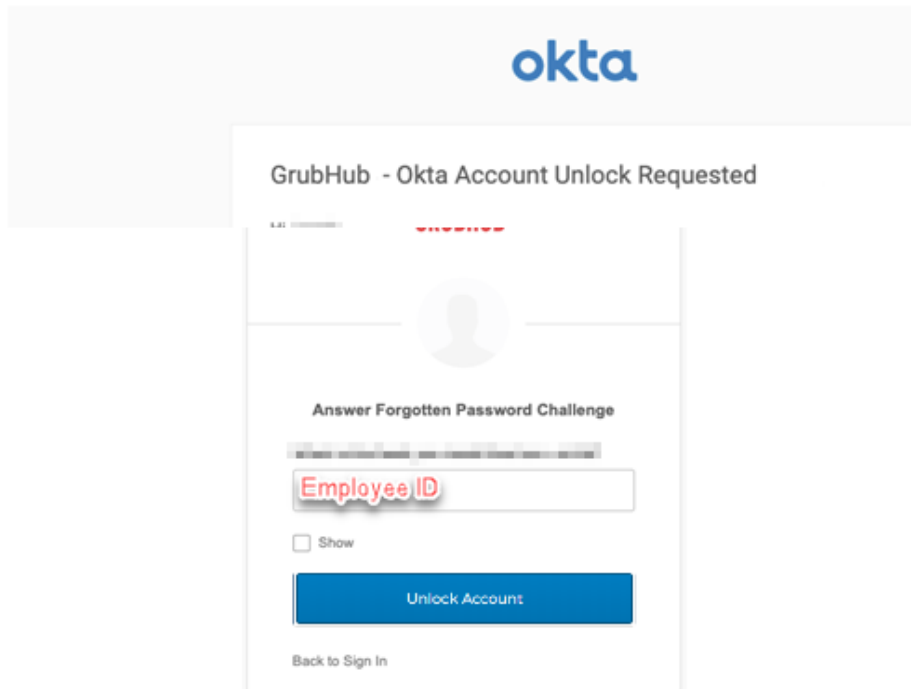
The screenshot shows the 'Unlock account' page. At the top is the 'GRUBHUB' logo. Below it is the text 'Unlock account'. There is a field for 'Email or Username' with a red error message box above it. Below the field is a blue 'Send Email' button. At the bottom is a link 'Back to Sign In'.

Click **Send Email**, it will automatically send an email to your secondary email address you entered during registration. If you set this up correctly, it should be your **work email address**.

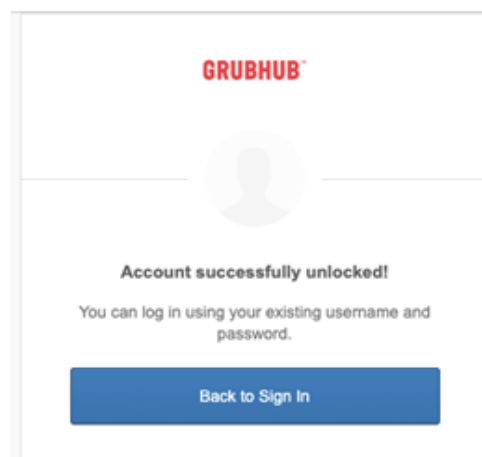


Go to your **work email** inbox and find the Okta email, it will look like this

From: Okta <noreply@okta.com>
Sent: [redacted]
To: [redacted]@grubhub.com
Cc: [redacted]
Subject: Unlock Account




Click **Unlock Account** button



Note: If you did not set up your account with a secondary email address, you will see the following message when you log into Okta and will have to create a ticket for GH Care Partner Support [here](#) to unlock your account.

GRUBHUB™

Unlock account

 You do not have permission to perform the requested action

Email or Username

Send Email

Back to Sign In