G2G Cloud Solutions – How to Change my Password

Original Date & Author: December 5, 2018 (AT)
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Application: myG2G
Required Software: Web Browser

Contents

Purpose

This document explains how to reset your myG2G password while you are logged into the application.

Tips

- You must follow the minimum password standards.
- You cannot reuse your last 4 previously used passwords.
- Passwords will expire every 90 days.
- Change your password as often as necessary.
- It is recommended that you DO NOT share your username and passwords.
- This password reset also affects Property Gateway and Survey Oakland accounts.
- If you cannot remember your password from the login window click the Forgotten Password link.
- Click the eyeball icon to view your entered password.
- System notification messages will briefly appear in the upper right-hand corner of the page.
- Application may behave differently based on browser (i.e., Chrome, Internet Explorer, Firefox)
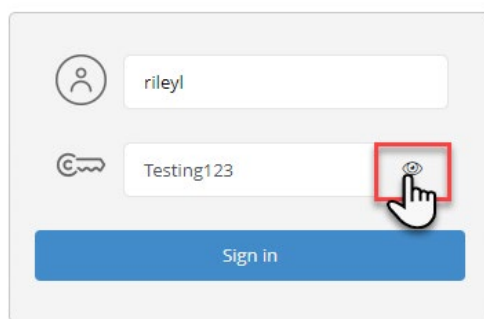
Step-by-Step

