

Global Account Manager – Manage Your Account Module

User Guide

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SELF SERVICE PASSWORD RESET ERROR! BOOKMARK NOT DEFINED.

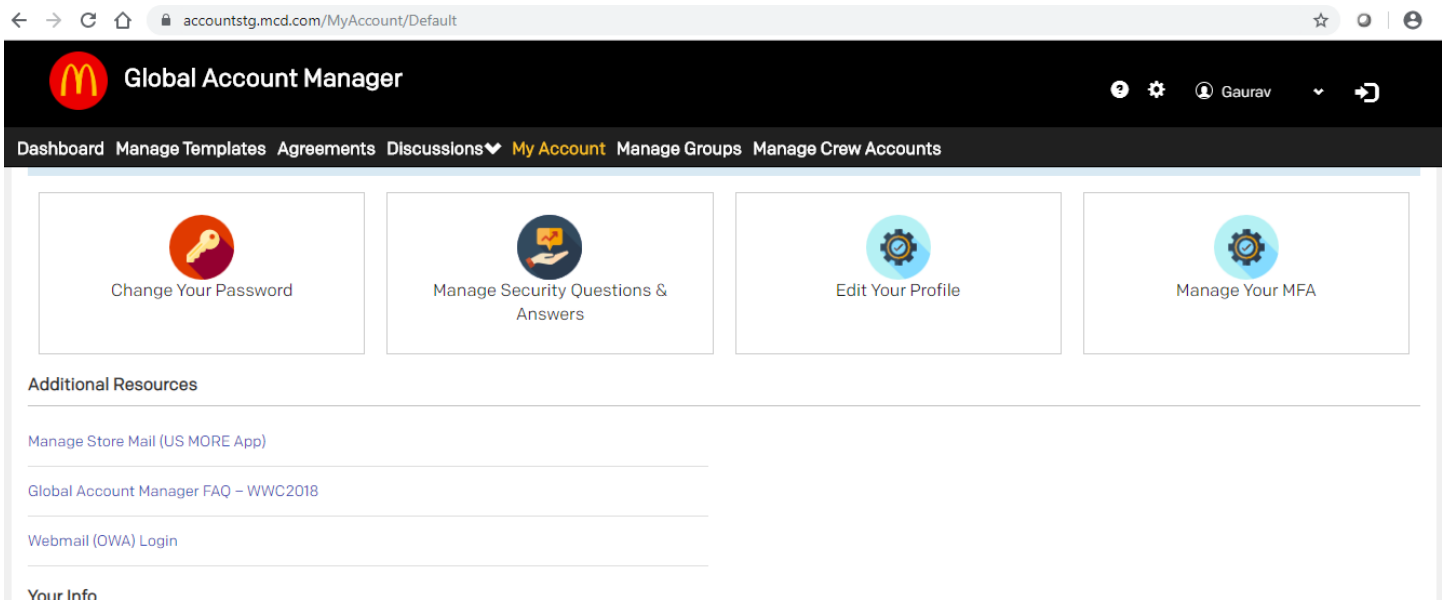
Acronym Definitions

McD	McDonald's Corp
Global AM	Global Account Manager

Manage Your Account

The **Manage Your Account** module is a self-help area of Global AM that is accessible to any user. It is a place where a password may be changed, security questions managed, or a profile may be edited. To go to module, click on "**Manage Your Account**" tile as shown in Fig below.

It is recommended that a Global AM user first try to use these self-help tools before calling the help desk.

