



# RRAC Login Guide

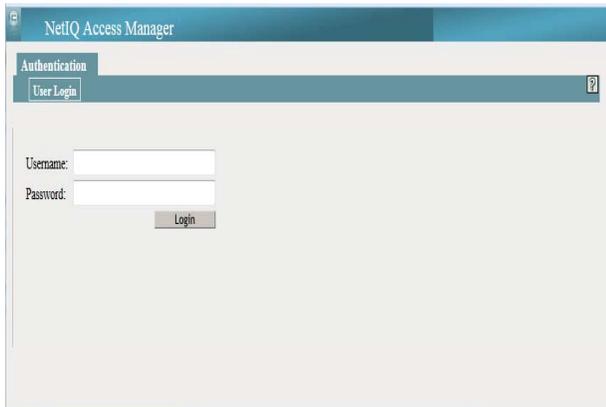
## BRIEF

This is a quick start guide for the new Royalty Reporting and Control (RRAC) Application Login. Starting August 21<sup>st</sup>, 2015, the RRAC Application Login has Self Service Password Reset (SSPR) capability; whereas, the customer will be able to reset their own password.

The customer will use their current password to login to the system. On first login, the user will be prompted to update their email address and profile. For problems, contact [glo123@glo.texas.gov](mailto:glo123@glo.texas.gov) .

## Previous Login vs. New Login

Below is a screenshot of the previous and new login screens.



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## INSTRUCTIONS

1. Enter your Customer ID in the "Username" field.
  - i.e. C00001234

2. Enter your current Password in the "Password" field.
  - i.e. Password

3. Click login.

RRAC User Sign In

Username: C00001234

Password: [masked]

Login

[Forgot Username?](#)

[Forgot Password?](#)

4. On 1<sup>st</sup> entry, the following screen returns, requesting the user to verify their email address, enter their fullname and current phone number. Enter the info and click "Update".

Update Profile

Texas General Land Office Password Reset

Please update the following information:

Email Address\*

john.doe@glo.texas.gov

Fullname

Telephone Number\*

Update Back to RRAC

Update Profile

Texas General Land Office Password Reset

Please update the following information:

Email Address\*

john.doe@glo.texas.gov

Fullname

John Doe

Telephone Number\*

512-123-4567

Update Back to RRAC

5. The page will ask to confirm the profile update. Click "Confirm". It will refresh the screen to show successful profile save and send email to the email address.

Confirm Profile Data

Texas General Land Office Password Reset

Please review the following information you have entered and confirm.

Email Address\*

john.doe@glo.texas.gov

Fullname

John Doe

Telephone Number\*

512-123-4567

Confirm Go Back

Success

Texas General Land Office Password Reset

Your user information has been successfully updated.

Continue

From	Date	Subject
Profile Update <noreply@glo.texas.gov>	8/7/2015	Profile Update



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## EXPIRED PASSWORD

If upon login, your password is expired, follow these instructions.

1. Upon successful login, you will immediately be prompted to change your password.

**Change Password** Profile Menu

Texas General Land Office Password Reset

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be no more than 60 characters long.
- Must not include any of the following values: 12345678 qwerty password1 tglo test monkey123 password
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.

New password accepted, please click change password

**New Password** Strength: Good

**Confirm Password**

**Change Password** **Back to RRAC**

2. Fill in your new password until it is acceptable and click, "Change Password".

**Change Password** Profile Menu

Texas General Land Office Password Reset

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be no more than 60 characters long.
- Must not include any of the following values: 12345678 qwerty password1 tglo test monkey123 password
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.

New password accepted, please click change password

**New Password** Strength: Strong

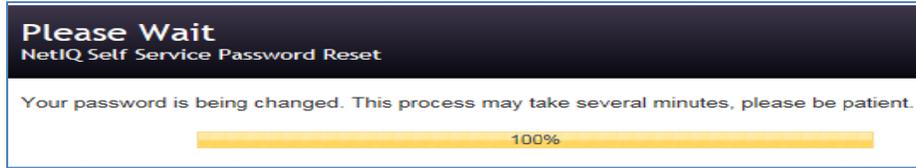
**Confirm Password**

**Change Password** **Cancel**

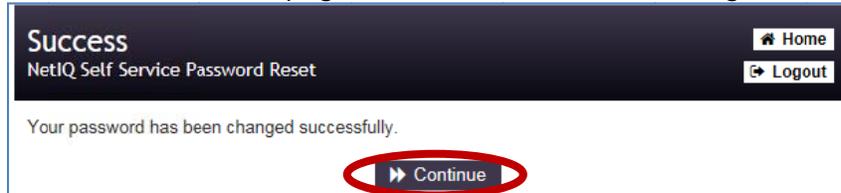


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3. The screen will show password reset progress.



