



BRIEF

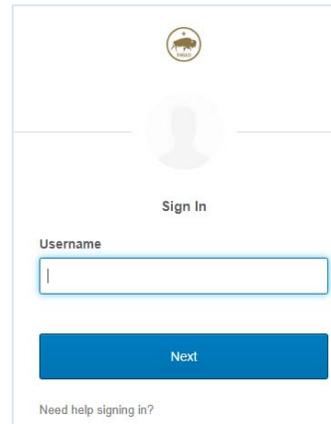
This is a quick start guide for the Royalty Reporting and Control (RRAC) Application Login. The RRAC Application Login has Self Service Password Reset (SSPR) capability, i.e. customers (also referred to as “users” in this document) have the ability to reset their own password.

When a new customer is added as a user in RRAC, they will receive an email to activate their account. The customer will create their password when activating their account.

For problems with the log-in process or for issues not covered in this document, contact the GLO at glo123@glo.texas.gov.

Previous Login vs. New Login – Fall 2019

Below is a screenshot of the previous and new login screens as updated in Fall 2019.



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INSTRUCTIONS FOR NEW RRAC USERS

1. Once your account is created by the GLO Admin, you will receive an email with a button to activate your account.

Welcome to your Texas General Land Office application! ▷ Inbox x

Okta <noreply@okta.com>
to me ▾



Welcome to the Texas General Land Office!

Hi Sara,

The General Land Office is using Okta to manage your web applications. This means you can conveniently access all the applications you normally use, through a single, secure home page. Watch this short video to learn more: <https://www.okta.com/intro-to-okta/>

Your GLO administrator has created a GLO user account for you.
Click the following link to activate your GLO account:

Activate GLO Account

This link expires in 7 days.

Your username is Sara@GLO
Your organization's sign-in page is <https://glo-external.okta.com>

2. Click the green **Activate GLO Account** button to activate your account and set your password.

Welcome to your Texas General Land Office application! ▷ Inbox x

Okta <noreply@okta.com>
to me ▾



Welcome to the Texas General Land Office!

Hi Sara,

The General Land Office is using Okta to manage your web applications. This means you can conveniently access all the applications you normally use, through a single, secure home page. Watch this short video to learn more: <https://www.okta.com/intro-to-okta/>

Your GLO administrator has created a GLO user account for you.
Click the following link to activate your GLO account:

Activate GLO Account

This link expires in 7 days.

Your username is Sara@GLO
Your organization's sign-in page is <https://glo-external.okta.com>



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3. Enter your **new password** (1), choose a **forgotten password question** (2), and select a **security image** (3). Then click **Create My Account** (4).

The screenshot shows the account creation interface for RRAC. At the top, it says "Welcome to Texas General Land Office, RRAC! Create your Texas General Land Office account". The form is divided into three main sections:

- Section 1:** "Enter new password". It contains two input fields: "Enter new password" and "Repeat new password". Below the first field, there are password requirements: "Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username." Red arrows labeled "1" point to both input fields.
- Section 2:** "Choose a forgot password question". It features a dropdown menu with the selected question "What is the food you least liked as a child?". Below it is an "Answer" input field. A red arrow labeled "2" points to the answer field.
- Section 3:** "Click a picture to choose a security image". It includes the text "Your security image gives you additional assurance that you are logging into OGLTA, and not a fraudulent website." Below this is a 3x3 grid of 9 different images. A red arrow labeled "3" points to the grid.

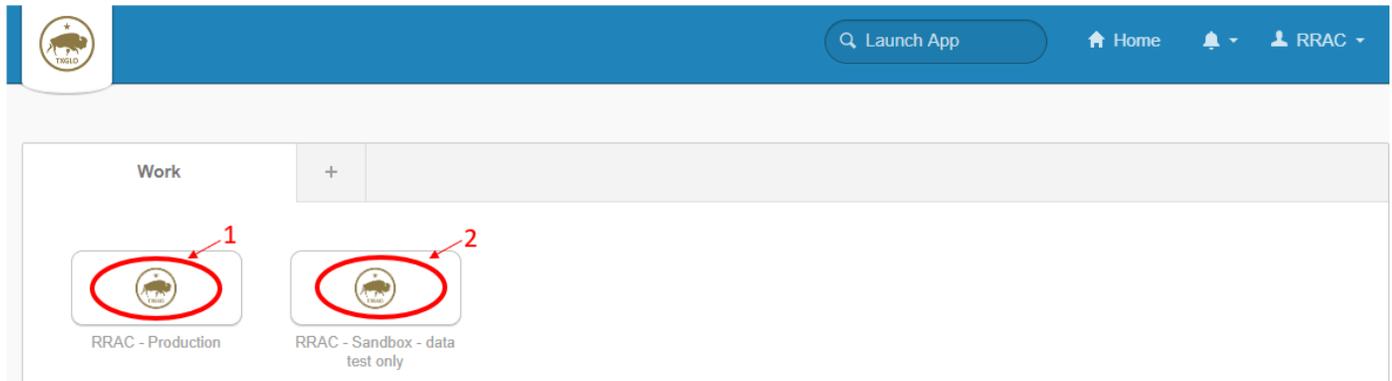
At the bottom of the form, there is a "Create My Account" button, which is circled in red. A red arrow labeled "4" points to this button.



