

Global Account Manager – Self Service Password management

User Guide

Last Updated: Apr 26, 2021

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Acronym Definitions

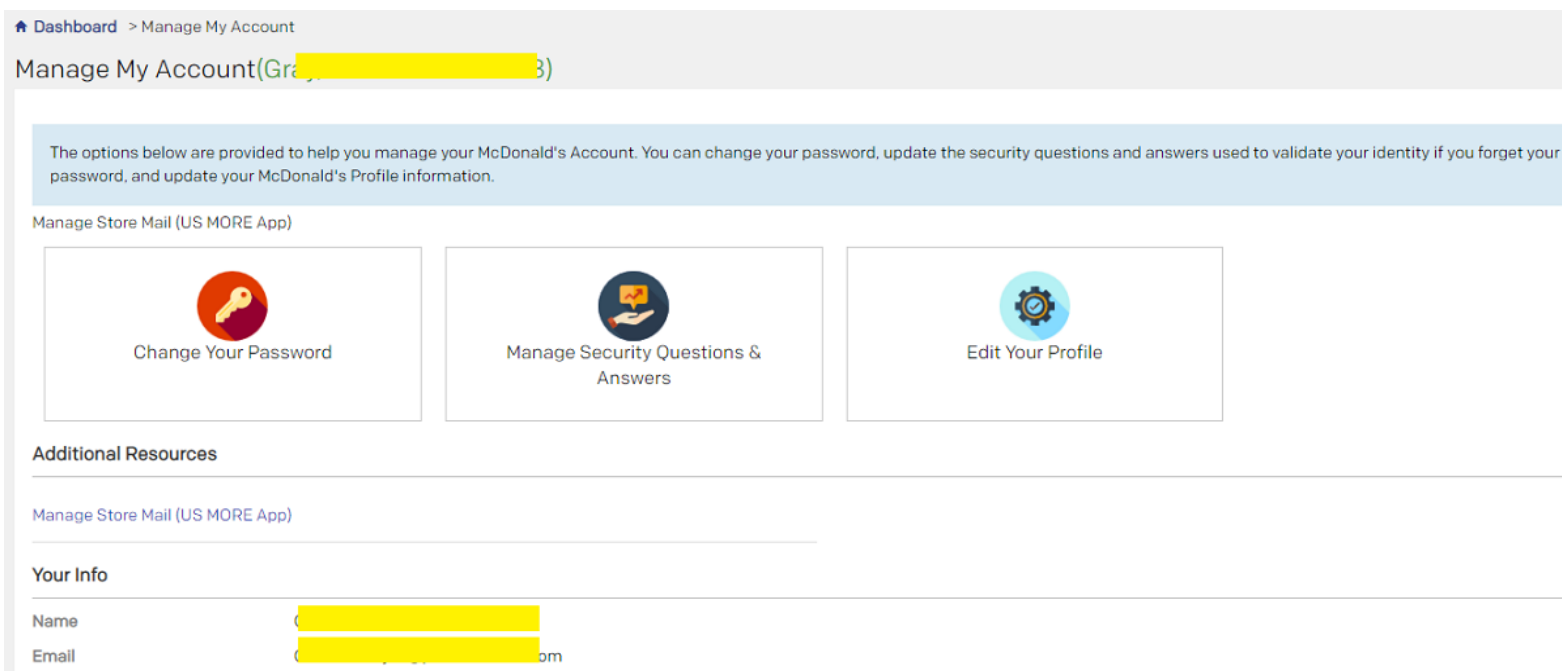
McD	McDonald's Corp
Global AM	Global Account Manager
UPN	User Principal Name

Overview

Global AM allows to self-reset password on linked EID and ADID account at the same time. The self-service interface for password reset provides a seamless experience to reset the password for an account using security questions or an email address. The Global AM allows users to reset the password for an account more than once in a given day.

Global AM provides the following options to reset the McDonald's account password:

- Using a recovery email address
- Using security questions
- Verifying McDonald's account information



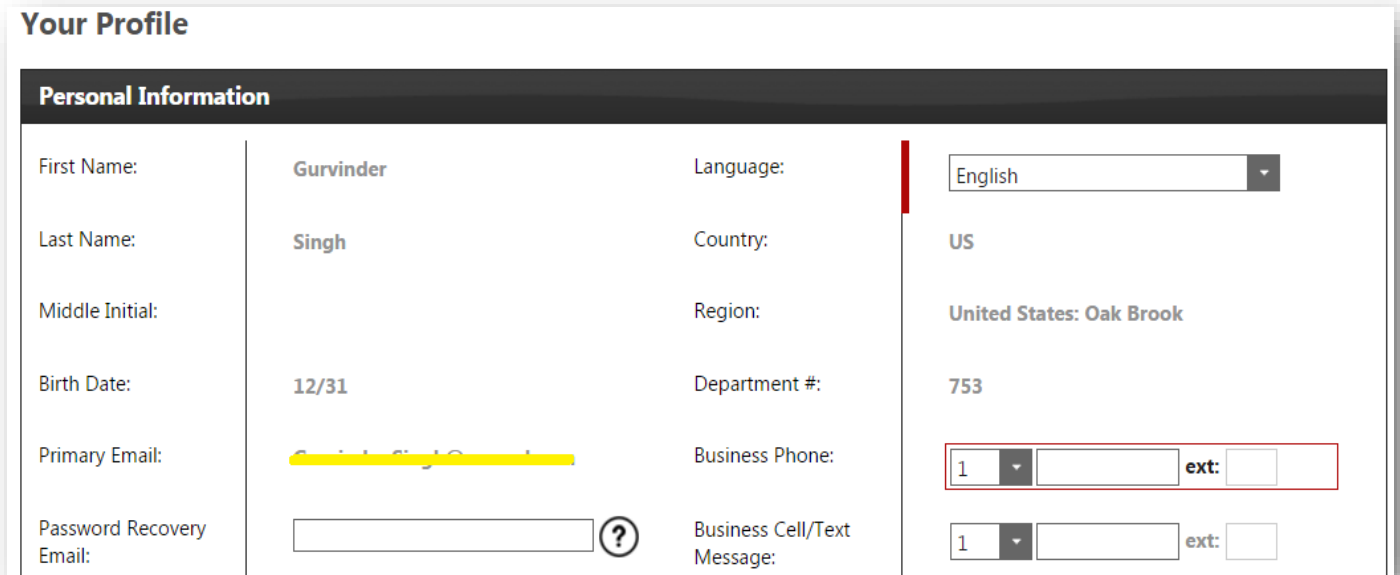
The screenshot shows the 'Manage My Account' page. At the top, there is a breadcrumb trail: 'Dashboard > Manage My Account'. Below this, the page title is 'Manage My Account (Gr [redacted] 3)'. A light blue banner contains the text: 'The options below are provided to help you manage your McDonald's Account. You can change your password, update the security questions and answers used to validate your identity if you forget your password, and update your McDonald's Profile information.' Below the banner, there is a section titled 'Manage Store Mail (US MORE App)' which contains three cards: 'Change Your Password' (with a key icon), 'Manage Security Questions & Answers' (with a hand holding a question mark icon), and 'Edit Your Profile' (with a gear icon). Below this is an 'Additional Resources' section with a link to 'Manage Store Mail (US MORE App)'. At the bottom, there is a 'Your Info' section with fields for 'Name' and 'Email', both of which are redacted with yellow boxes.