4. When complete, it'll show, "Success" page. Click, "Continue". You will get email confirmation.



5. The screen should logout and an email is sent to the email on file regarding the change.

	From	Subject
	Change Password Notice <noreply@glo.texas.gov>	Password Change Notification





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## FORGOT PASSWORD

If you've forgotten your password, you can reset this easily.

1. Select, "Forgot Password" from the Login screen.

RRAC User Sign In

Username: C00001234

Password: ●●●●●●●●

Login

[Forgot Username?](#)

[Forgot Password?](#)

2. You will be prompted to put in your Customer ID.

Forgotten Password

NetIQ Self Service Password Reset

If you have forgotten your password, follow the prompts to reset your password.

Customer ID\*

Search Cancel

3. Fill in your Customer ID and click, "Search".

Customer ID\*

C000012345

Search Cancel



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- An email will be sent to the email on file for the customer ID. The page will refresh to request the code in the email. One can keep this page open, or they can close this page and go to email.

## Forgotten Password

NetIQ Self Service Password Reset

To verify your identity, a security code has been sent to you. Please click the link in the email or copy and paste the security code here.

**Code**

- One should find a reset email with the subject line, "Forgotten Password Verification".

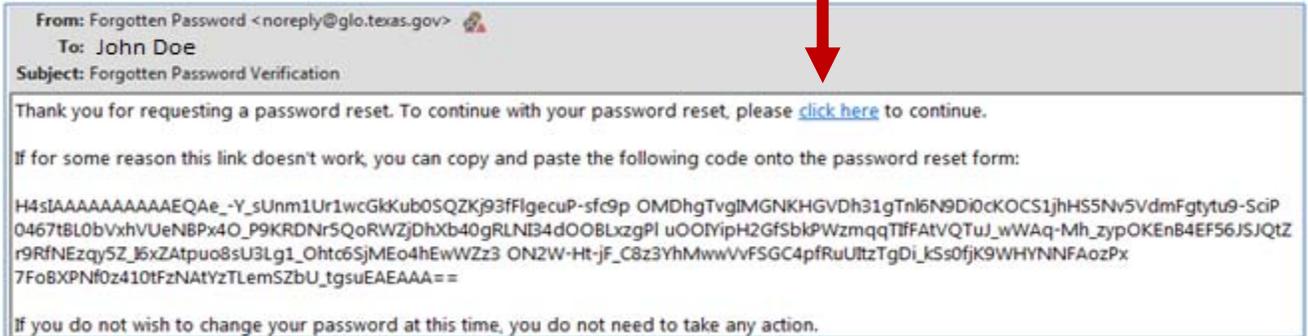
	From	Subject
	Forgotten Password <noreply@glo.texas.gov>	Forgotten Password Verification