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4. To go to production, click RRAC-Production (1). To go to Test to validate reports before you submit them, click RRAC – Sandbox – data test only (2).





FORGOT PASSWORD

If you've forgotten your password, you can reset it using the steps below.

1. Select **Need help signing in?** from the Login screen.

The screenshot shows the login interface. At the top is the TXGLO logo. Below it is a 'Sign In' button. Underneath is a 'Username' label and an empty input field. A blue 'Next' button is positioned below the input field. At the bottom left, the text 'Need help signing in?' is circled in red.

2. Then select **Forgot password?**

This screenshot shows the options available after clicking 'Need help signing in?'. At the top is a blue 'Next' button. Below it are three links: 'Need help signing in?', 'Forgot password?', and 'Unlock account?'. The 'Forgot password?' link is circled in red.



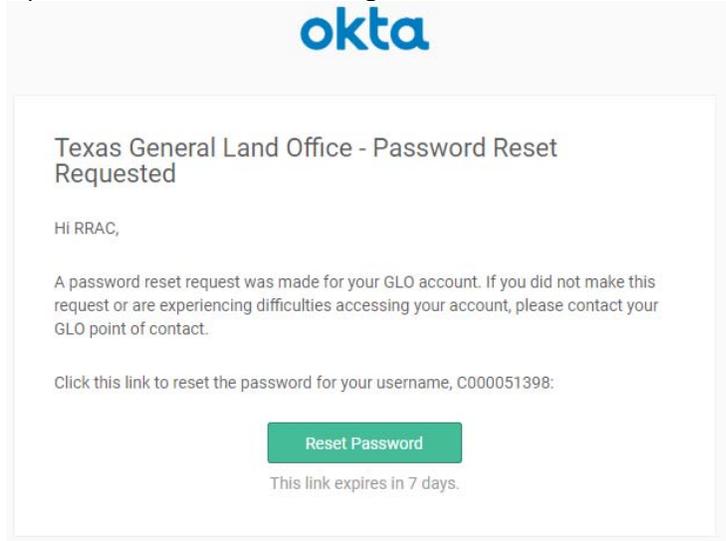
3. Enter your **email or username** and click **Reset via Email**.

The screenshot shows a web form titled "Reset Password" with the TXGLO logo at the top. Below the title is a label "Email or Username" followed by a text input field. A blue button labeled "Reset via Email" is positioned below the input field. At the bottom left of the form, there is a link that says "Back to Sign In".

4. An email will be sent to the email on file for the Customer ID. In your email box, you should find a reset email with the subject line, **Account password reset**.

Okta Account password reset - Texas General Land Office - Password Reset Requested

5. Open the email. Click the green **Reset Password** button.





6. You will be prompted to enter your forgotten password question. Enter **your answer** and click **Reset Password**.

The screenshot shows a user interface for resetting a password. At the top is the TXGLO logo. Below it is a placeholder for a user profile picture. The main heading is "Answer Forgotten Password Challenge". The question is "What is the food you least liked as a child?". There is a text input field containing six dots. Below the field is a "Show" checkbox. A blue "Reset Password" button is centered below the input field. At the bottom left, there is a link "Back to Sign In".

7. The change password screen will return allowing you to enter your new password. Enter your **new password** and click **Reset Password**.