How to Setup a Recovery Email

The recovery email address should always be a non-McDonald's email address. The first step is to have a recovery email address set up with your McDonald's account.

To set up a recovery email, log in to <https://account.mcd.com> and go to the Manage My Account module.

Figure (a) shows the box to register a recovery email address with a McDonald's account.



Your Profile

Personal Information


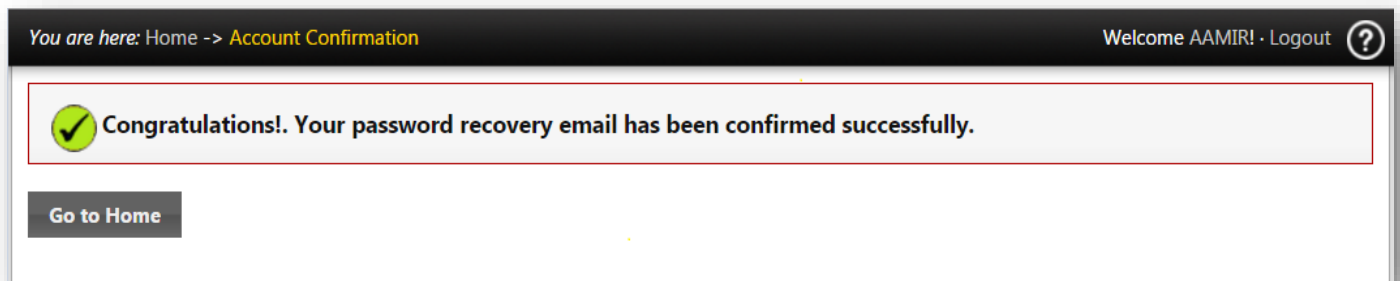


First Name:	Gurvinder	Language:	English
Last Name:	Singh	Country:	US
Middle Initial:		Region:	United States: Oak Brook
Birth Date:	12/31	Department #:	753
Primary Email:	<input type="text"/>	Business Phone:	<input type="text"/> 1 <input type="text"/> ext: <input type="text"/>
Password Recovery Email:	<input type="text"/> 	Business Cell/Text Message:	<input type="text"/> 1 <input type="text"/> ext: <input type="text"/>

Figure (a)

After the recovery email address is registered, Global AM sends instructions to confirm the ownership of that email account. The user will have to log in to the email account and follow the instructions received. The following screen appears when your recovery email address is confirmed:



You are here: Home -> [Account Confirmation](#) Welcome AAMIR! · [Logout](#) 

 **Congratulations!. Your password recovery email has been confirmed successfully.**

[Go to Home](#)

Figure (b)

Reset password using Recovery Email

Resetting a password using a password recovery email is the most recommended and easy option. Global AM displays the following screen for the password reset process if the account doesn't have a security question.

Steps

Go to <http://account.mcd.com> . A login screen appears, as shown below. Click on the Forgot password link as highlighted.

