HOW TO UNLOCK YOUR WORKDAY ACCOUNT

Step 1: Access Workday

If you have failed to correctly input your password 3 times, your account will lock due to safety measures.

Open the Workday app.

Follow the steps below to unlock your account and get back into Workday!

**Note:** Resetting your password will also unlock your account.

Step 2: Enter Your Username

Fill in the box titled "Username" with the following information:

Username:

- If you are an MSS employee - your **employee number** (check your pay slip if unknown)
- If you are a Subcontractor to MSS – your **email address**

Once you have entered your username, to start the process of recovering and unlocking your account, click on **the "Forgot Password / Locked Account, need help?"** button.
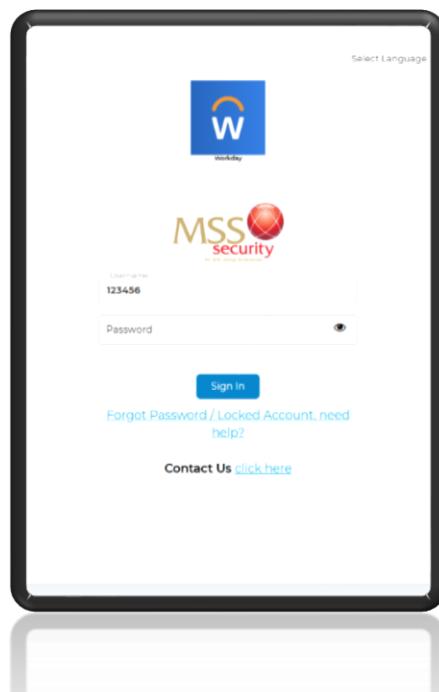
Step 3: Recovering Your Account

This will prompt the steps to begin recovering your account to unlock your account.

Select the option to "**Unlock My Account**", then press "**Proceed**" to continue to the next step.

The system will ask you to "**Provide Username to Proceed**" Your original entry will be populated into this field. Select "**Proceed**" to continue to recover your account or make any changes if necessary.
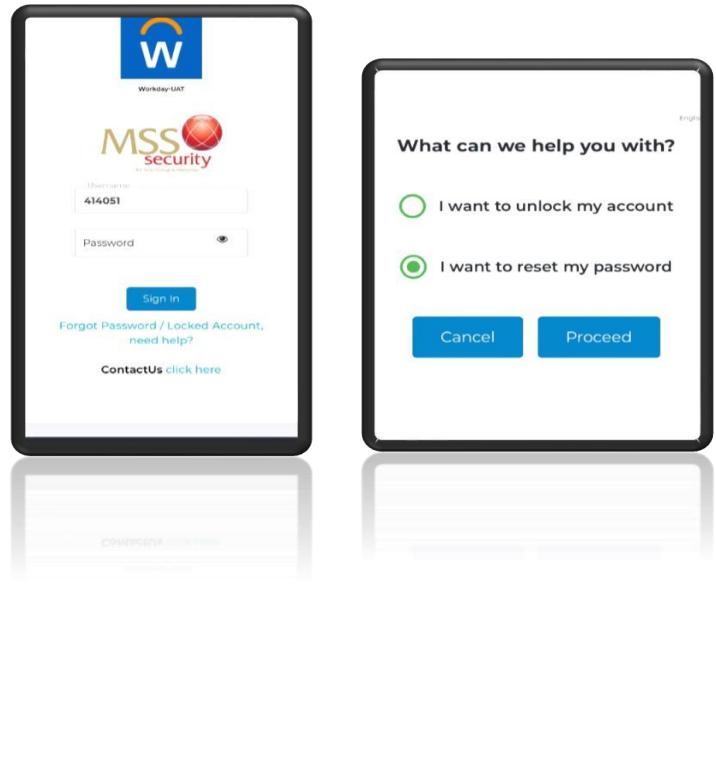
Step 4: Verifying Your Identity

Before being able to successfully unlock your account, you will be required to verify your identity via a **Multi-Factor Authentication** method.