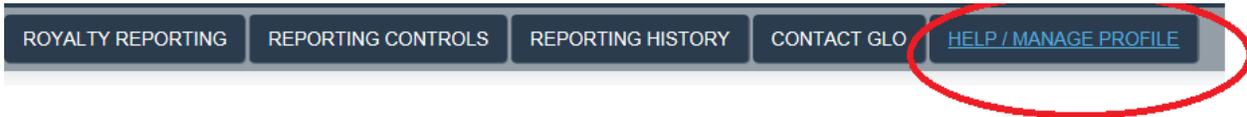
The screenshot shows a user interface for resetting an Okta password. At the top is the TXGLO logo. Below it is a placeholder for a user profile picture. The main heading is "Reset your Okta password". Below the heading are the password requirements: "Password requirements: at least 8 characters, a lowercase 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." There are two text input fields: "New password" and "Repeat password". A blue "Reset Password" button is centered below the input fields. At the bottom right, there is a link "Sign Out".



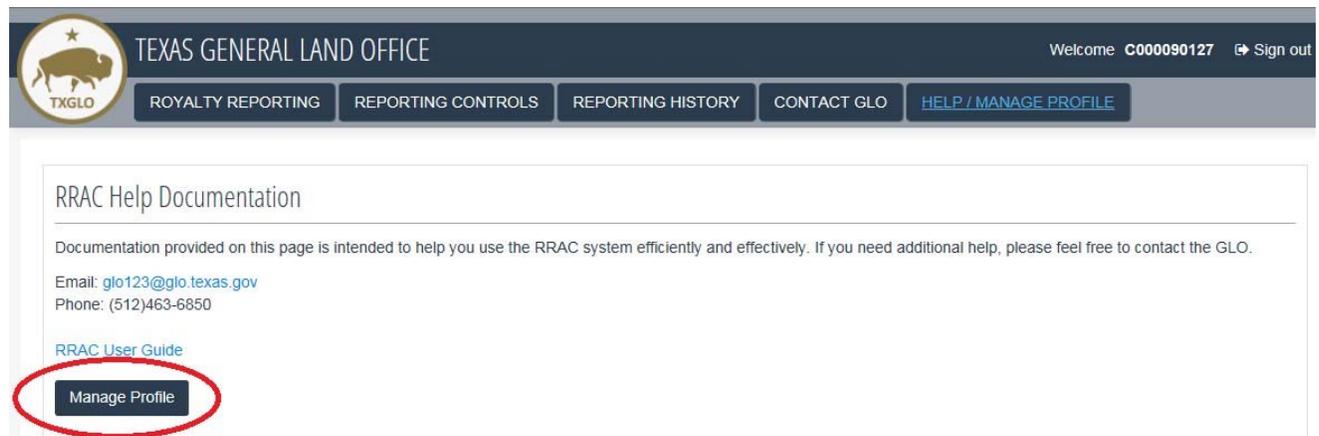
UPDATE PROFILE

Once logged into RRAC, a user may update their profile using the 'Help/Manage Profile' tab.

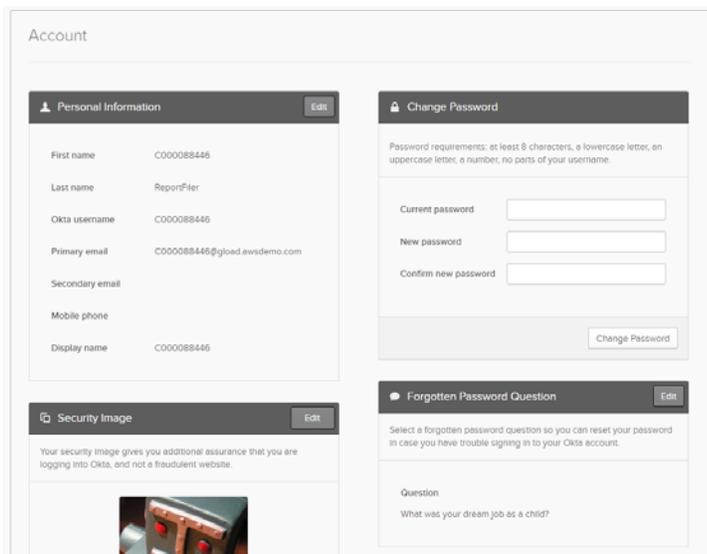
1. Select the **Help/Manage Profile** tab.



2. Select the **Manage Profile** button.



3. A new tab will open the Okta Profile Menu where you can **change your password**, **update your profile** and/or **update your forgotten password question**.