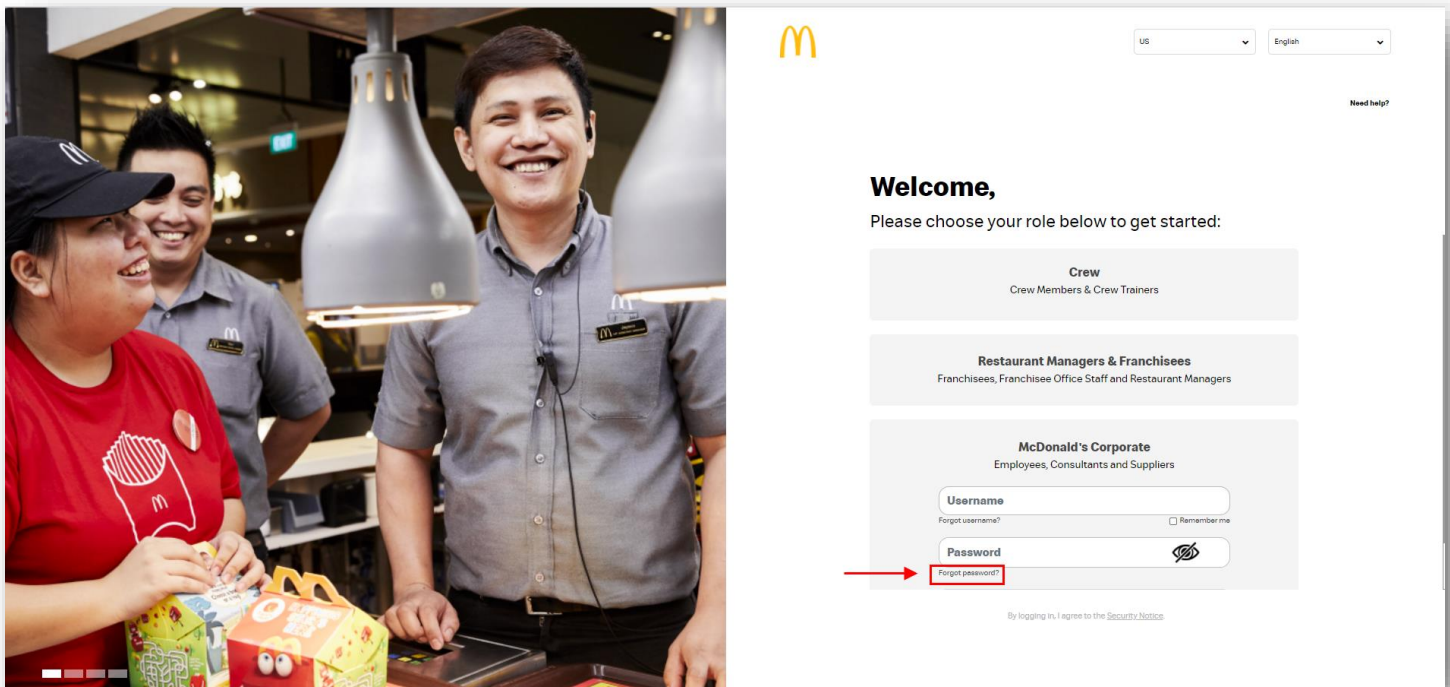
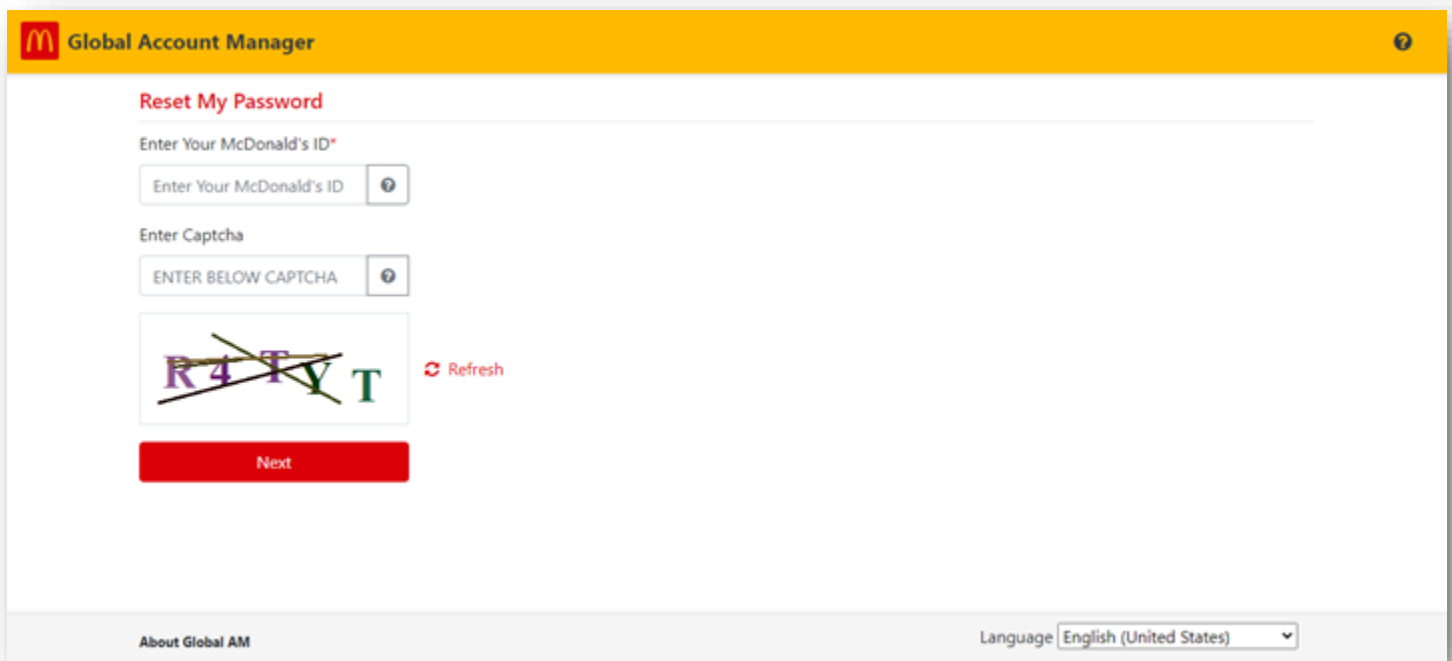


Fig 1.1

The system redirects to the reset password screen, as shown in the screen below.