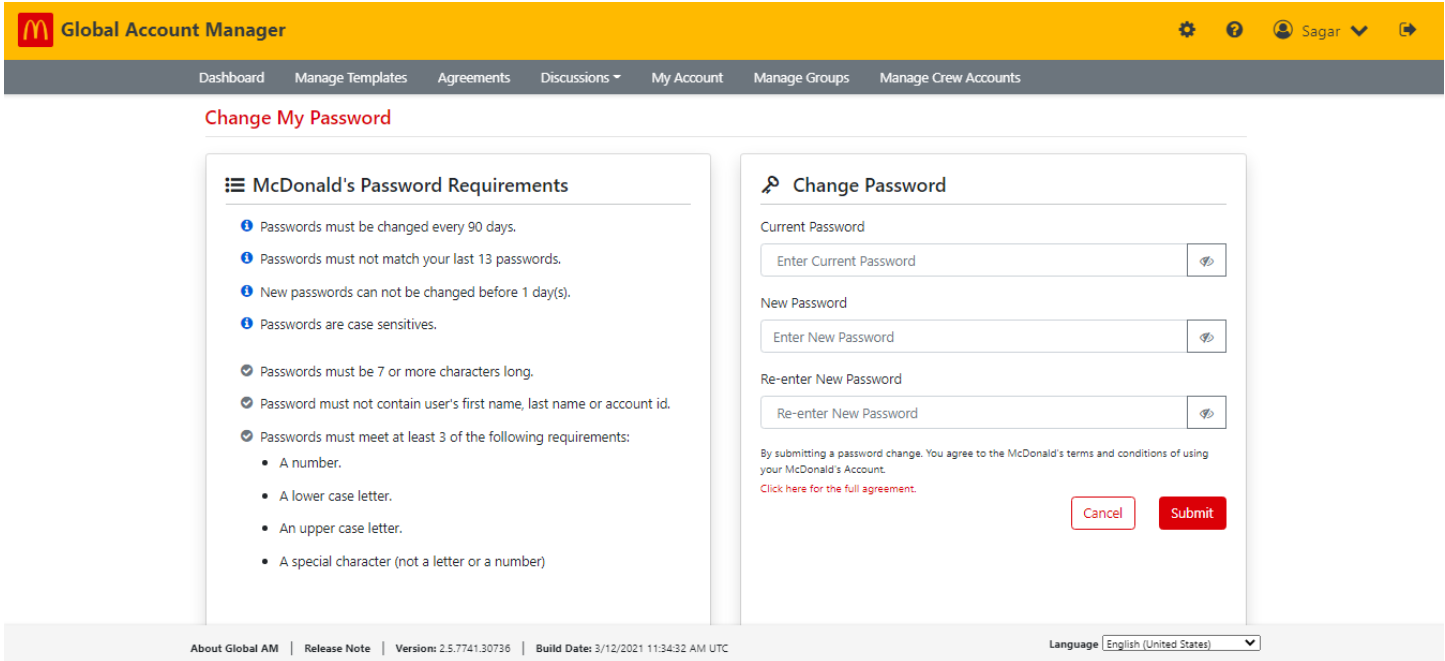


Change Your Password Inside Manage Your Account

The Global AM user is also able to change his password once he is inside the application. The user must be connected to the McDonald's network in the office or remotely via Global Remote Access (Cisco Anyconnect) before changing his password. It is better and less complicated to change your McDonald's password by pressing Ctrl-Alt-Delete on your McDonald's computer from the screen where you usually type in your password.

Steps

1. Select the **Manage Your Account** tile from the Global AM home page. The **Manage Your Account** page appears.
2. Select the **Change Your Password** tile. The **Change Your Password** page appears.
3. Read the message and click **Continue**. **NOTE: It is highly recommended that you change your password by pressing Ctrl-Alt-Delete on your McDonald's computer from the screen where you usually type in your password.**
4. Read the **McDonald's Password Policy** before changing your password.



6. Select the field next to **Current Password** and type in your current password.
7. Select the field next to **New Password** and type in your new password.
8. Re-type your new password into the **Re-enter New Password** field and click **Save**.

Manage Security Questions & Answers

You are required to answer a minimum of **four** security questions to reset your password. Your chosen answers should be easy for you to remember, but difficult for others to guess. This keeps your McDonald's Account safe and protected. Answers to your security questions will not be displayed, but you can always change your answers using the edit option.

