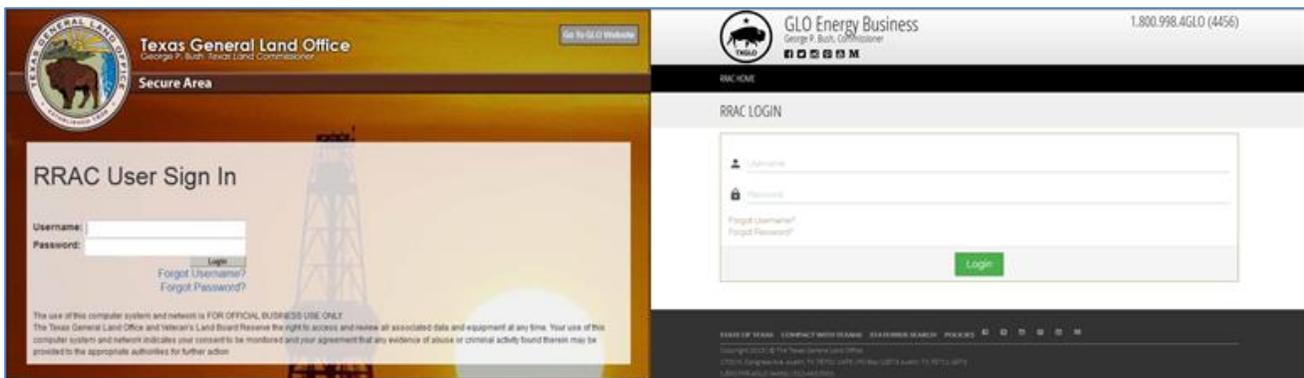## BRIEF

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 be provided a temporary password to log-in to the system. Upon first login, the user will be prompted to update their email address and profile.

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 – Late 2017

Below is a screenshot of the previous and new login screens as updated in late 2017.

CONTENTS

INSTRUCTIONS FOR NEW RRAC USERS

Enter your customer ID in the "username" field.
ex. C000012345

Enter your current password in the "password" field.

RRAC LOGIN

Username
C000012345

Password
••••••••

Forgot Username?
Forgot Password?

Login

Click "Login".

1. On 1st entry, the following screen returns, requesting you verify your email address, enter your full name, and enter your current phone number. Once you have entered your information in these three fields, 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

2. The screen will update then ask you to verify 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*
❯ kai.joe@glo.texas.gov
Fullname
❯ john.doe@glo.texas.gov
Telephone Number*
❯ 555-555-5555
512-123-4567

✓ Confirm   ◀◀ Go Back

Success
Texas General Land Office Password Reset

Your user information has been successfully updated.

▶ Continue

John Doe

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

EXPIRED PASSWORD

If upon login, your password is expired, follow the instructions below.

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

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

3. The screen will show password reset progress.
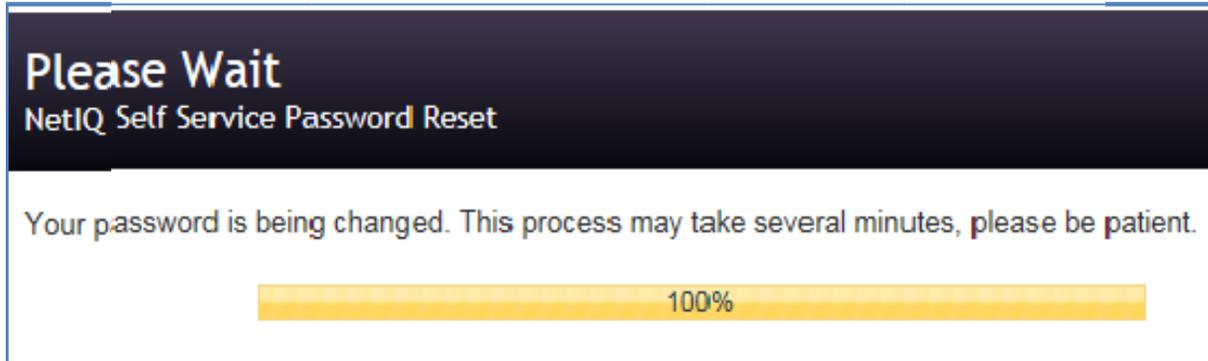
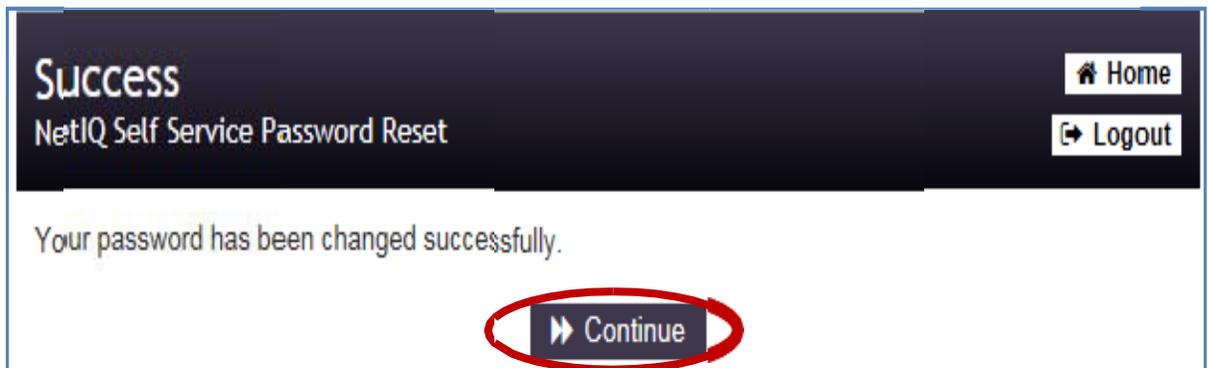4. When complete, it'll show, "Success" page. Click, "Continue".