Reset My Password

Enter Your McDonald's ID*

Enter Your McDonald's ID

Enter Captcha

ENTER BELOW CAPTCHA

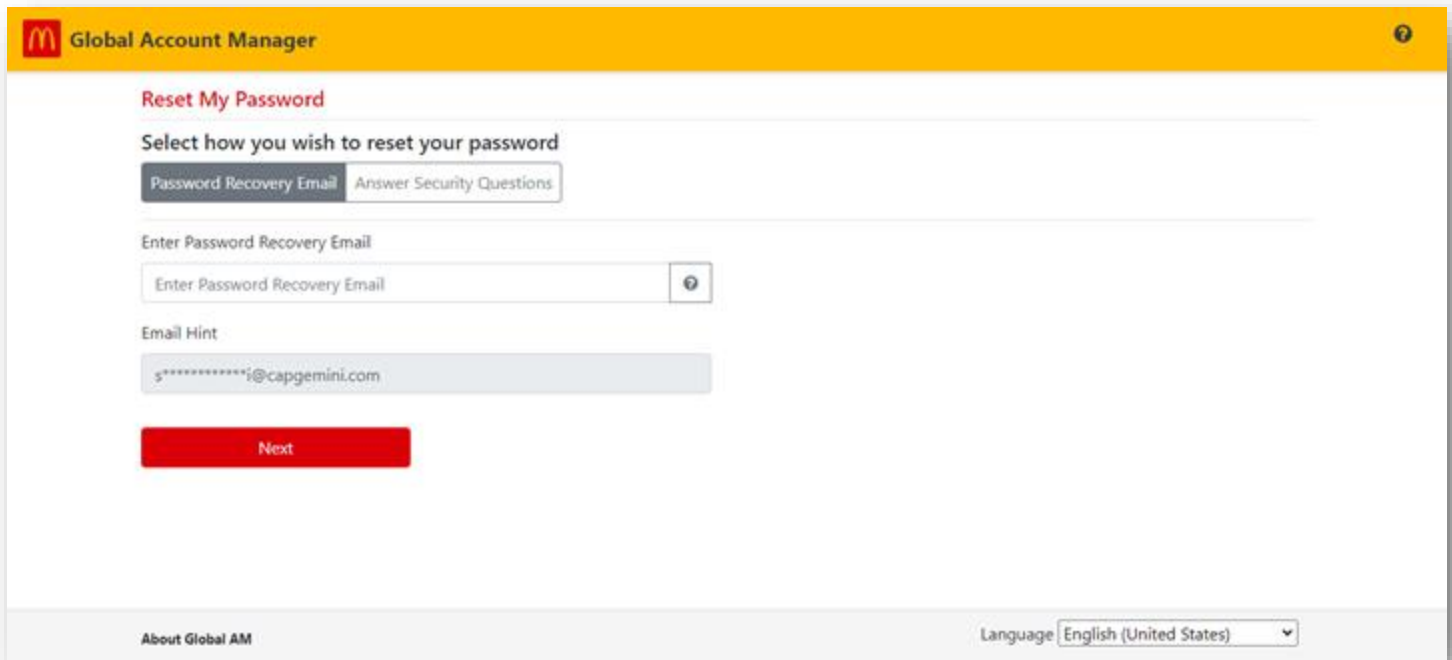
R4TYT Refresh

Next

About Global AM Language English (United States)

Fig 1.2

- STEP 1:** Provide an account ID, this can be EID, MCID, or UPN.
- STEP 2:** Provide the security Captcha code as displayed on the screen.
- STEP 3:** Click on the Next button, the following screen appears.
- STEP 4:** Select Reset Password Using Recovery email and click next.




Global Account Manager

Reset My Password

Select how you wish to reset your password

Password Recovery Email Answer Security Questions

Enter Password Recovery Email

Enter Password Recovery Email 

Email Hint

s*****i@capgemini.com

Next

About Global AM Language

Fig 1.3

STEP 3: Type the recovery email address registered with the account in the text box and click Submit. Global AM sends the instructions to the recovery email address, as shown in Fig (g).

