

# Okta Self-Service: Password Expiration

Every 90 days, you will receive the following email from Grubhub administrator notifying you that your Okta password is about to expire.

Your password will expire soon

Password Expiry Notification Alerts <no-reply-passwordreminder@grubhub.com>

## GRUBHUB

Hello **XXXXXXXXXXXX**!

This is an automated notification from your Grubhub Administrator. Your grubhub local domain password is going to expire in 1 day. Please follow the steps below to reset your password and sync it to your computer.

**Reset your password using Okta**

1. Please go to <https://grubhub.okta.com>
2. Login and choose your name in the upper right corner
3. Click Settings, and complete the Change Password box (you may have to click Edit Profile First)

**Sync your password to your Grubhub Device (remotely)**

1. Windows 10
  - a. Connect to VPN using your new password
  - b. Press Windows Key + L to lock your machine
  - c. Enter your new password
2. macOS Catalina (10.15+)
  - a. Connect to VPN using your new password
  - b. Wait for the SSO Extension to prompt you to sync your new password
3. macOS Mojave and Earlier
  - a. Go to System Preferences -> Users and Groups
  - b. Click the lock and enter your old password
  - c. Choose Change Password and then enter your current macOS password, and enter the new okta password in the next two boxes
4. Chromebooks
  - a. We refresh your password every day, you will be prompted to sign in with your new Okta password 24 hours from the time you changed it.

Do NOT use these directions!

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~~Hyperlink to your password reset page. If you are unable to click the link, please contact your System Administrator at [passwordreset@grubhub.com](mailto:passwordreset@grubhub.com) or call 1-844-626-2456.~~

If you do not change your password before it expires you will be locked out of the following until your password has been changed:

- Okta
- Gmail
- Jira
- Wild
- Bluebeam
- Slack
- VPN - application loaded on your computer

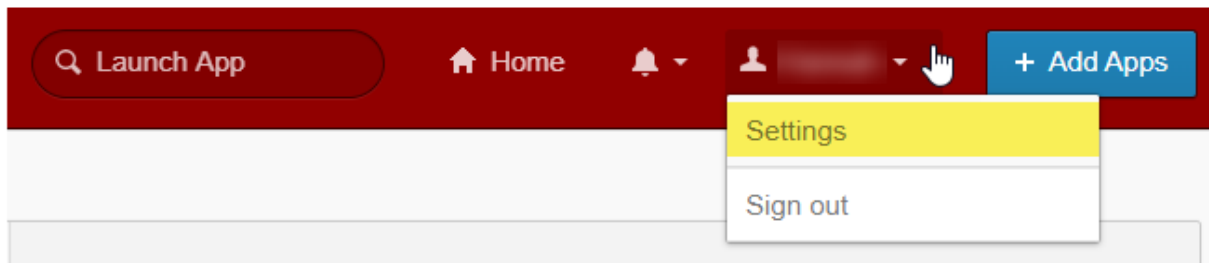
Thank You  
Service Desk

Reply Forward

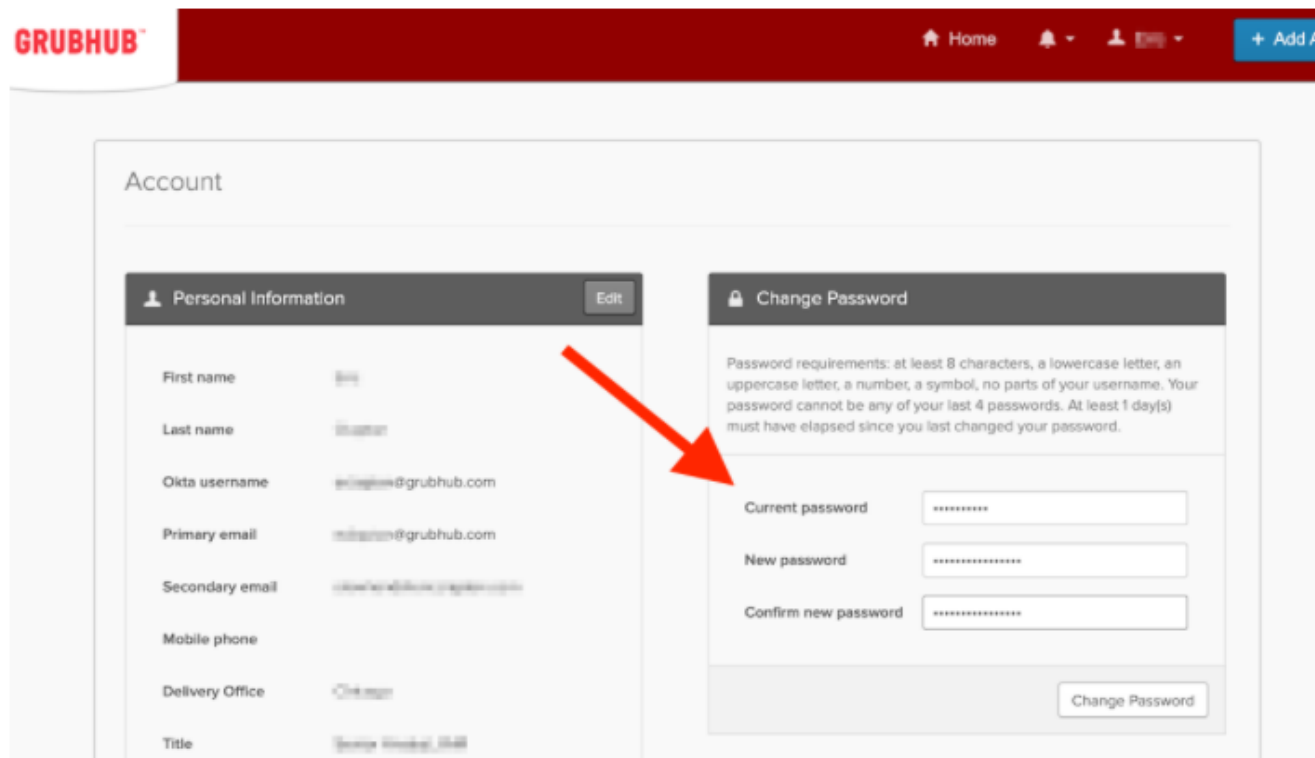
You will need to navigate to: <https://grubhub.okta.com/>