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

FORGOT PASSWORD

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

1. Select, "Forgot Password" from the Login screen. (*See red circle in screenshot below*)

2. You will be prompted to enter your Customer ID.

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

4. 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. You can keep this page open, or you can close this page and go to email.

**5.** In your email inbox, you should find a reset email with the subject line, "Forgotten Password Verification".

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

6. Open the email. You will be presented with two options to enter the code and reset the password.

Option 1: Select the "**Click Here**" hyperlink that opens a new browser window directly passing the code.
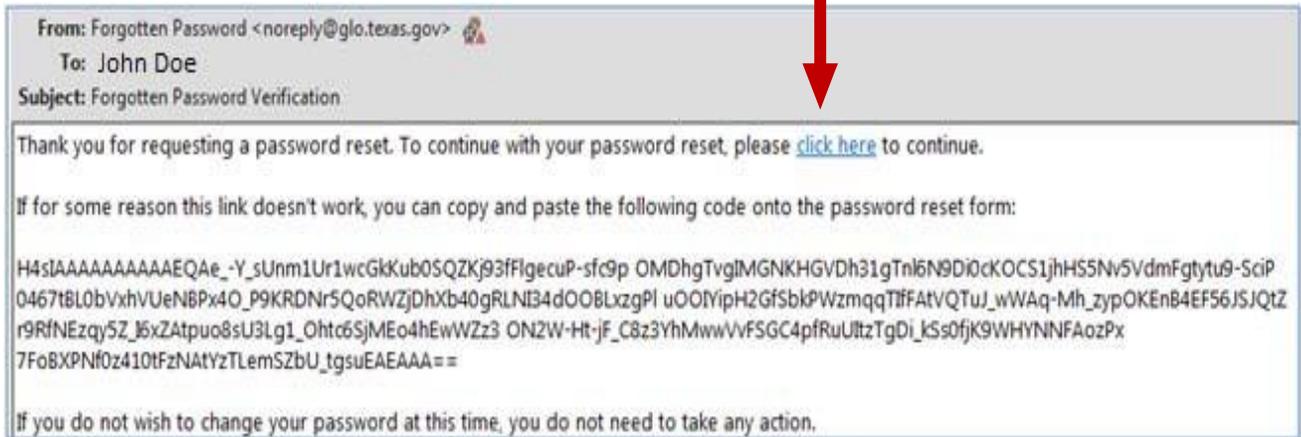
Option 2: Otherwise, you will copy/paste the code token into the code request screen. The following screenshots outline this process.
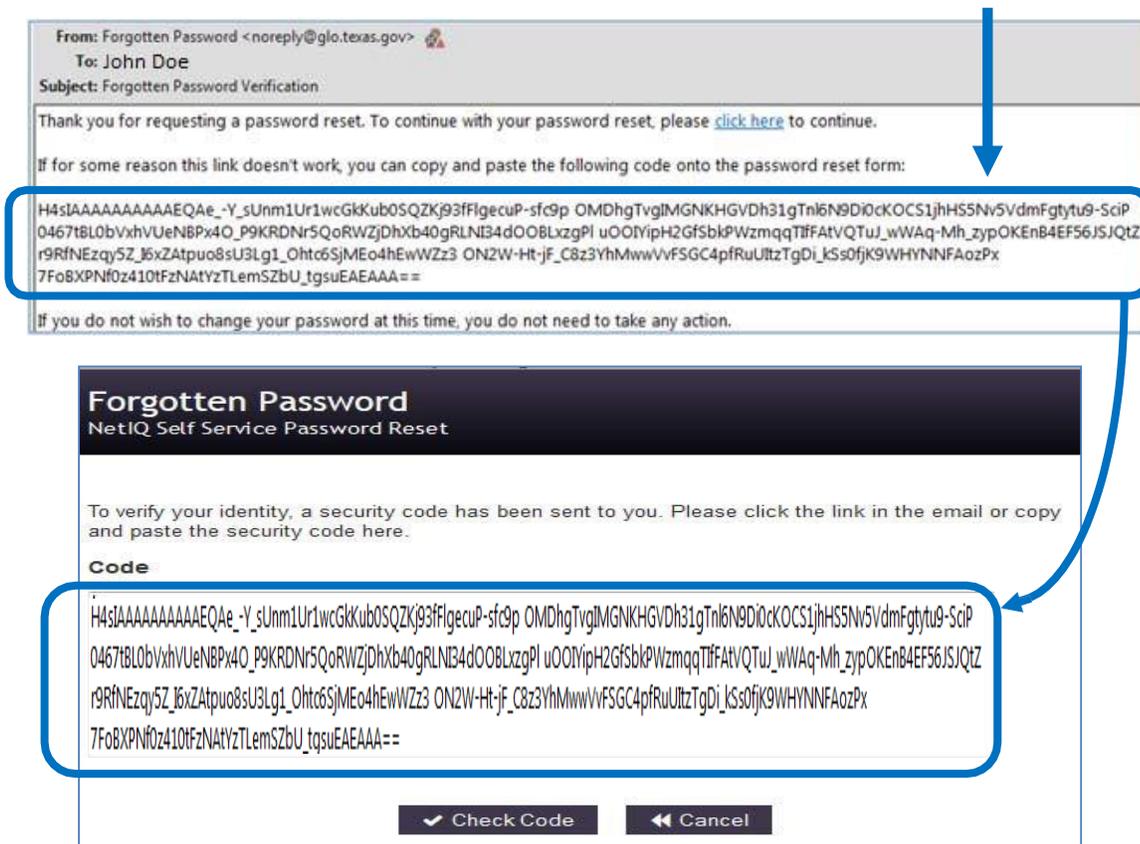
7. The change password screen will return allowing you to change your password.