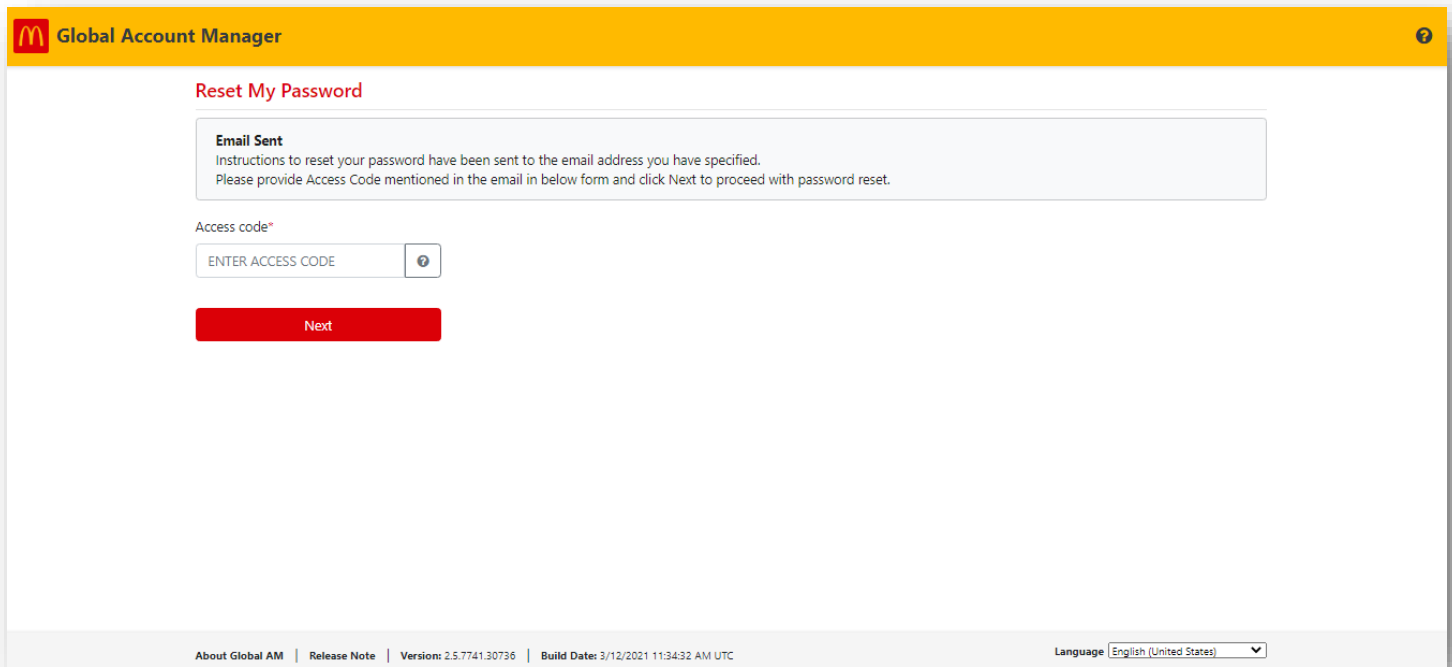


Fig 1.4

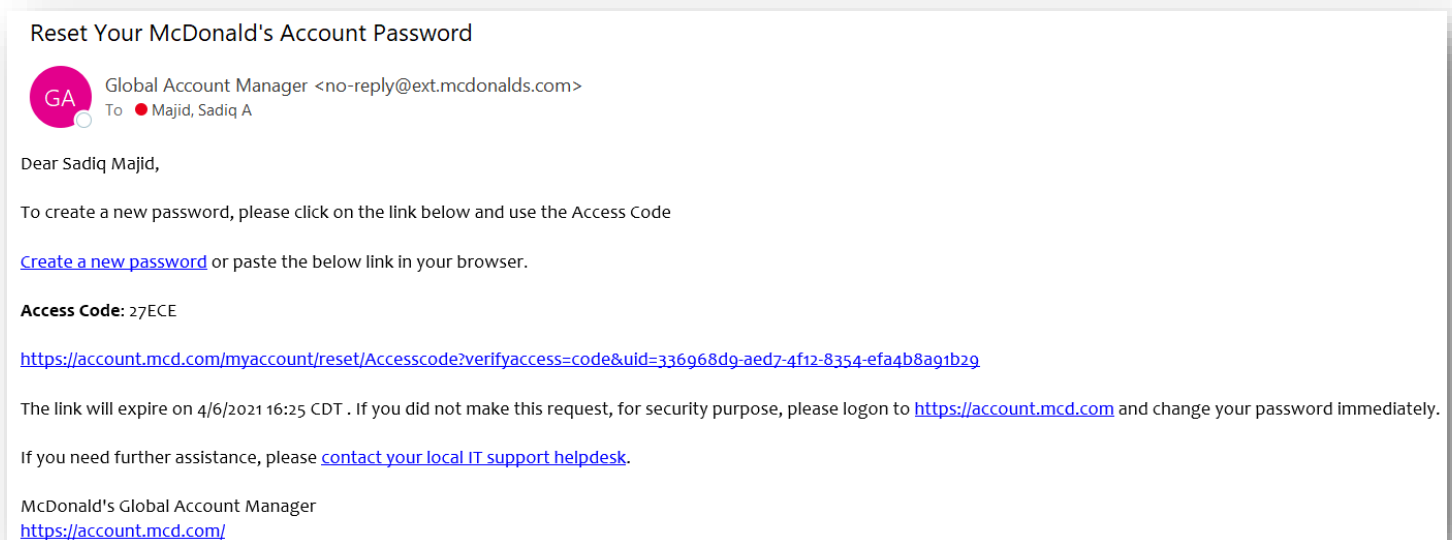


Fig 1.5

After clicking on the link specified in the instructions above, the following screen appears. Please enter the access code received in the instructions and click **Next**.

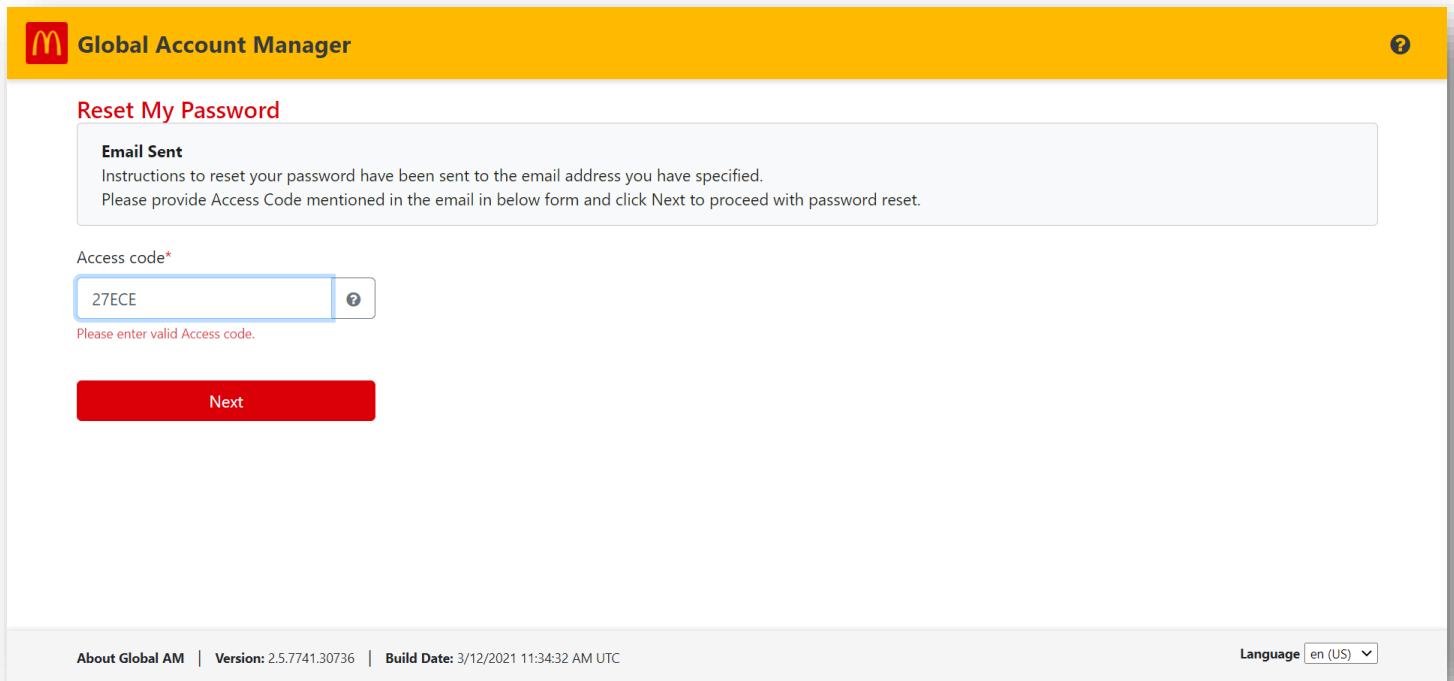


Fig 1.6

One will be navigated to the following screen to reset the password. Specify a new password and click **Save**. While one constructs a password, it is recommended to refer to the McDonald's password policy given on the screen.

