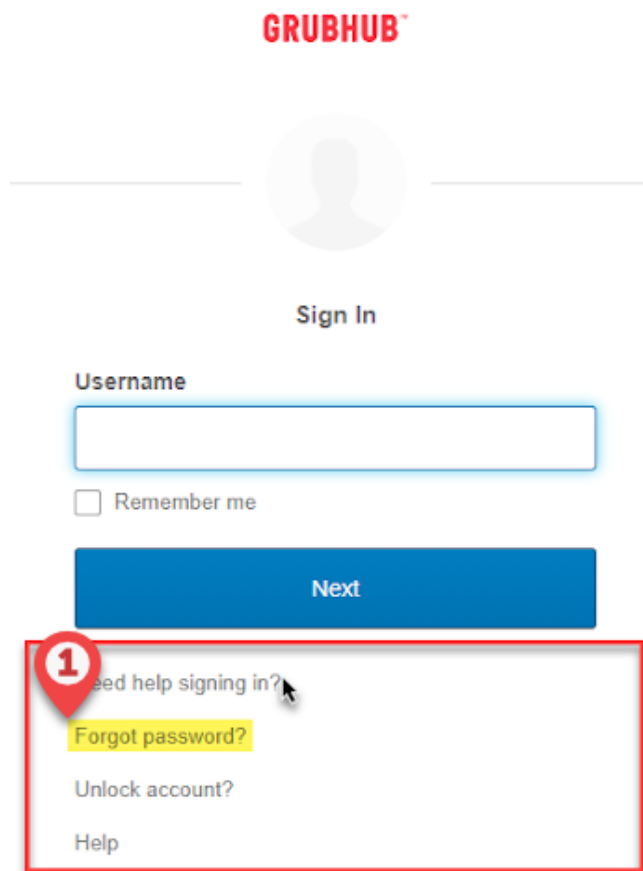


Navigate to: <https://grubhub.okta.com/>

Click **Forgot password?**



The image shows the Grubhub sign-in page. At the top is the GRUBHUB logo. Below it is a placeholder for a profile picture. The text "Sign In" is centered. There is a "Username" label above a text input field. Below the input field is a "Remember me" checkbox. A blue "Next" button is below the checkbox. A red box highlights a section of links, with a red circle containing the number "1" pointing to the first link. The links are: "Need help signing in?", "Forgot password?", "Unlock account?", and "Help". The "Forgot password?" link is highlighted in yellow.

GRUBHUB™

Sign In

Username

☐ Remember me

Next

1 Need help signing in?

Forgot password?

Unlock account?

Help

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



The image shows the Grubhub reset password page. At the top is the GRUBHUB logo. Below it is the text "Reset Password". There is a label "Email or Username" above a text input field. The input field contains the text "Grubhub username". Below the input field is a blue button labeled "Reset via Email". At the bottom is a link "Back to Sign In". There are three red callout boxes with numbers: "2" points to the "Reset Password" text, "3" points to the "Reset via Email" button, and another "2" points to the "Email or Username" label.