Steps

1. Select the **Manage Your Account** tile from the **Global AM** home page. The **Manage Your Account** main page appears.
2. Select the **Manage Security Questions & Answers** tile. The **Manage Security Questions & Answers** page appears.
3. In the **Security Questions for Web-based Password Reset** section, select the down arrow in the **Question** column and click the question you want to use. **NOTE:** The first four question automatically defaults to random selection basis.
4. Type the answer for all selected security question in the **Answer** column.

[Dashboard](#) > [Manage Your Account](#) > [Manage Security Questions And Answers](#)

Manage My Security Questions & Answers (Gr [redacted] 3)

Welcome to Global Account Manager. Global Account Manager is the place where you can go to update your profile information and set up security questions. Security questions are important for two reasons:

- They allow you to reset your password if you forget it.
- For some applications that require extra security, you will be asked to answer your security questions. This helps us know that you are really you

The answers to your security questions should be easy to remember but hard for others to guess.

Security questions for password reset and secure login Show What I type

Question	Answer	Confirm Answer	Status
What is your Sister name?	▼ _____ _____	
What is your pet's name?	▼ _____ _____	
What is the name of the city/town in which you were born?	▼ _____ _____	
What is your favorite hobby?	▼ _____ _____	

5. Click **Save**. The web page refreshes..

Security questions for password reset and secure login

Security Questions Saved Successfully

Question	Answer	Confirm Answer	Status
What is your Sister name?	▼ _____ _____	Validate
What is your pet's name?	▼ _____ _____	Validate
What is the name of the city/town in which you were born?	▼ _____ _____	Validate
What is your favorite hobby?	▼ _____ _____	Validate

If you wanted to validate Answers then type your answer in Confirm Answer textbox and click on validate once answer is correct status turn from red to green as below

Edit Your Profile

The **Edit Your Profile** module holds all of a user's personal information and that user's Global Contact Directory information. A user may change his own information at any time. A couple of reasons why that information may need to be changed is a move to a new home address or a change of phone number in his office.

Personal Information

Steps

1. Select the **Manage Your Account** tile from the **Global AM** home page. The **Manage Your Account** main page appears.
2. Select the **Edit Your Profile** tile. The **Edit Your Profile** page appears.
3. In the **Personal Information** section, some of the data is pre-populated as read-only values. The remaining information such as birth date, profile picture, address and phone number information may be updated. **NOTE:** A McDonald's issued email address may never be changed.

Dashboard > My Account > My Profile

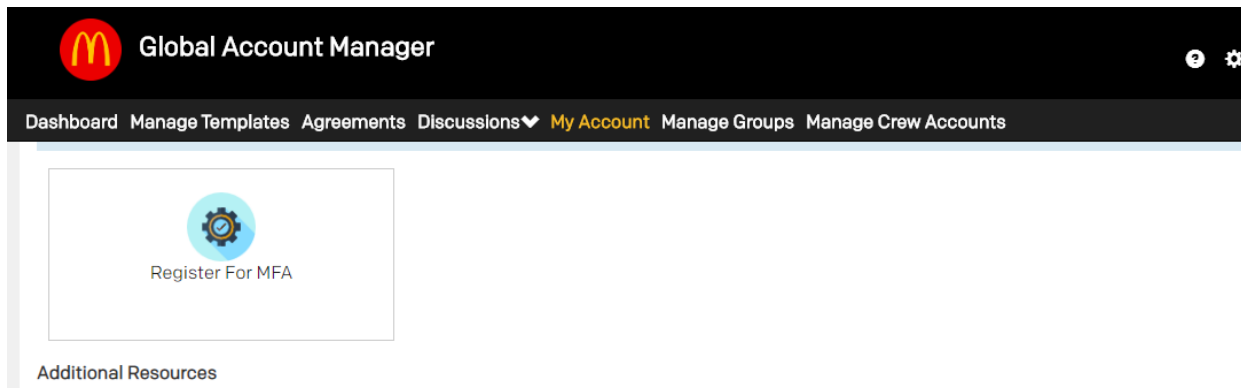
My Profile ([redacted])