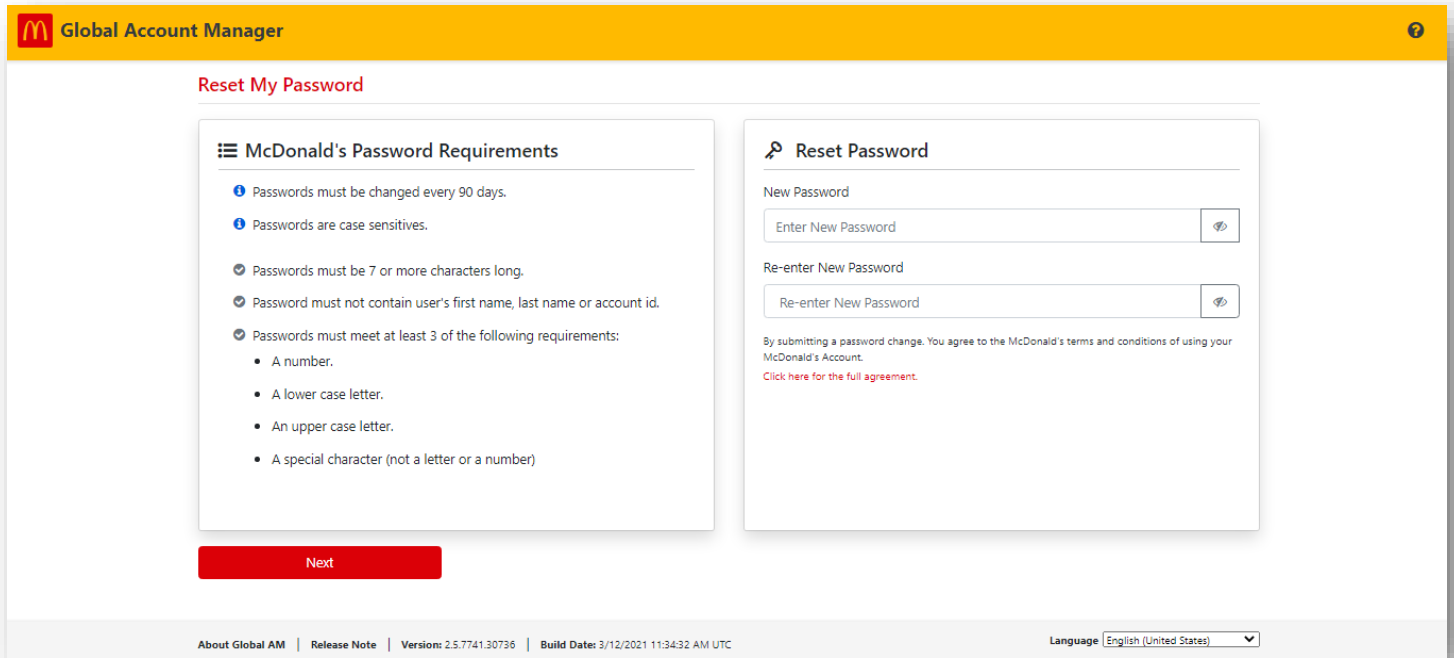


Fig 1.7

The following screen appears when the password is successfully reset.

