

FORGOT YOUR PASSWORD GUIDE

A brief guide on how to Reset Your Password when you can't remember it in order to log in to the portal

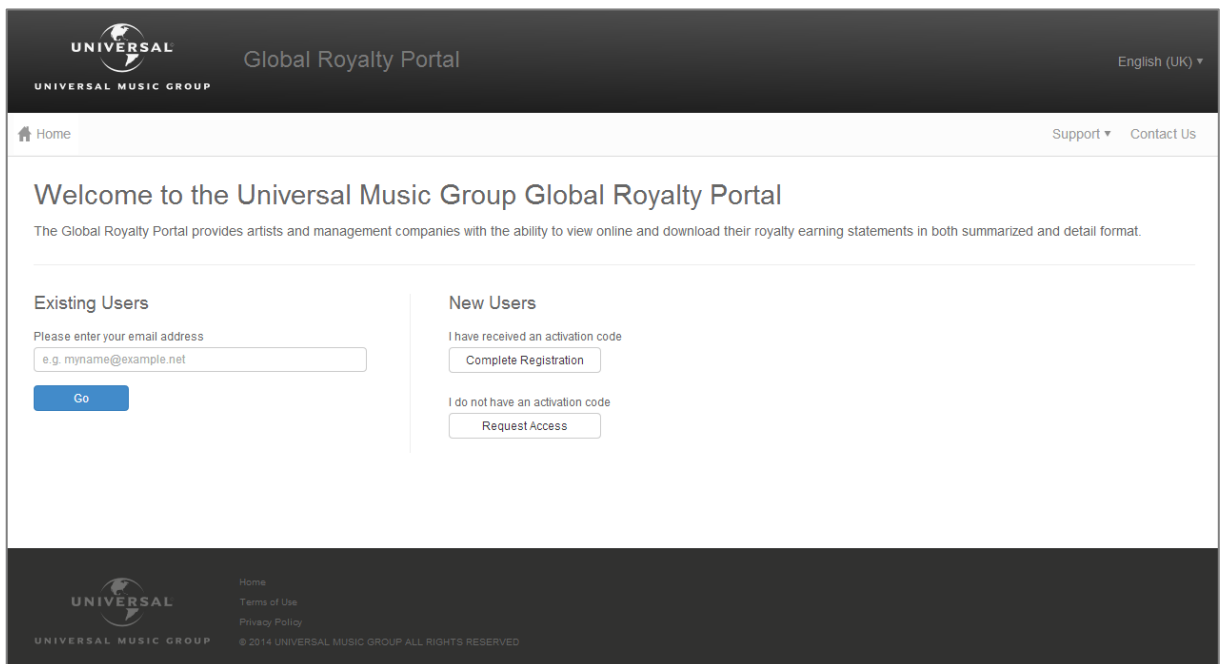
Haven't logged in for a while and can't remember your password?

If so, you can reset your password online yourself without having to contact us .

Forgot Your Password?

1. Access Universal Music Group Website

By entering the below URL into your internet browser window or click on the below link
<https://globalroyaltyportal.umusic.com>



The screenshot shows the Universal Music Group Global Royalty Portal login page. The header includes the Universal Music Group logo and the text 'Global Royalty Portal'. Below the header, there is a navigation bar with 'Home', 'Support', and 'Contact Us'. The main content area is titled 'Welcome to the Universal Music Group Global Royalty Portal' and includes a brief description of the portal's purpose. Below this, there are two main sections: 'Existing Users' and 'New Users'. The 'Existing Users' section has a text input field for an email address (with a placeholder 'e.g. myname@example.net') and a 'Go' button. The 'New Users' section has two options: 'I have received an activation code' with a 'Complete Registration' button, and 'I do not have an activation code' with a 'Request Access' button. The footer includes the Universal Music Group logo, links to 'Home', 'Terms of Use', and 'Privacy Policy', and a copyright notice: '© 2014 UNIVERSAL MUSIC GROUP ALL RIGHTS RESERVED'.

2. Enter your Registered Email Address

The same way you would to login, and click the GO button.

Existing Users

Please enter your email address

New Users

I have received an activation code


I do not have an activation code

You will be taken to the page where you would normally enter your password

3. Click on the 'Forgot Password' link

This link is highlighted in green and appears underneath the password text box. You will be taken to another screen titled 'Forgot Your Password'.