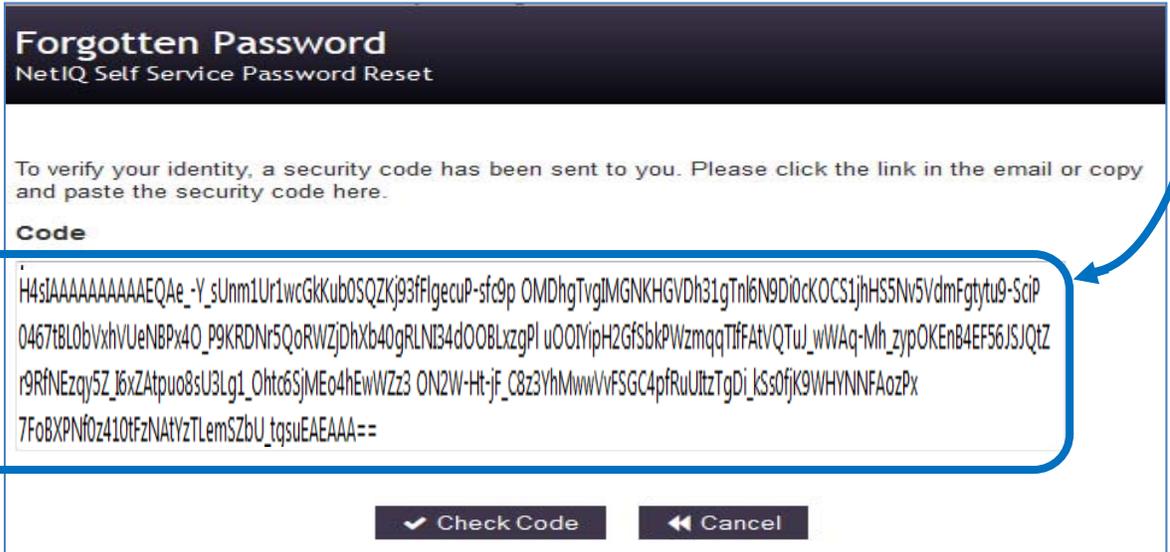
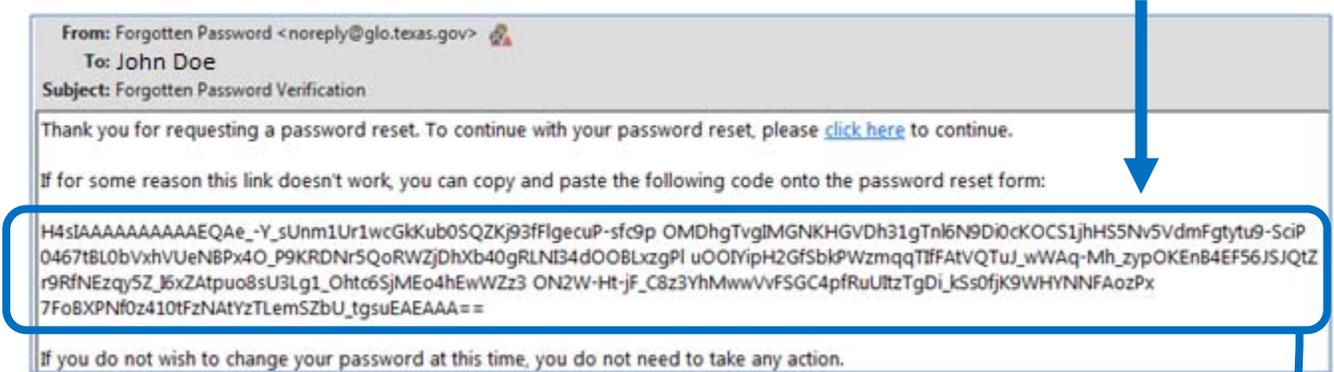
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6. Open the email. The user has two options to enter the code and reset the password.

a. HTML view has, "**Click Here**" hyperlink that opens a new browser directly passing the code.



b. Otherwise, user will copy/paste the code token into the code request screen.





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7. The change password screen will return allowing the customer to change their password.

8. Fill in your new password until it is acceptable and click, "Change Password".

9. The screen will show password reset progress.

10. When complete, it'll show, "Success" page. Click, "Continue". You will get email confirmation.

From	Subject
Change Password Notice <noreply@glo.texas.gov>	Password Change Notification