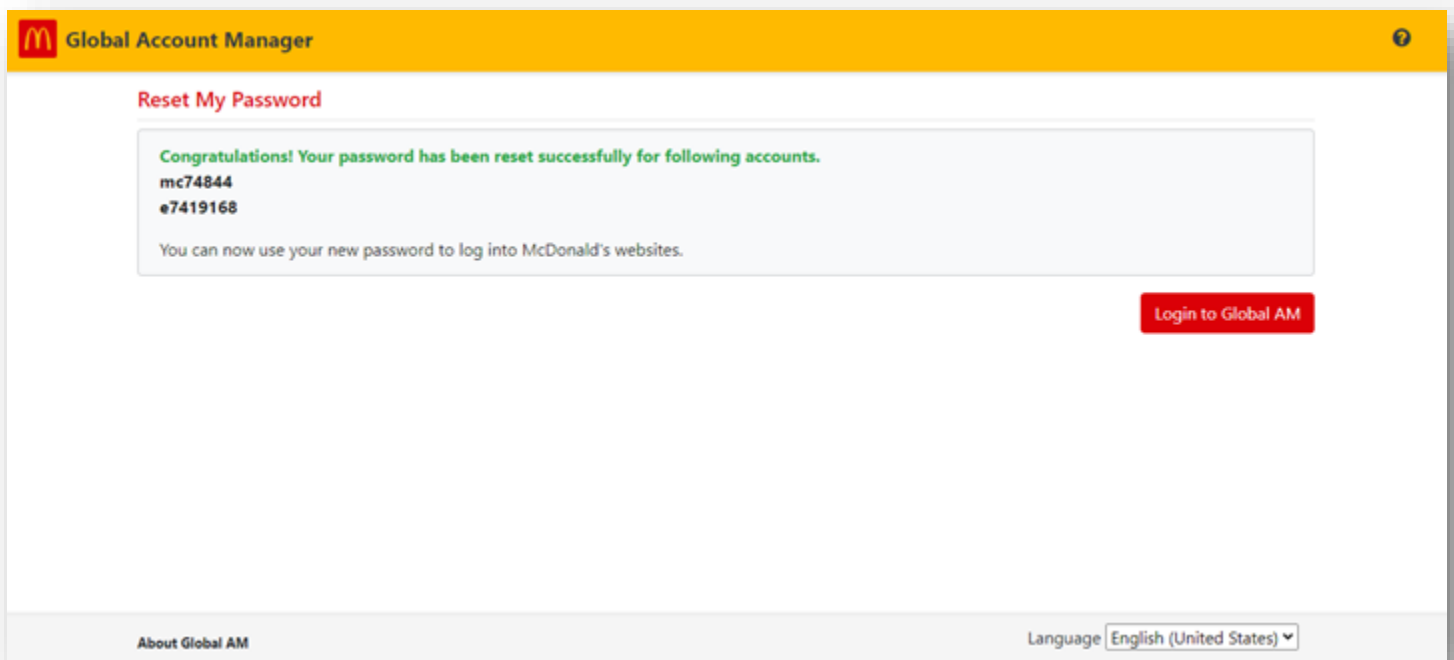


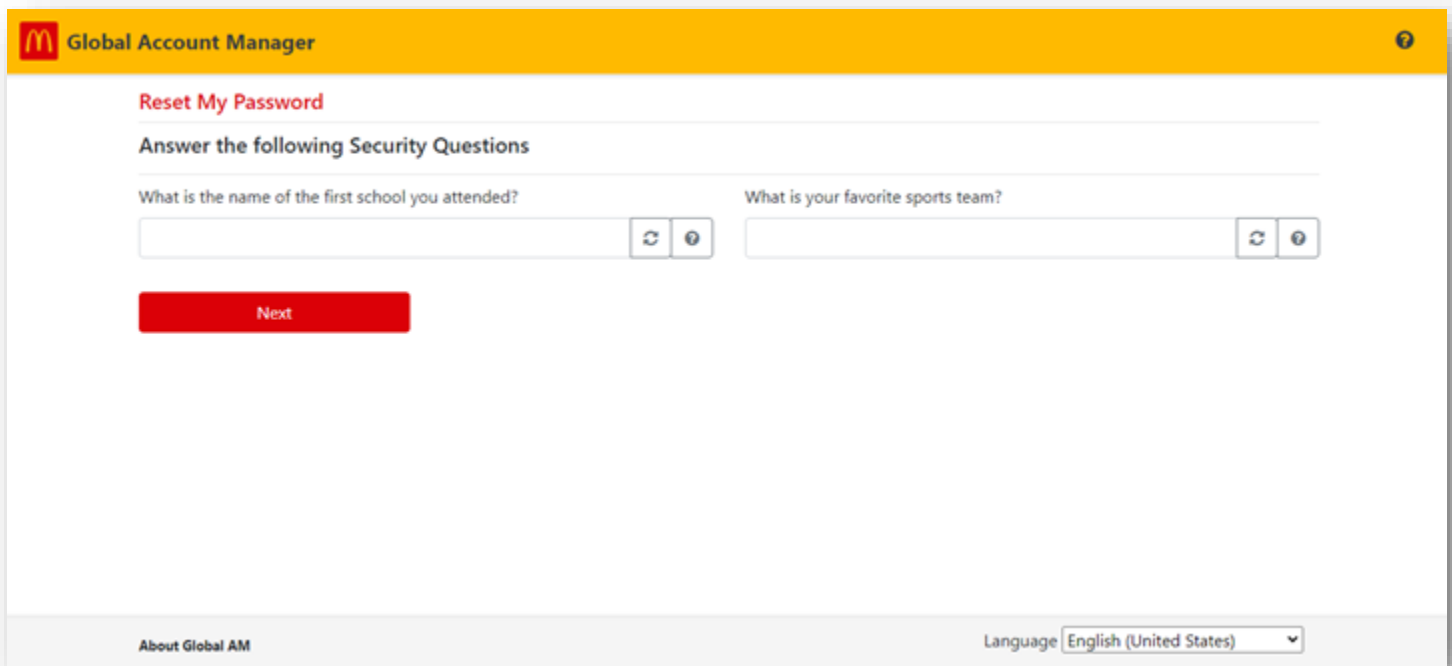
Fig 1.8

Reset password using Security Questions

STEP 1: Enter your account ID and the security code displayed on the screen and click Next. The following screen will appear. (Fig 1.2)

STEP 2: Please select "Reset Password using Security Question" and click Next. (Fig 1.3)



Once redirected to the following screen. Please answer the security questions asked, choose a new password for the account, and click on the Save button to reset the password





Global Account Manager

Reset My Password

Answer the following Security Questions

What is the name of the first school you attended?  

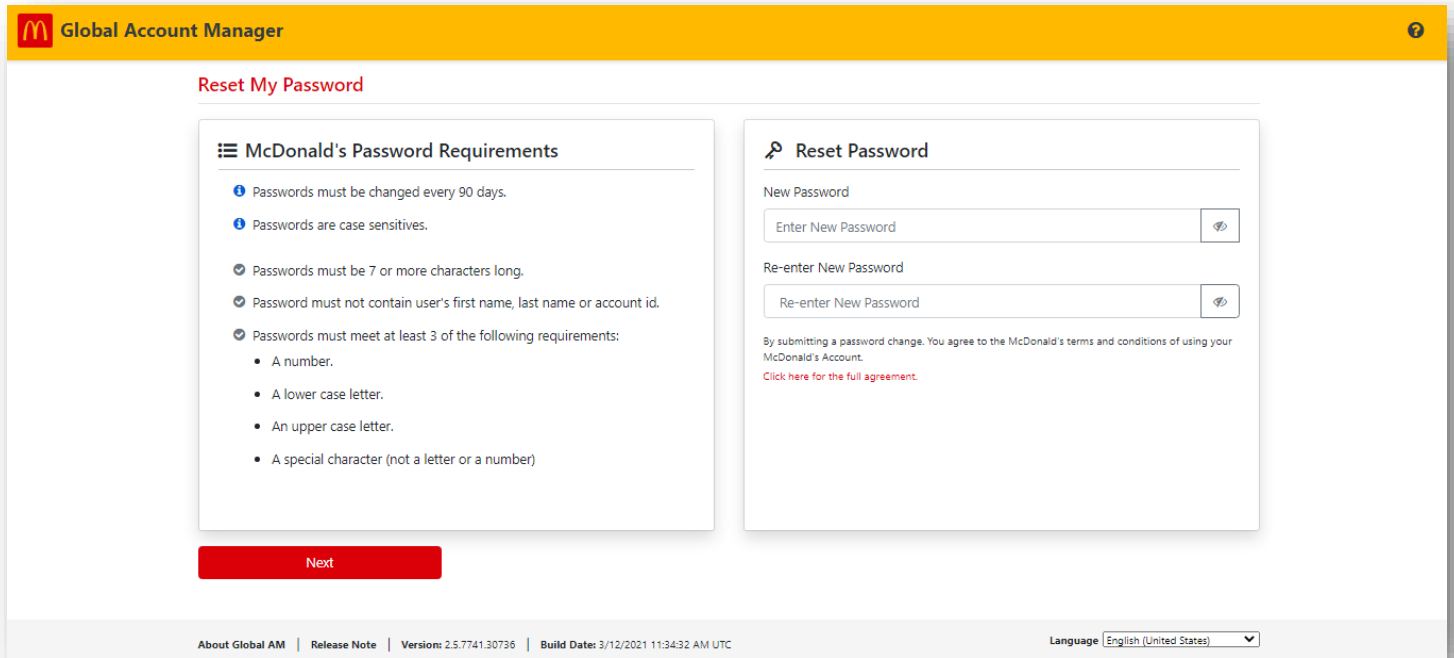
What is your favorite sports team?  

Next

About Global AM Language

Fig 2.1

The following screen appears after you successfully answer the Security question.



Global Account Manager

Reset My Password

McDonald's Password Requirements

- Passwords must be changed every 90 days.
- Passwords are case sensitive.
- Passwords must be 7 or more characters long.
- Password must not contain user's first name, last name or account id.
- Passwords must meet at least 3 of the following requirements:
 - A number.
 - A lower case letter.
 - An upper case letter.
 - A special character (not a letter or a number)

Reset Password

New Password

Re-enter New Password

By submitting a password change, you agree to the McDonald's terms and conditions of using your McDonald's Account.
[Click here for the full agreement.](#)

Next

About Global AM | Release Note | Version: 2.5.7741.30736 | Build Date: 3/12/2021 11:34:32 AM UTC | Language: English (United States)

Fig 2.2

Click Next to change your old password.