First Name	[redacted]	Language	English	
Last Name	[redacted]	Country	[redacted]	
Middle Initial	[redacted]	City/Region	[redacted]	
Primary Email	[redacted]	Department #	[redacted]	
Password Recovery Email	[redacted] ⓘ	Business Phone	[redacted] [redacted]	Ext [redacted] ⓘ
Profile Picture	<input type="button" value="Choose File"/> No file chosen <input type="button" value="Remove Photo"/>	Business Cell/Text Messages	[redacted] [redacted]	Ext [redacted] ⓘ
	<div style="border: 1px solid #ccc; padding: 5px; font-size: 0.8em;"> Picture will be resized to max 192px X 192px; a square image is recommended. JPG, PNG, BMP TIF and GIF formats accepted. 2MB max file size. </div>	Home Phone	[redacted]	Ext [redacted] ⓘ
		Personal Cell Phone	[redacted]	Ext [redacted] ⓘ
		Business Fax	[redacted]	Ext [redacted] ⓘ
		Other	[redacted]	Ext [redacted] ⓘ

Manage Multi factor authentication

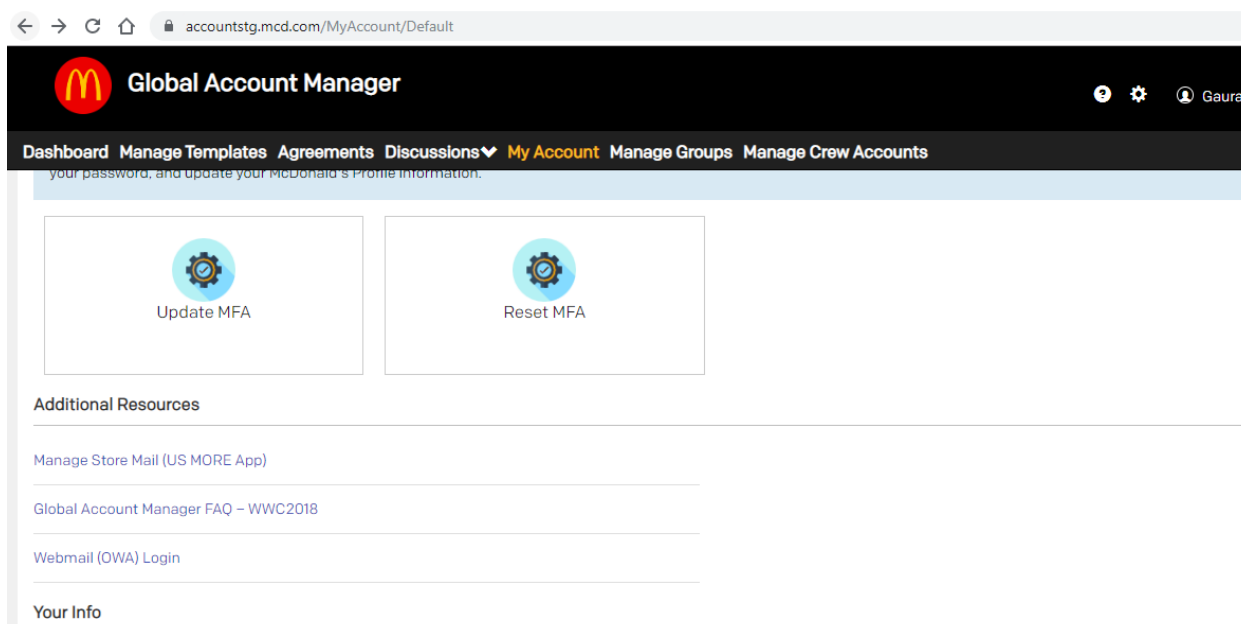
The **Manage your MFA** module holds all self-serve capabilities for multi-factor authentication.

