G2G Cloud Solutions – How to Change my Password

Original Date & Author: December 5, 2018 (AT) Last Revision Date & Author: August 5, 2024 (LR)

Application: myG2G

Required Software: Web Browser

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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)

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Step-by-Step

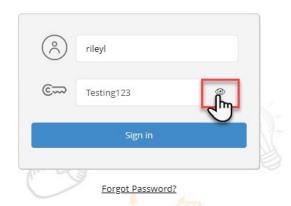
From a web browser enter the following URL: https://my.g2gcloud.com/G2G

- The following page should be displayed.
- 2. Enter username and password.
- Click on the eye icon to view your password and confirm that you have entered it correctly.
- 4. Then, click "Sign In"

Welcome to

G2G Cloud Solutions

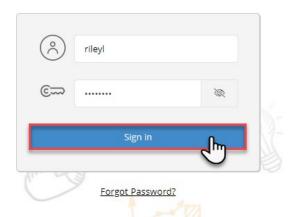
The One-Stop Website for Managing Your G2G Cloud Solutions Account.



Welcome to

G2G Cloud Solutions

The One-Stop Website for Managing Your G2G Cloud Solutions Account.



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5. The G2G Cloud 2 myG2G CLOUD Solutions Home ⊕ Home screen should be Over the Counter displayed. $\textbf{G2G Cloud Solutions} \; \big| \; \textbf{To get started, choose from the options below.}$ 6. Navigate to Change ප User Administration Password by Account Services clicking Profile on the left sidebar 8 Profile 1®J (\$) menu. Over the Counter Advanced Search Daily Transactions »» (-) ST 8 Credit/Void Deposit Chargebacks Transactions ? Scheduled Reports Reconciliation Contact/Help 7. The Change Change Password Password page will Change Password enables users to change their password, which is required to be changed every 90 days. Enter current and new password be displayed. in the fields below. New password must be different from previous 4 passwords. Update your Passwords must meet the minimum requirements: password · Minimum of 8 characters **Enter Current** · Contain at least 1 uppercase letter (A through Z) · Contain at least 1 lowercase letter (a through z) Password Contain at least 1 number (0 through 9) No special characters are allowed (#,\$,%,!,@) **Enter New** Password If you should run into any issues or need help, please contact the Service Center at 248-858-8812 or servicecenter@oakgov.com. Current Password Confirm New Password New Password Click Change Confirm New Password Password 🔑 Change Passı 9. Note: Your password must meet the minimum requirements. 10. If there is an issue Change Password with your password re-enter Current Change Password enables users to change their password, which is required to be changed every 90 days. Enter current and new password in the fields below. New password must be different from previous 4 passwords. Passwords must meet the minimum requirement Password, New Minimum of 8 characters
Contain at least 1 uppercase letter (A through Z)
Contain at least 1 lowercase letter (a through 2)
Contain at least 1 number (of through 9)
No special characters are allowed (#美術儿童) Password and Confirm New Password. Current Password Confirm New Password

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Your new password does not match. Please retype password.

11. Upon saving the \equiv 2 myG2G new password, you will be redirected to Home the home screen Over the Counter and a success G2G Cloud Solutions | To get started, choose from the options below. message will briefly appear in the top **암** User Administration right corner. Ţ®↓ **Note:** The next time you login to the system you Over the Counter Advanced Search **Daily Transactions** will be required to use your new password. >>> (-) (S) 8 Credit/Void Deposit Chargebacks Transactions Scheduled Reports Reconciliation Contact/Help

Support Resources

Questions should be directed to the **Oakland County IT Service Center** <u>servicecenter@oakgov.com</u> 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.

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