

## Identity Email Recovery

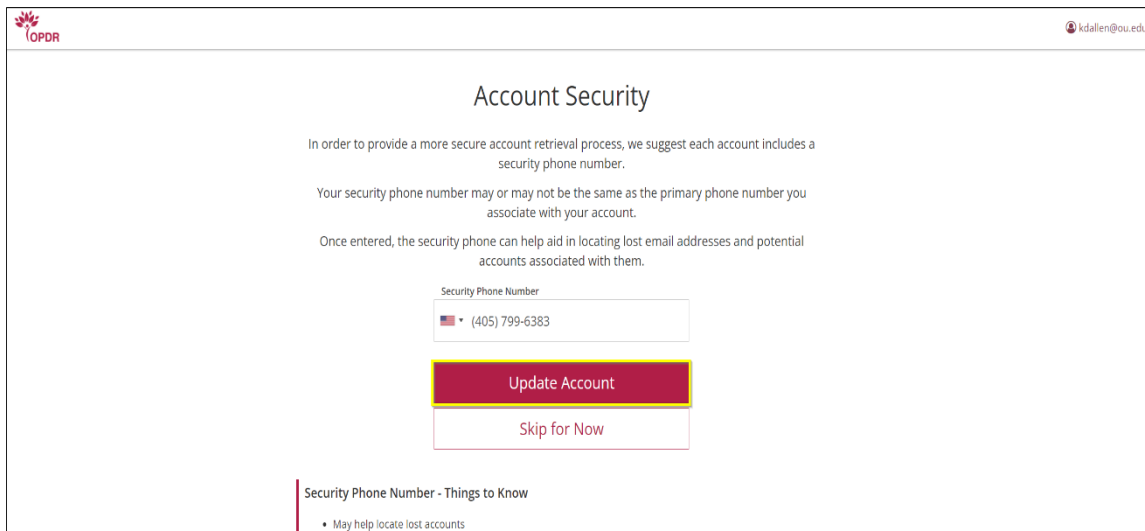
This document covers instructions to enter a phone number to allow participants to recover their email address if they forget it. This guide will walk you through setting up a phone number for email recovery and how to recover your email address.

### Setting Up Your Phone Number

You must have a valid mobile phone number in the system for this to work. The system will prompt you for a phone number when you log in. If you choose not to enter a phone number, then you will not be prompted again.

Once you have created an account and log in, you will be prompted to enter a number to connect to the account.

1. Enter a phone number that can receive text messages
2. Click "Update Account"



The screenshot shows a web interface titled "Account Security". At the top left is the OPDR logo, and at the top right is the user email "kdallen@ou.edu". The main content area contains the following text:

**Account Security**

In order to provide a more secure account retrieval process, we suggest each account includes a security phone number.

Your security phone number may or may not be the same as the primary phone number you associate with your account.

Once entered, the security phone can help aid in locating lost email addresses and potential accounts associated with them.

Below this text is a "Security Phone Number" input field with a dropdown menu showing a US flag and the number "(405) 799-6383". Underneath the input field are two buttons: "Update Account" (highlighted in red) and "Skip for Now".

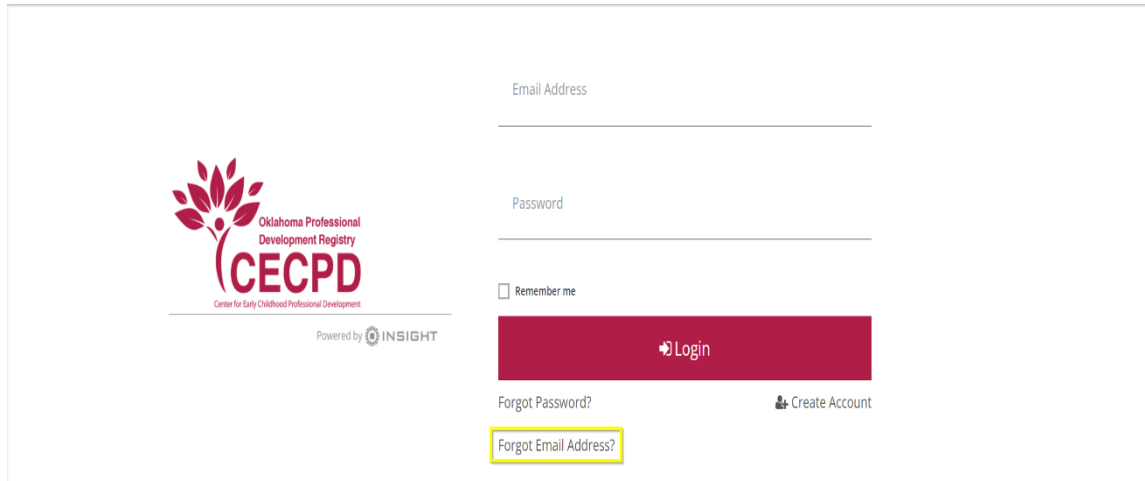
At the bottom left, there is a section titled "Security Phone Number - Things to Know" with a bullet point: "• May help locate lost accounts".

