

## How to reset your password and complete your first sign-in

Starting November 5, SecureStat HQ will use the shared Securitas sign-in service. Existing users will need to reset their password and complete the account security setup when signing in through the new service for the first time.

*Note that if you use single sign on (SSO), you do not need to follow these steps and can already log in as normal.*

### Before you begin

Make sure you have access to the inbox associated with your SecureStat HQ account. If you choose phone verification during setup, you'll also need a phone that can receive text messages or voice calls.

### Step 1: Open SecureStat HQ

Visit the SecureStat HQ login page.

Enter the email address associated with your account and select Next. You'll be directed to the new Securitas sign-in page, with your email address already filled in.

### Step 2: Request a password reset

On the Enter Your Password screen, select Reset password.

The Forgot Your Password? screen will appear. Check that your email address is correct, complete any verification shown on screen, and select Continue.

You'll then see the Check Your Email screen.

### Step 3: Open the password-reset email

Check your inbox for an email with the subject Reset your password. Open the email and select Confirm to continue to the Change Your Password screen.

If the email hasn't arrived, check your spam or junk folder. You can also select Resend email on the Check Your Email screen.

### Step 4: Create your new password

Enter your new password in both fields:

- New password
- Re-enter new password

Your password must contain at least 12 characters and meet any additional requirements displayed on screen.

Select Reset password. A Password Changed! message will confirm that your password has been updated.

#### **Step 5: Return to SecureStat HQ and sign in**

You'll need to return manually to the SecureStat HQ login page.

Enter your email address and proceed to the password screen. Enter your new password and select Continue.

#### **Step 6: Set up secondary authentication**

On the Keep Your Account Safe screen, choose an additional authentication method. The options shown include Google Authenticator or similar and Phone.

For an authenticator app, select Google Authenticator or similar and follow the on-screen instructions.

To use your phone:

1. Select Phone.
2. Confirm your country code and enter your phone number.
3. Choose Text message or Voice call.
4. Select Continue.
5. Enter the six-digit code you receive and select Continue.

If you don't receive a text message, use the Resend or get a call options on the verification screen. You can also select Try another method.

#### **Step 7: Create a passkey or continue without one**

After completing secondary authentication, you'll be offered the option to create a passkey.

Select Create a passkey and follow the prompts, or select Continue without passkeys to proceed without setting one up.

#### **Step 8: Access SecureStat HQ**

Once authentication is complete, you'll be signed in and directed to the SecureStat HQ Home screen.

#### **Need help?**

Email [HQ-support@securitas.com](mailto:HQ-support@securitas.com) or call +1 844-737-6101.

Never share your password, verification code, or password-reset link.