GRUBHUB™

Reset Password

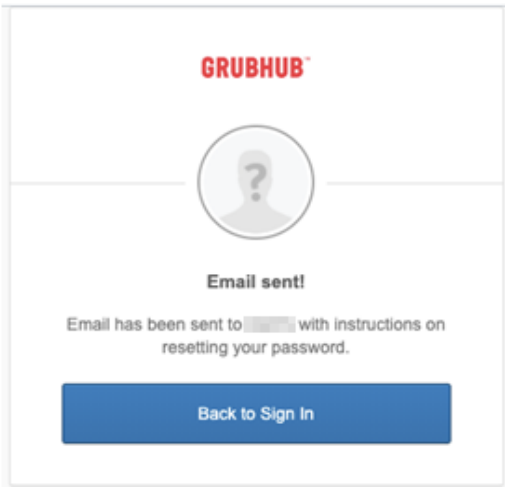
Email or Username

Grubhub username

Reset via Email

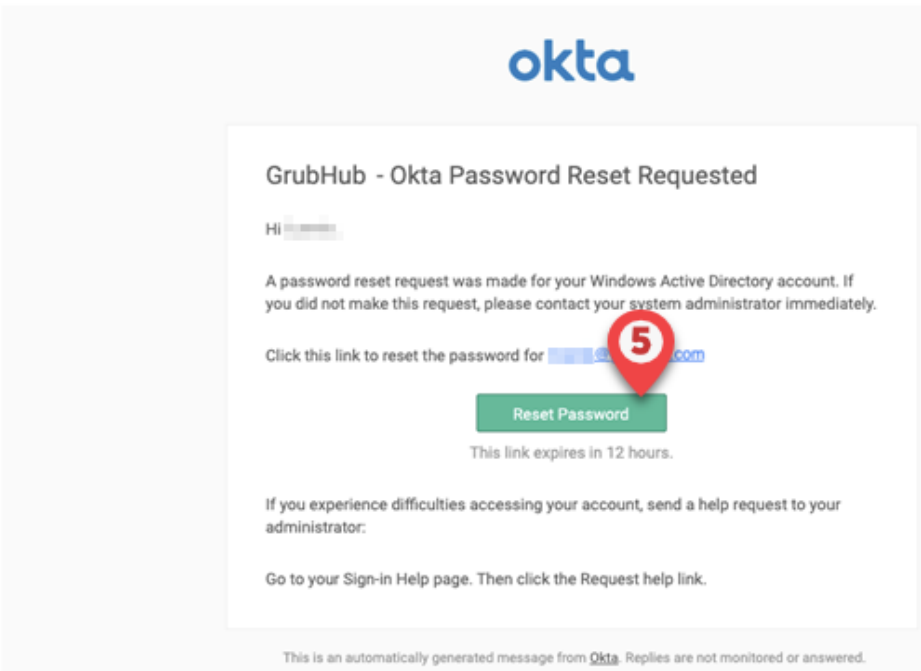
Back to Sign In

Click the **Reset via Email** button



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

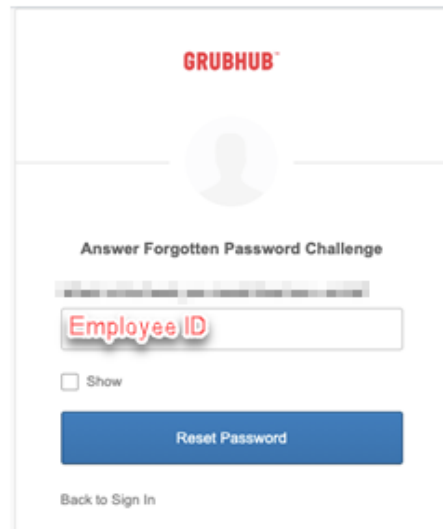
From: Okta <noreply@okta.com>
Sent: [redacted]
To: [redacted]@grubhub.com
Cc: [redacted]
Subject: Account password reset



Click the **Reset Password** button

The Okta webpage will open back up, and ask you to answer your Security Question.

If your security question was set up correctly, enter your Employee ID in the security answer field



GRUBHUB™

Answer Forgotten Password Challenge

Employee ID

☐ Show

Reset Password

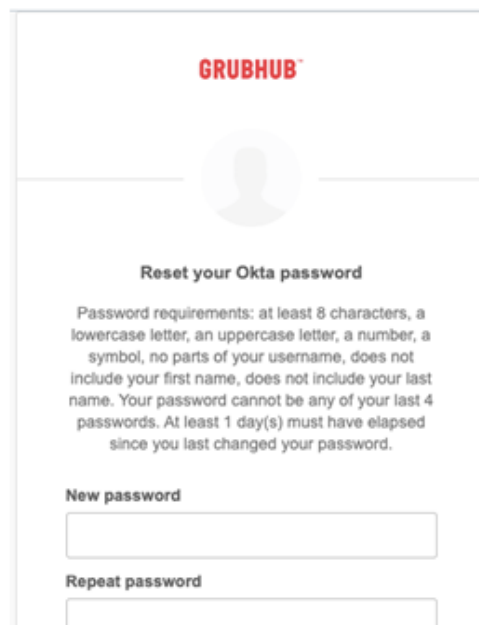
[Back to Sign In](#)

Enter a new password twice. Make sure your new password follows the password requirements:

- At least **8** characters
- A **lowercase** letter
- An **UPPERCASE** letter
- A **number** (1-9)
- A **symbol** (!@#\$%^&*)

The new password can NOT:

- Contain part of the **Username**
- Have been used previously (eg: *Summer.2019* can not be changed to *Summer.2020*)



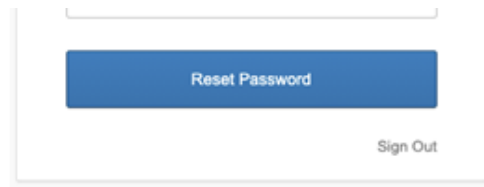
GRUBHUB™

Reset your Okta password

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username, does not include your first name, does not include your last name. Your password cannot be any of your last 4 passwords. At least 1 day(s) must have elapsed since you last changed your password.

New password

Repeat password



and Click **Reset Password**

Note: Okta passwords can not be changed more than one time per 24 hours