This will link the telephone number to that email address and allow you to recover the email address in the future, if necessary.

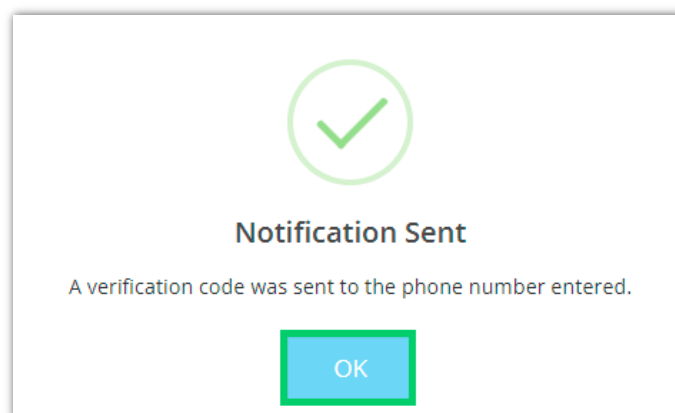
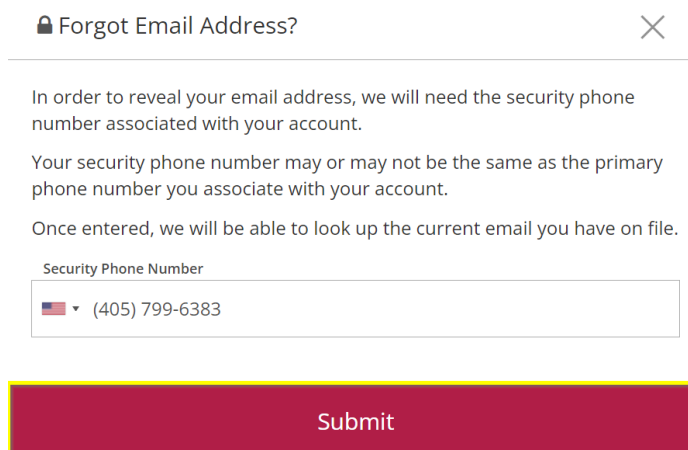
### Recovering your Email Address

If you have linked a telephone number, follow the steps below to recover your account email address:

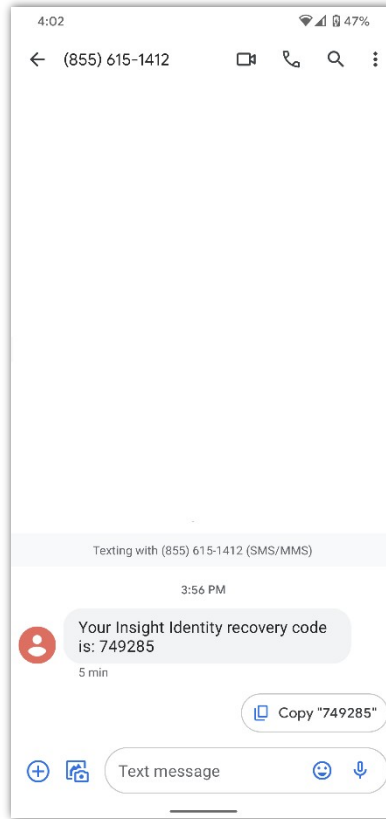
1. Click "Forgot Email Address?"



2. A pop-up appears to enter the security phone number, enter the security phone number
3. Click "Submit"



5. You will receive a code at that security number, as a text message



6. Enter the verification code

7. Click "Lookup Email"



### Enter Verification Code

Enter Code  
772164

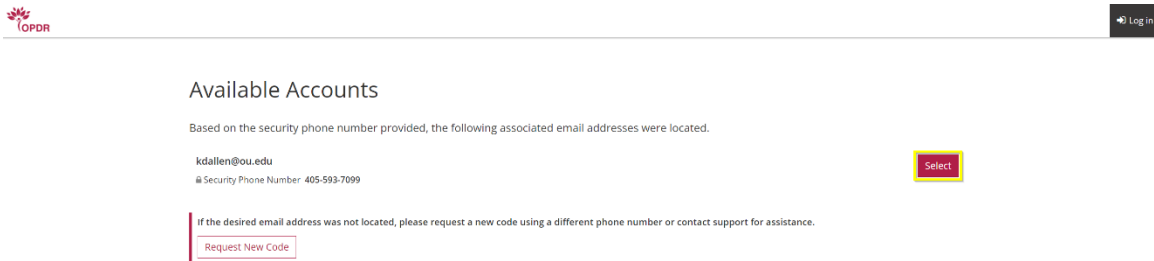
**Lookup Email**  
[Request New Code](#)