Log in to OKTA.

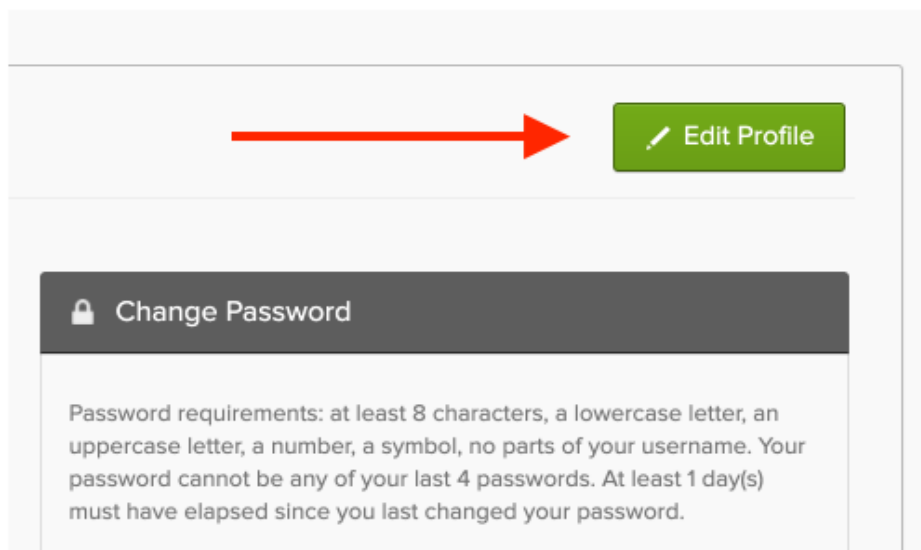
Click on your name in the top right and go to **Settings**



Go to **Change Password** section

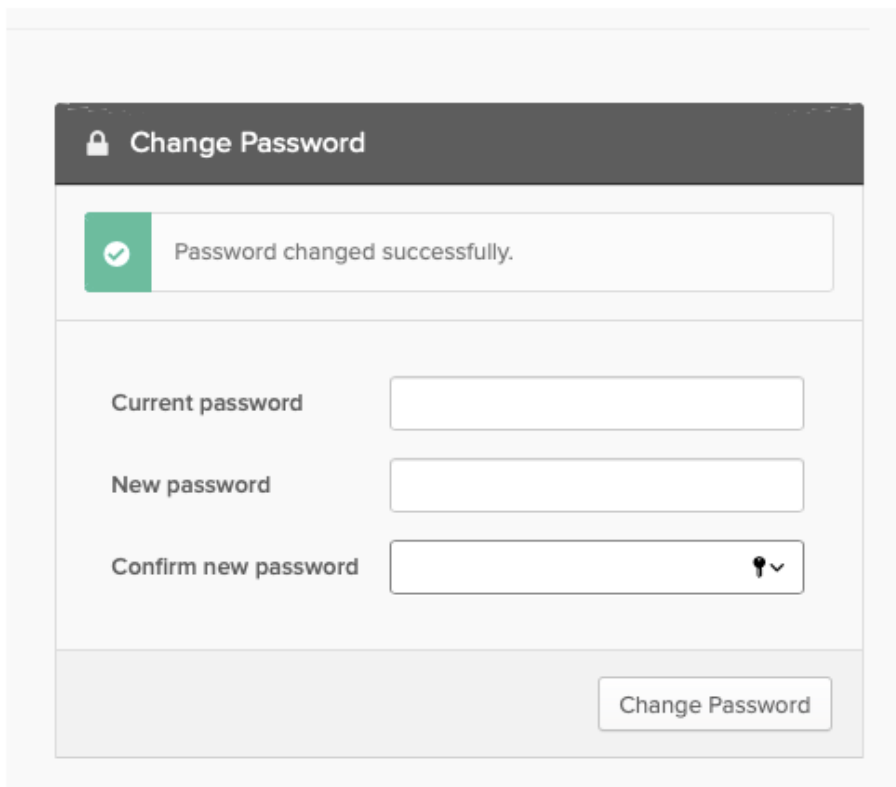


If you are unable to change this, click the edit profile button



Enter current password and a new password twice

Click **Change Password** button



The image shows a 'Change Password' form with a dark header bar containing a lock icon and the text 'Change Password'. Below the header is a green success message box with a checkmark icon and the text 'Password changed successfully.'. The form contains three input fields: 'Current password', 'New password', and 'Confirm new password'. The 'Confirm new password' field has a key icon and a dropdown arrow. A 'Change Password' button is located at the bottom right of the form.

*If you do not change your password within the expiration timeframe, you will be locked out of your account. You will need to follow the process under [Unlock Your Account](#).*