1. If user has not registered for MFA, he would be presented with "Register for MFA" tile as shown below. This will allow end user to complete MFA registration process.



- On click of 'Register your MFA' tile, user would be redirected to Global AS if user select options other than Paper based MFA. After successful registration user would be redirected back to Global AM screen.
- If user wants to register for Paper based MFA then user would be redirected to Global AM page as paper based MFA registration happens at Global AM.
- If error happens Global AS will display an error code with a generic error message.

2. If user is already registered for MFA present user with a screen for Update MFA and Reset MFA



3. If user clicks on "Update MFA" screen, user would be presented with a second authentication screen in Global AS.
4. After successful secondary authentication, user would be presented a screen to edit MFA .User can select paper based, TOTP MFA, Azure MFA. Once click on any MFA other than paper based user would be redirected to a confirmation page on Global AM.

Reset MFA

Dashboard > Manage Your People > Multi-Factor Authentication(MFA) Reset

Multi-Factor Authentication(MFA) Reset

Step 1 - Review User Information

EID	[REDACTED]
ADID	[REDACTED]
Name	[REDACTED]
Date of Birth	[REDACTED]
Locale	United States: CHICAGO FIELD OFFICE
Role	Restaurant Manager
Sponsor EID	[REDACTED]
Language	en
Primary Location	122130
Country	US

Step 2 - Multi-Factor Authentication(MFA) Reset

Are you sure you want to reset Multi-Factor Authentication(MFA) for selected account?

If user has not registered for MFA then below message will be displayed to user.

Multi-Factor Authentication(MFA) Reset

Multi-Factor Authentication(MFA) reset for the user account has either already been processed or user didn't perform MFA registration yet.

If the MFA reset is successful message will be displayed accordingly

Multi-Factor Authentication(MFA) Reset

! • Multi-Factor Authentication(MFA) reset for the user account has been successfully processed.

Paper based MFA

1. Click on 'Generate Code' button on the below screen.

Paper-based Multi-Factor Authentication (MFA) Registration

Step 1 - Review User Information

EID	[REDACTED]
ADID	[REDACTED]
Name	[REDACTED]
Date of Birth	[REDACTED]
Locale	[REDACTED] CHICAGO FIELD 027127
Role	Restaurant Manager
Sponsor EID	[REDACTED]
Language	en
Primary Location	122300
Country	US

Step 2 - Paper-based Multi-Factor Authentication (MFA) Registration

Are you sure you want to register user for Paper-based Multi-Factor Authentication (MFA) Registration ?

1. Click on Print button to print the list of Numbers and Codes.

Paper-based Multi-Factor Authentication (MFA) Registration

User has been successfully registered for Paper-based MFA. Please print below paper-based code list card and maintain the same for Multi-Factor Authentication.

Number	Code	Number	Code	
1	83208028	51	60831342	<p>The codes are valid until 03/01/2021</p> <p>Hi Alb*** Nee";</p> <p>When logging into protected applications (such as Global Data Collection Tool), you will need to enter in one of the codes listed to the left.</p> <p>1. On the browser, enter the code that matches the number on the left.</p> <p>2. If the code is illegible, select the Skip button on the browser and enter in the next code. Do not cross out the codes as they will repeat in a random order.</p> <p>3. Contact your manager for support if you have any issues.</p>
2	54299394	52	12669674	
3	74713710	53	77658657	
4	68533914	54	05991022	
5	14296984	55	25193409	
6	84160781	56	45543988	
7	81366874	57	97374427	
8	97618514	58	59565106	
9	58114670	59	43589065	
10	60283952	60	92198967	
11	01218899	61	31265548	
12	63755090	62	74602273	
13	15569727	63	36771026	
14	17820159	64	51142559	
15	79510186	65	65874392	
16	89904699	66	79735593	
17	69012362	67	48589765	
18	43162981	68	12653264	
19	87964201	69	44609420	