From a web browser enter the following URL: https://my.g2gcloud.com/G2G

1. The following page should be displayed. 2. Enter username and password. 3. Click on the eye icon to view your password and confirm that you have entered it correctly. 4. Then, click "Sign In"	
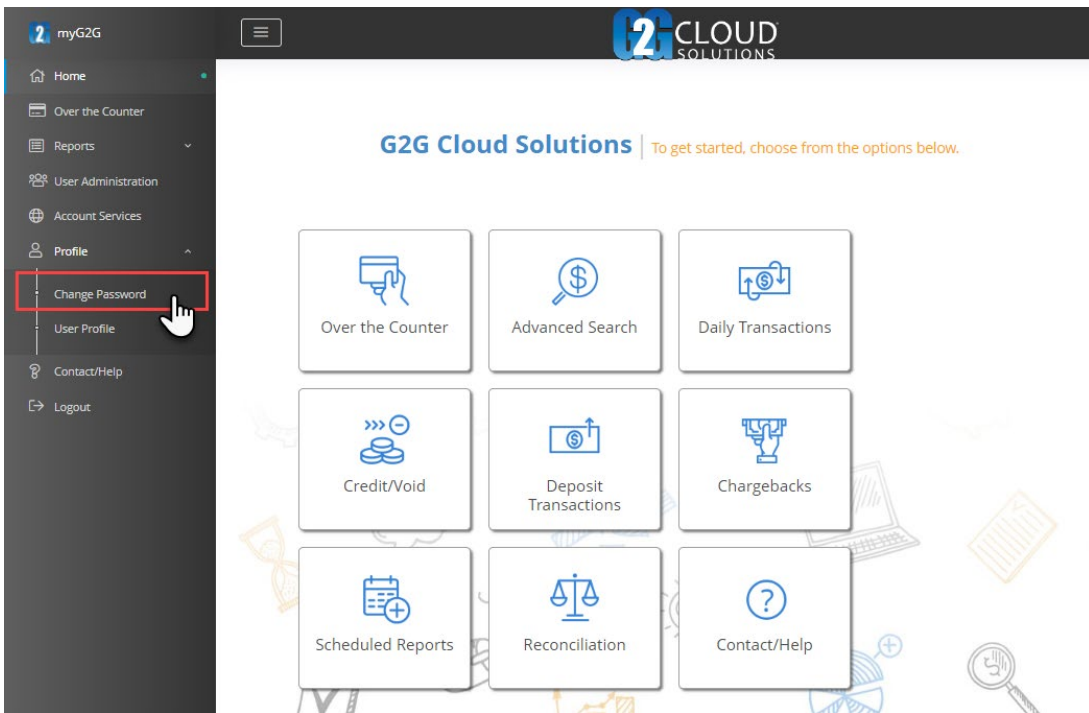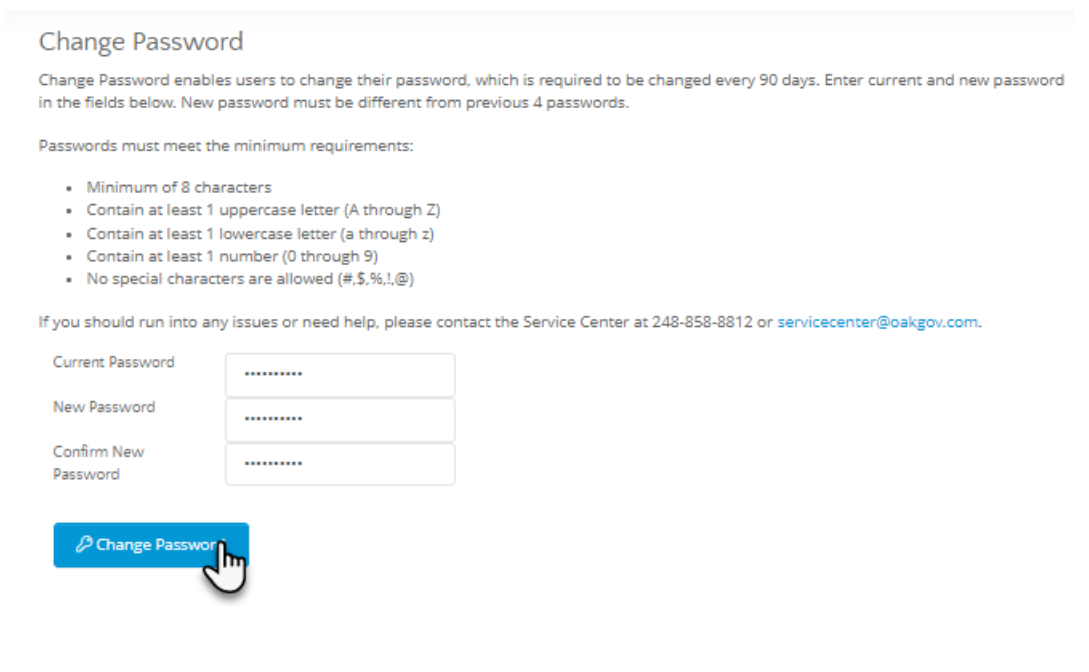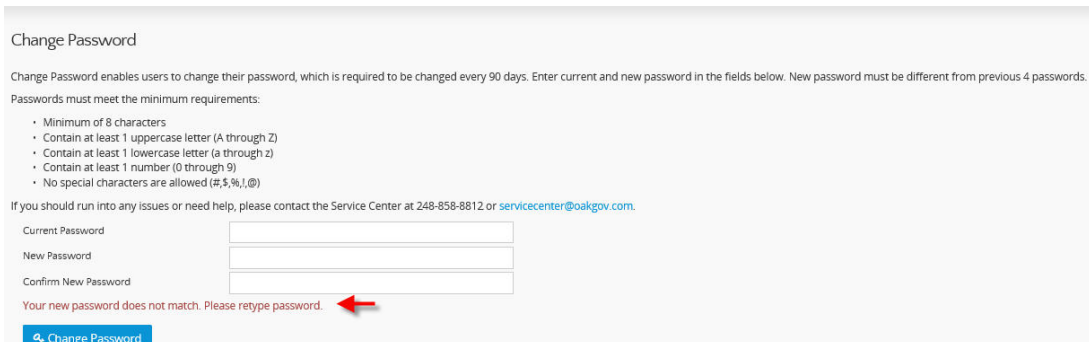
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5.	The G2G Cloud Solutions Home screen should be displayed.	
6.	Navigate to Change Password by clicking Profile on the left sidebar menu.	