Select your preferred method to verify your identity by selecting either **SMS OTP** or **Email OTP.**

Select your preferred method of MFA then click "Proceed" to continue to unlock your account.
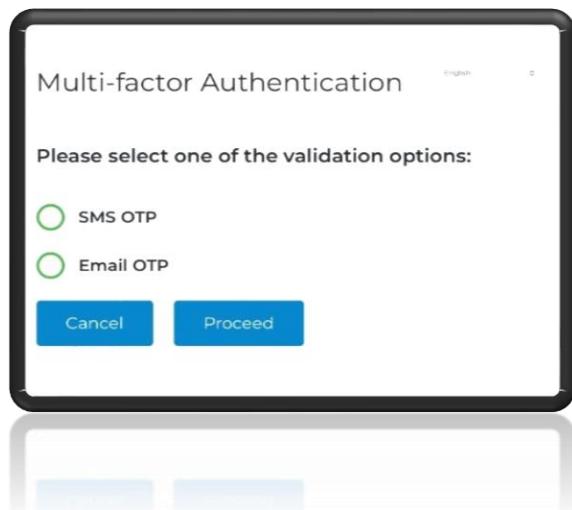
Step 5: Completing your MFA

After electing your preferred MFA method, complete the MFA process by entering the code into the OTP field and press "Proceed" when you have correctly entered your unique OTP.

For SMS:

An OTP will be sent to your phone number in a text message. This can be found in the "Messages" application. The message will be sent via an unknown number titled: ***MSS Security PRIVATE OTP CODE: xxxxxx***

For Email:

An email will be sent to your inbox via MSS "itservices" titled **MSS Security: OTP**. Open the email to identify a 6-digit combination, which is your One-Time Password highlighted in bold.

Enter the 6 digit unique OTP you have received into the OTP field and select the blue "Proceed" button when you have entered the OTP. This will verify your identity so you can unlock your account!
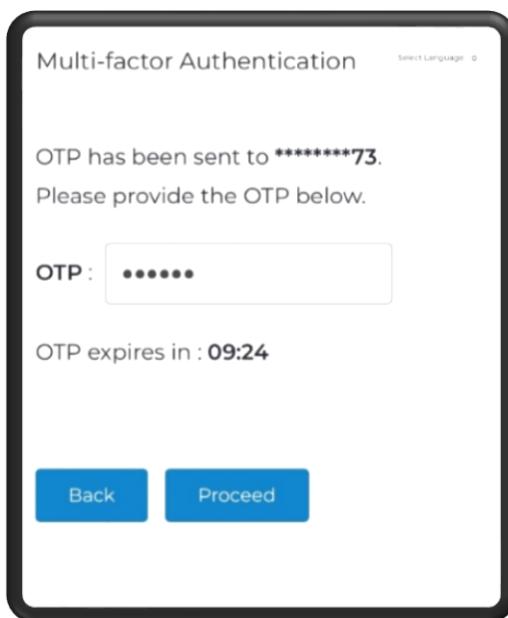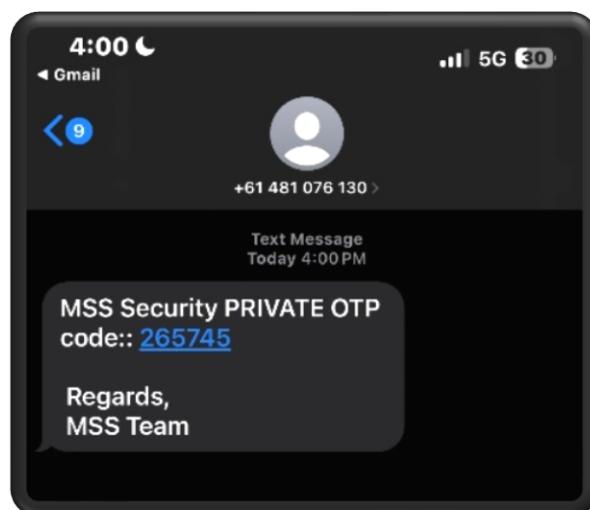
Step 7: Complete!

After you have proceeded to enter your OTP, the system will automatically unlock your account. If you have forgotten your password, seek the guide on changing your Workday password to void locking your account again in the future!

If you need any assistance, email *msshelp@msssecurity.com.au*

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