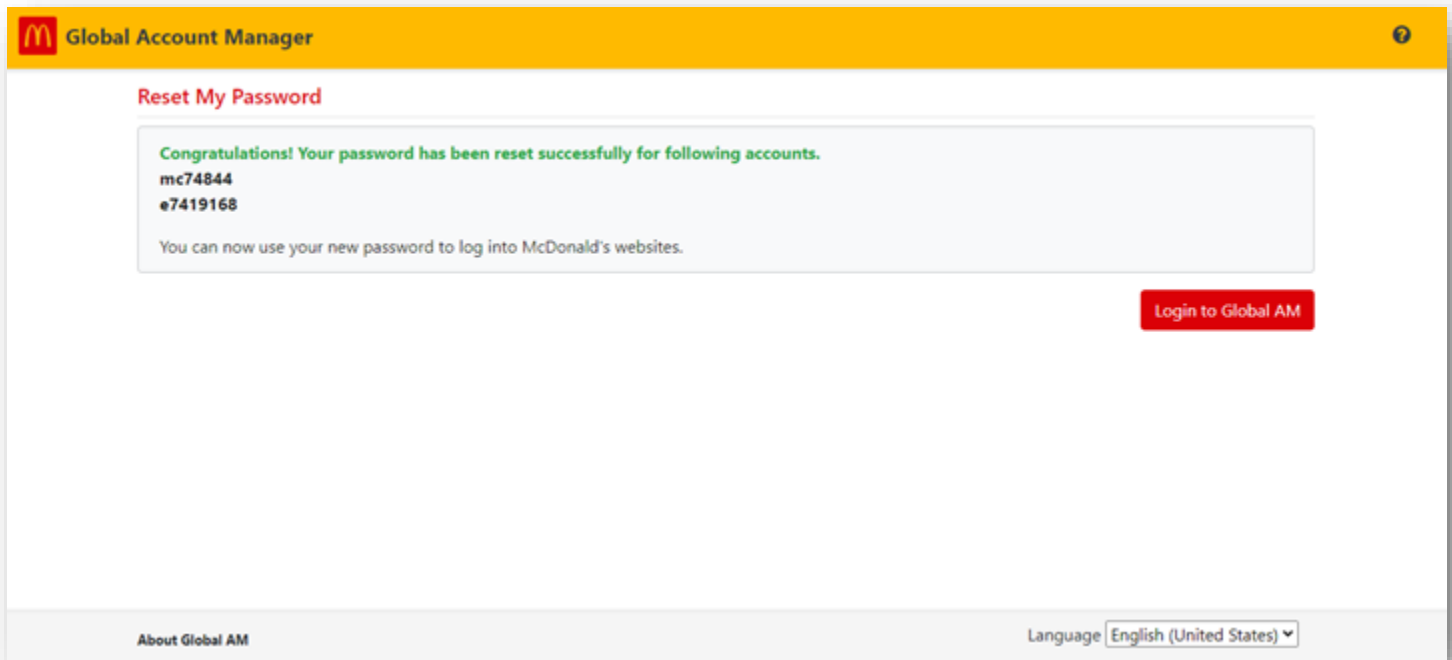


Fig 2.3

Change Your Password Inside Manage Your Account

The Global AM user can change their password once they are inside the application. It is better and less complicated to change your McDonald's password by pressing Ctrl-Alt-Delete, provided you have a McDonald's issued computer on McD network or via Global Remote Access (Cisco AnyConnect). Using Global AM, you can also change or reset the password securely outside McDonald's network using Global AM.

Steps

1. Select the **Manage Your Account** tile from the Global AM home page. The **Manage Your Account** page appears.
2. Read the **McDonald's Password Policy** before changing your password.

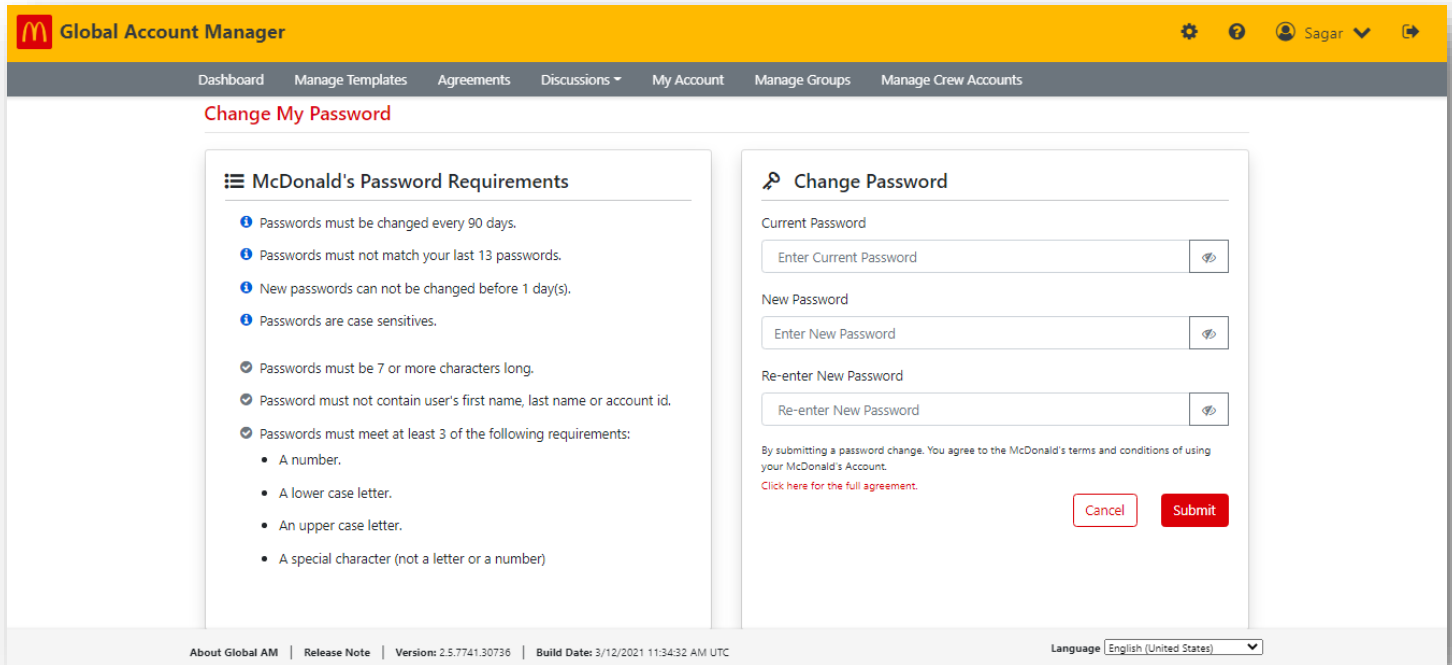


Fig 4.2

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 **Submit**.