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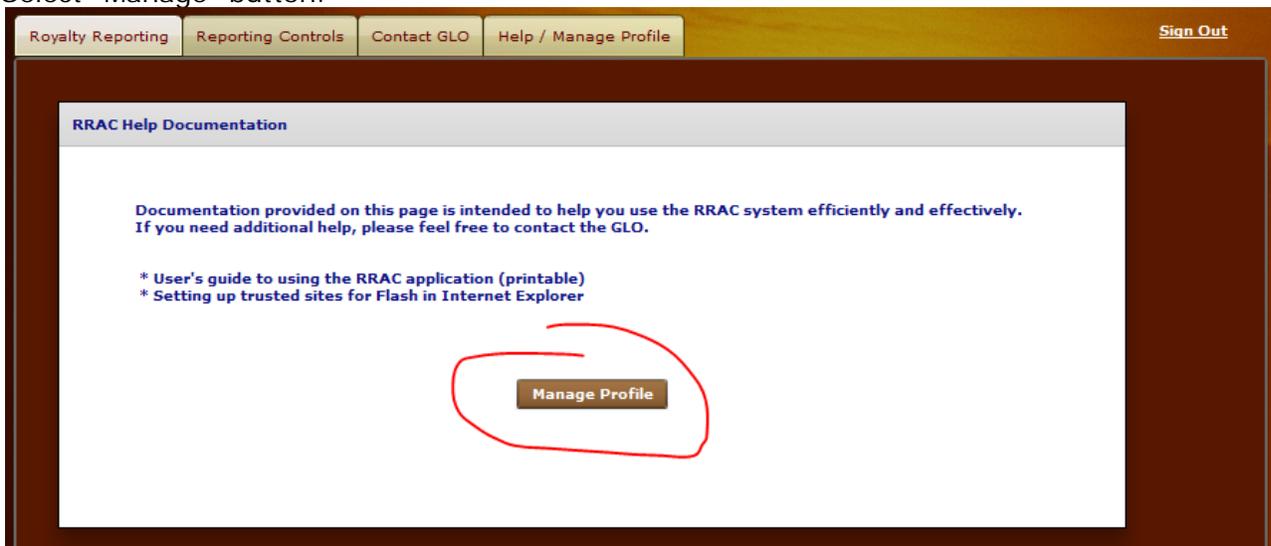
## UPDATE PROFILE

Once logged into RRAC, the user may update their profile.

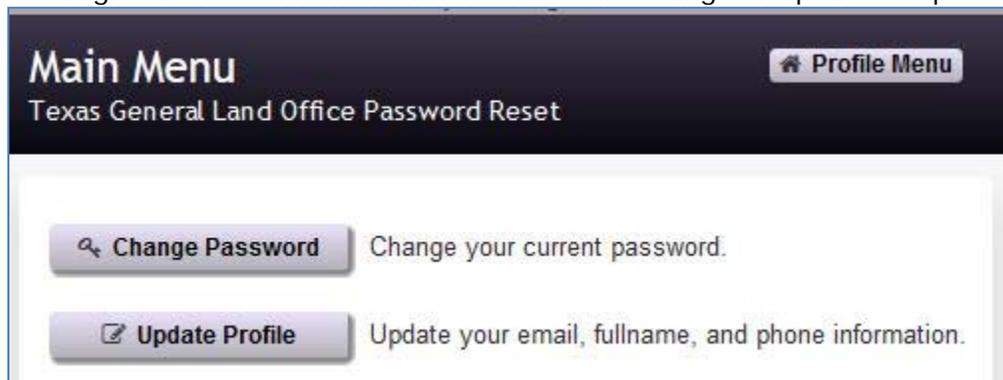
1. Select, "Help/Manage Profile" tab.



2. Select "Manage" button.



3. User will be brought to the Profile Menu where one could change or update the profile.



In "Change Password" or "Update Profile", there is a button to return the user back to the RRAC application.





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## ACCOUNT LOCKOUT

After 8 failed attempts to login to RRAC, the user will be locked out. The user must follow the "Forgot Password" link and will have the option to either unlock their account to use the current password or to change their password.

**RRAC User Sign In**

Username: C00001234  
Password: ●●●●●●

[Forgot Username?](#)  
[Forgot Password?](#)

Your login has been disabled due to intruder detection.

The use of this computer system and network is FOR OFFICIAL BUSINESS USE ONLY.  
The Texas General Land Office and Veteran's Land Board Reserve the right to access and review all associated data and equipment at any time. Your use of this computer system and network indicates your consent to be monitored and your agreement that any evidence of abuse or criminal activity found therein may be provided to the appropriate authorities for further action

1. Follow the "Forgot Password" procedure.
2. From here you will be given the option to either unlock or change password.

**Forgotten Password**  
Texas General Land Office Password Reset

Your account has been locked due to excessive incorrect login attempts. You may continue by unlocking your account or by changing your password.

Unlock your account. If you remember your password, you can unlock your account by selecting this option. Your password will not be changed.

Set a new password. If you have forgotten your password and would like to set a new one, click here. Your account will also be unlocked when you set a new password.



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## KNOWN ISSUES and FAQ

1. FOR MOST ISSUES. (i.e.If there is a stuck loading bar, error screen, etc...)  
Try closing the browser first and starting over.  
Sometimes the prior session stores information in the browser cache  
It needs to be cleared so closing the browser and starting over resolves most problems.