8. Fill in your new password 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.
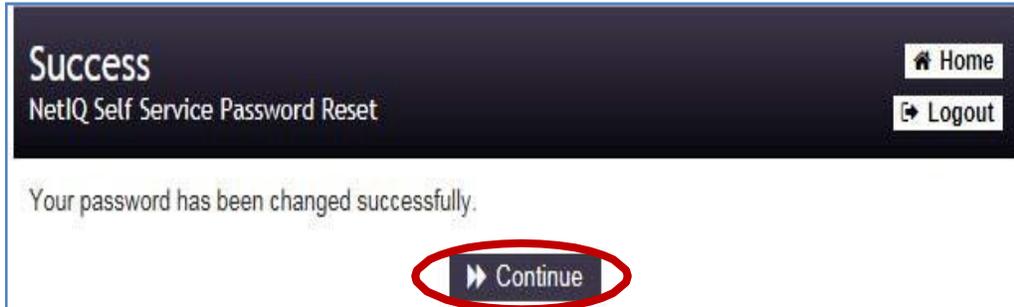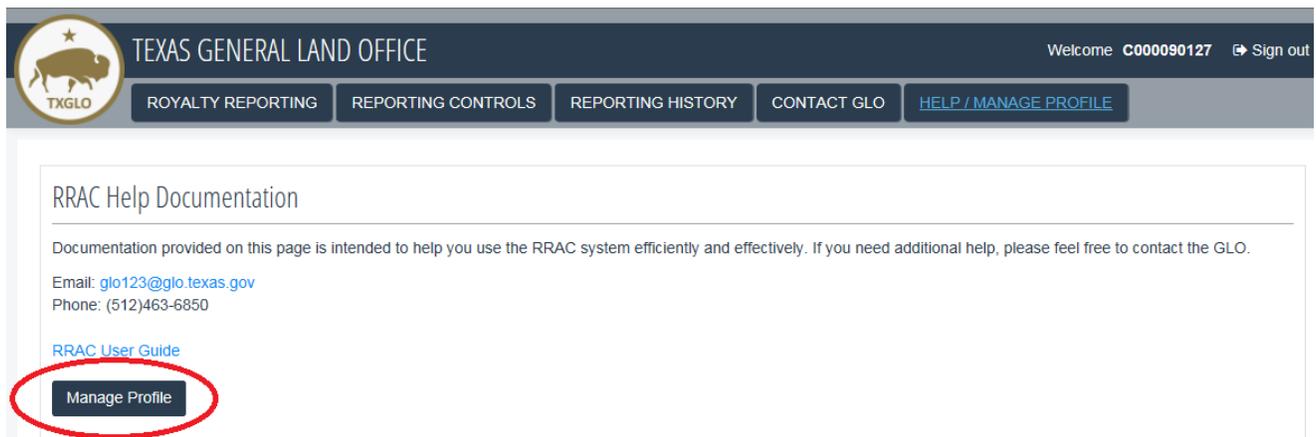
UPDATE PROFILE

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

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

2. Select "Manage Profile" button. (*See red circle in screenshot below*)

3. User will be brought to the Profile Menu where you could change your password and/or update your profile.

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

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.

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