Verify your Personal Assurance Message and Image
Lets get some work done



User ID : linda.vu@umusic.com

Password:

[Forgot Password?](#)

A-OK Sign-In

You are using Arcot A-OK On-Demand for an extra layer of protection and security to prevent identity theft and fraud.

Universal Music Group takes pride in ensuring the security and safety of the Royalty Statement Portal. This is why we use the most current and secure security and encryption services to protect the security of the account information.

4. Click Continue on your selected One-Time Password Option

In order to authenticate yourself, you have two ways in which to receive a one-time password in order to proceed to reset your password.


Option 1: You can select to receive your one-time password via email

A temporary password was be sent to the registered email address which is the same email address you use to log in.

Option 2: You can select to receive your one-time password via a text message

A temporary password will be sent to the mobile/cell number you provided when you registered your account for the first time.

Verify your Personal Assurance Message and Image,
LINDA.VU@UMUSIC.COM



Lets do some work

Forgot Your Password

You have indicated that you have forgotten your password.
You need to authenticate yourself using one of the following options. Select one option below:

One-Time Password (OTP) Via Email: You will be sent a OTP via email to the Email address that you registered during registration. You will then be asked to enter this OTP in the next screen.

Continue

OR

One-Time Password (OTP) Via text message: We will send you a One Time Password on your phone that you registered with us during registration. You will be required to enter this password on the next screen and authenticate yourself.

Continue

NOTE: Standard text messaging rates from your carrier may apply.

Cancel


NOTE: Selecting "Cancel" will exit the process. However, sign-in will not be possible until you select a new password and complete the process.

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5. Enter the One-Time Password

Once you have received your one-time password via email or text message. Enter this password into the text box provided.

Verify your Personal Assurance Message and Image,
LINDA.VU@UMUSIC.COM



Lets do some work

Forgot Your Password - OTP

A One-time Password has been sent to the phone you provided during enrollment, enter OTP below

User ID LINDA.VU@UMUSIC.COM

One-Time Password

☐ Don't ask me again from this computer

6. Click Submit

You will be taken to a screen that will allow you to define a new password.


7. Enter new password

Enter a new password, ensure that the password you enter meets the below criteria

- Between 7-12 characters
- At least one letter and one number

Please note, passwords are case sensitive

Verify your Personal Assurance Message and Image,
LINDA.VU@UMUSIC.COM



Lets do some work

Reset Password

You must now reset your password for your account

Enter your new password

Re-enter your new password

Note: Passwords must adhere to the following guidelines:

- Min Characters:7
- Max Characters:12
- At least one letter
- At least one number

NOTE: Selecting "Cancel" will exit the process. However, sign-in will not be possible until you create a new password and complete the process.

8. Re-enter the new password

Re-enter the same new password into the second text box to confirm the new password selected

9. Click Submit

If your password entered matches, you will be logged into the Global Royalty Portal and you should see the Artist Selection screen.

Failed Security Validation?

If you did not manage to pass the security validation in Step 4 or cannot complete this step, you will have to contact the respective country Royalty Department and request a new activation code.

With the new activation code, you will need to re-complete the registration process in order to set a new password and security validation requirements in order to log in to the Global Royalty Portal.


Logging in from a different computer or location?

The Global Royalty Portal security authentication application protects your log in access by detecting if you attempt to log in to the portal from a different computer or a different location.

You will need to verify yourself you will be asked to go through the one-time password authentication in order to successfully login.

This is the same process as the Forget Your Password but your one-time password is verified you will be directly logged into the portal.

Verify your Personal Assurance Message and Image,
linda.vu@umusic.com


Lets do some work

Add This Computer

We are unable to recognize your computer. Choose one of the following methods to validate your identity.

One-Time Password (OTP) Via Email: You will be sent a OTP via email to the Email address that you registered during registration. You will then be asked to enter this OTP in the next screen.

Continue

OR

One-Time Password (OTP) Via text message: We will send you a One Time Password on your phone that you registered with us during registration. You will be required to enter this password on the next screen and authenticate yourself.

Continue

NOTE: Standard text messaging rates from your carrier may apply.

Cancel