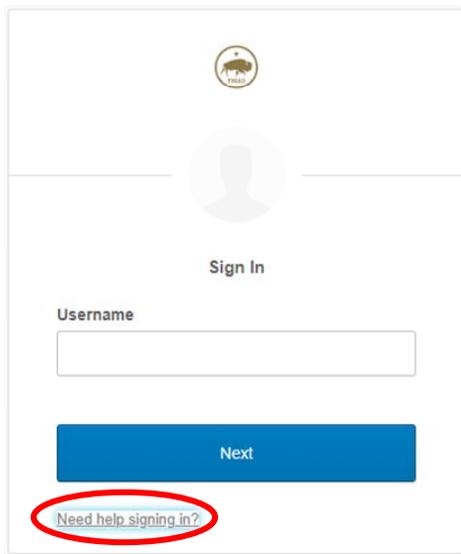


4. After you complete your updates, click back on the RRAC tab to continue working in RRAC.

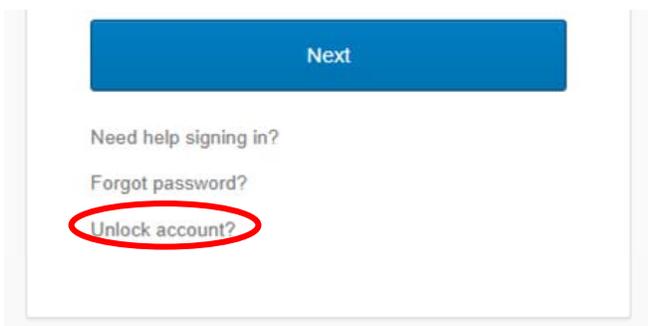


ACCOUNT LOCKOUT

After 10 failed attempts to login to RRAC, your user account will be locked. You must follow the **Need help signing in?** link on the log in page.



1. Select **Unlock account?**





2. Enter your **email or username** and click **Send Email**.

TXGLO

Unlock account

Email or Username

C0000

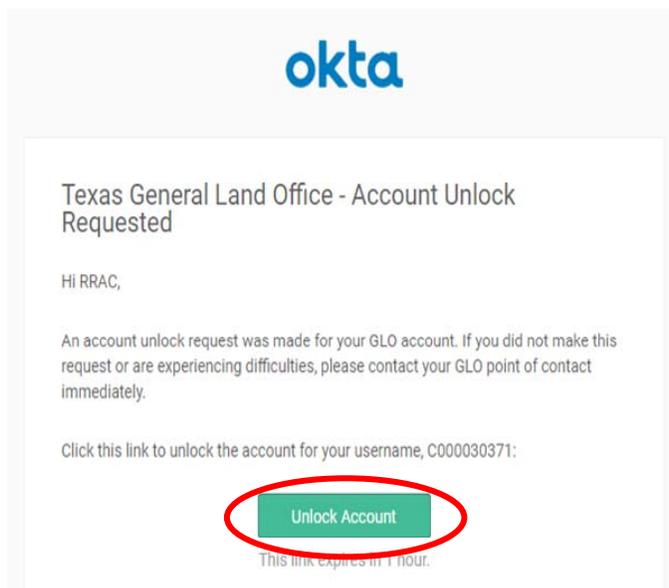
Send Email

Back to Sign In

3. An email will be sent to the email on file for the Customer ID. In your email box, you should find a reset email with the subject line, **Unlock Account**.

☆ Okta Unlock Account - Texas General Land Office - Account Unlock Requested

4. Open the email. Click the green **Unlock Account** button.





5. Answer your **unlock challenge question** and click **Unlock Account**. (Note: Your unlock challenge question was set by the company administrator when the account was created. If you do not know the answer to this, please email glo123@glo.texas.gov and request that your account is unlocked.)

The screenshot shows a web form for answering an unlock challenge. At the top is the TXGLO logo. Below it is a placeholder for a user profile picture. The main heading is "Answer Unlock Account Challenge". The question is "What is the food you least liked as a child?". There is a text input field labeled "Answer". Below the input field is a checkbox labeled "Show". At the bottom of the form is a blue button labeled "Unlock Account" and a link labeled "Back to Sign In".

6. You will receive a message that your account was unlocked. Click **Back to Sign In** and log in.

The screenshot shows a confirmation message. At the top is the TXGLO logo. Below it is a placeholder for a user profile picture. The main heading is "Account successfully unlocked!". Below the heading is the text "You can log in using your existing username and password.". At the bottom of the message is a blue button labeled "Back to Sign In".