7.	The Change Password page will be displayed.	
8.	Update your password	
•	Enter Current Password	
•	Enter New Password	
•	Confirm New Password	
•	Click Change Password	
9.	*Note: Your password must meet the minimum requirements.*	

10.	If there is an issue with your password re-enter Current Password, New Password and Confirm New Password.	

11. Upon saving the new password, you will be redirected to the home screen and a success message will briefly appear in the top right corner.

   Note: The next time you login to the system you will be required to use your new password.
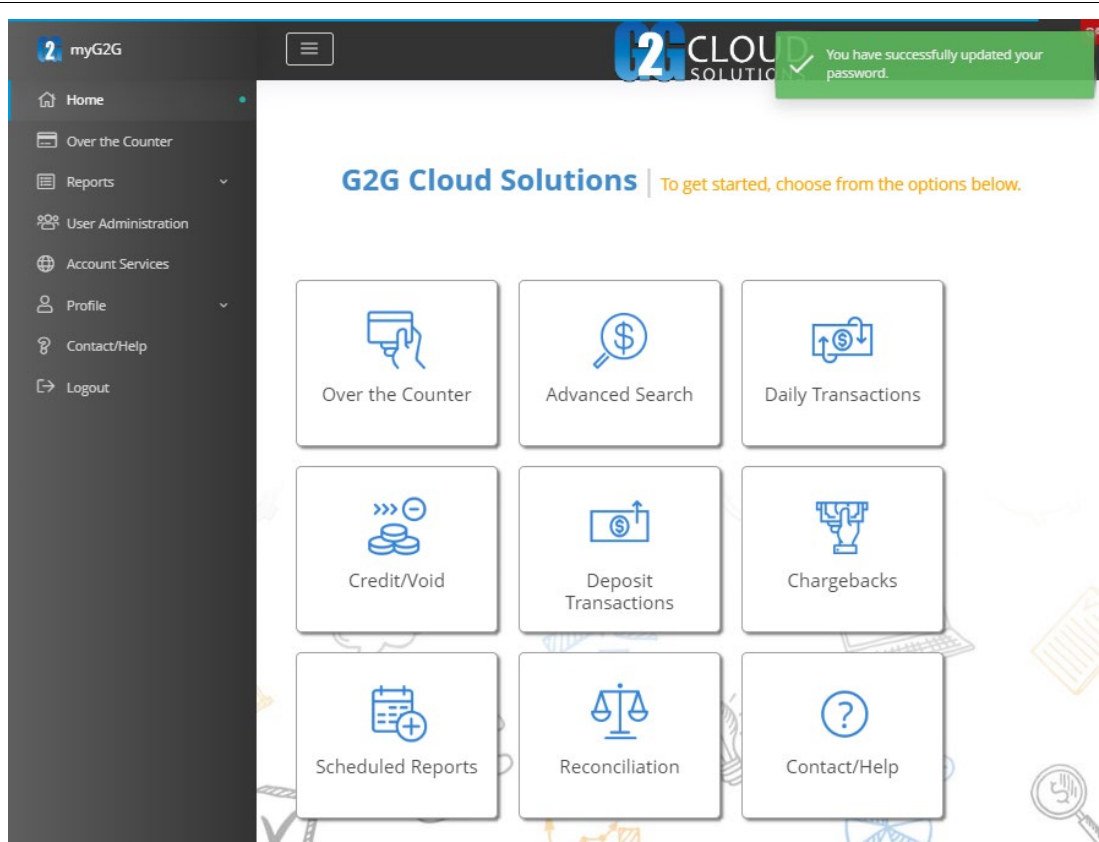
Support Resources

Questions should be directed to the **Oakland County IT Service Center** servicecenter@oakgov.com **or 248-858-8812**. When requesting assistance on this topic, place an incident with the service center (Incident Area – "Application.G2G Cloud Solutions.Agency Support"). Please provide as much detail as possible to help assist us in researching the issue prior to contacting you.