#### Verification Codes - Things to Know

Valid codes are

- Only eligible for 15 minutes
- Only a single code is active per security phone number at a time
- Will not provide access to any information outside of connected email addresses
- Will not log you into an account

8. The account associated will appear. Click "Select" to the right of the account



OPDR Login

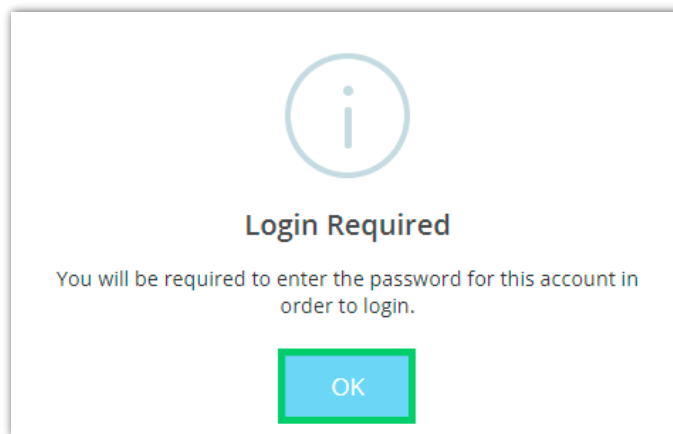
### Available Accounts

Based on the security phone number provided, the following associated email addresses were located.

kdallen@ou.edu Select  
# Security Phone Number 405-593-7099

If the desired email address was not located, please request a new code using a different phone number or contact support for assistance.

[Request New Code](#)



**Login Required**

You will be required to enter the password for this account in order to login.

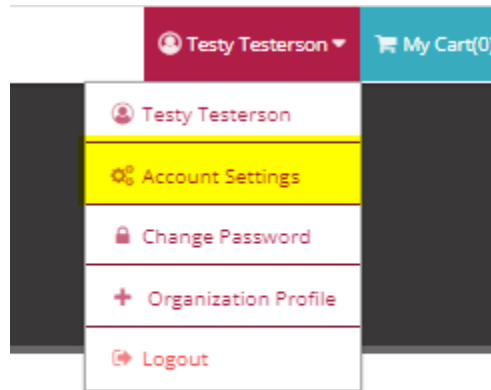
[OK](#)

Now you can log into the account associated with the email address that you just recovered.

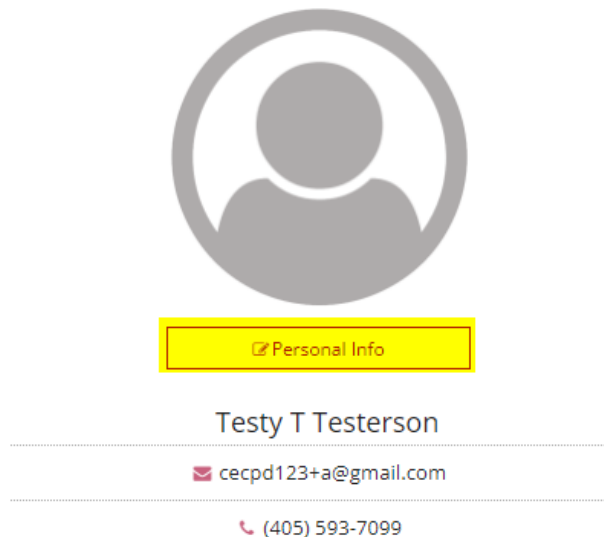
## Adding or Changing Your Phone Number

You may need to change or add your account recovery phone number at a later date. Login to your Registry account and follow the steps below.

1. Click on your name in the upper right hand navigation menu and select Account Settings.



2. Click on Personal Info



3. You can update your email address and security phone number. Please note that changing your email address affects your login. You will be sent a verification email to the new email address. You must verify it before you can login with the new email address. When you are finished, click Update My Info.

Update Account Information ×

First Name

Middle Name

Last Name

Email Address

Security Phone Number

Phone number used to help recover forgotten email addresses. Must be text message enabled.

Email address serves as your login. If you change your email address, a verification email will be sent to the new email address. After you verify your new email address, you will log in using your new email address.

**Update My Info** Cancel

