

# OpenText™ Connect FAQ

## Accounts and access

OpenText Connect is the user authentication gateway through which you can gain access to OpenText online applications and resources, including the OpenText My Support Portal.

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# 1. How do I activate my OpenText Connect account?

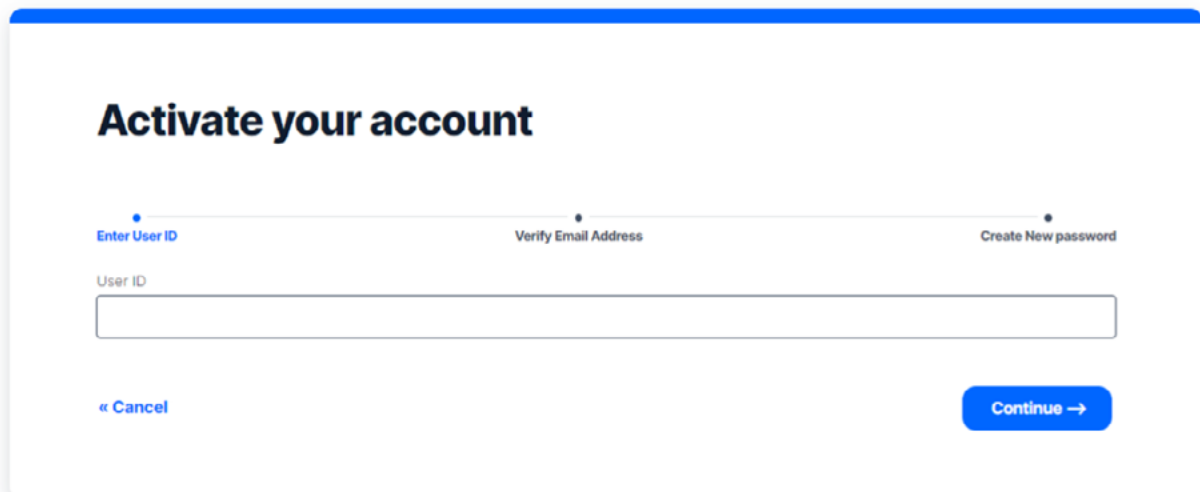
If you have not accessed the My Support Portal since September 2022, or if you used to access OpenText customer support resources from a different website, you will need to activate your OpenText Connect account with our new system. Your OpenText Connect account will give you access to a number of OpenText web properties, including the My Support Portal.

If you are new to OpenText Support, you will need to register for an account. For more information, please refer to FAQ 2 below.

## 1.1 Verify your account details

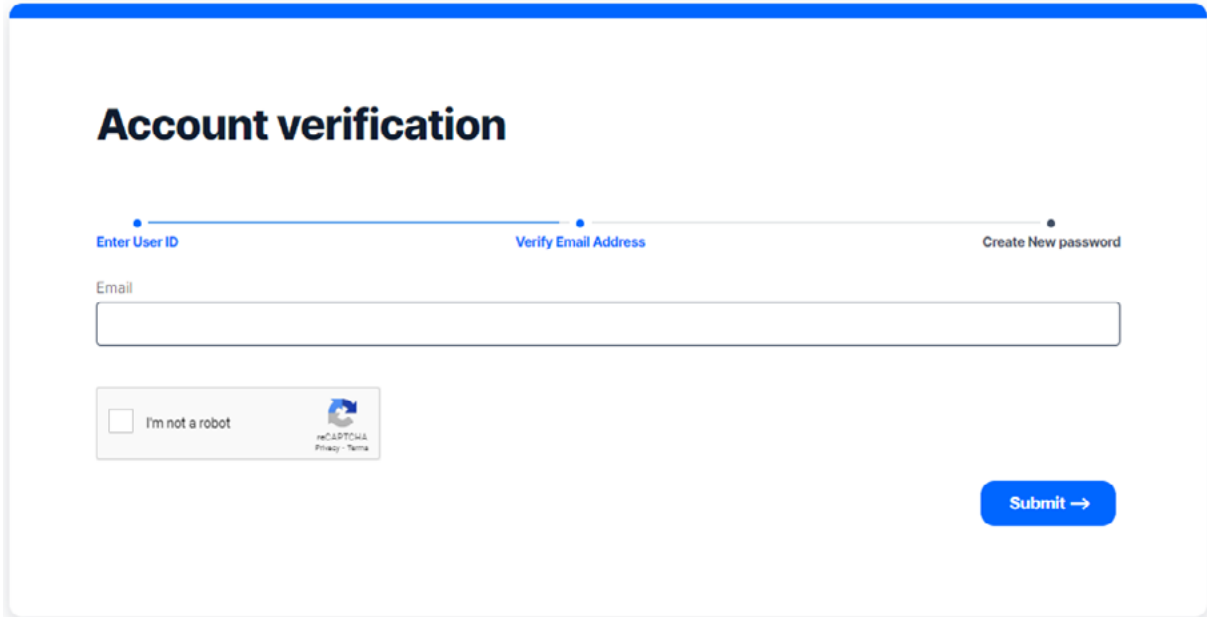
Follow the steps below to activate your OpenText Connect account:

1. Go to <https://login.opentext.com/forgotPassword.do?event=activate>.
2. In the **User ID** field, enter the user ID that you used to sign in to our previous support website.  
**Note:** Your user ID may be an email address.
3. Click **Continue** →.



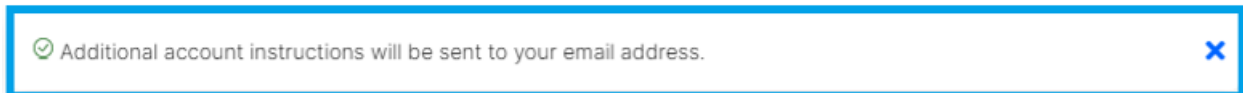
The screenshot shows a web form titled "Activate your account". At the top, there is a progress bar with three steps: "Enter User ID" (active), "Verify Email Address", and "Create New password". Below the progress bar, the "User ID" label is positioned above a text input field. At the bottom left of the form is a link "« Cancel" and at the bottom right is a blue button labeled "Continue →".

4. Enter the email address associated with your user ID.
5. Accept the reCAPTCHA and click **Submit** →.



The form is titled "Account verification" and features a progress bar with three steps: "Enter User ID", "Verify Email Address" (the current step), and "Create New password". Below the progress bar, there is an "Email" input field. At the bottom left, there is a checkbox labeled "I'm not a robot" next to a reCAPTCHA logo and links for "Privacy" and "Terms". A blue "Submit →" button is located at the bottom right.

6. You will be taken back to the OpenText Connect sign in page, and a message will display to inform you that an email will be sent to the email address you provided.



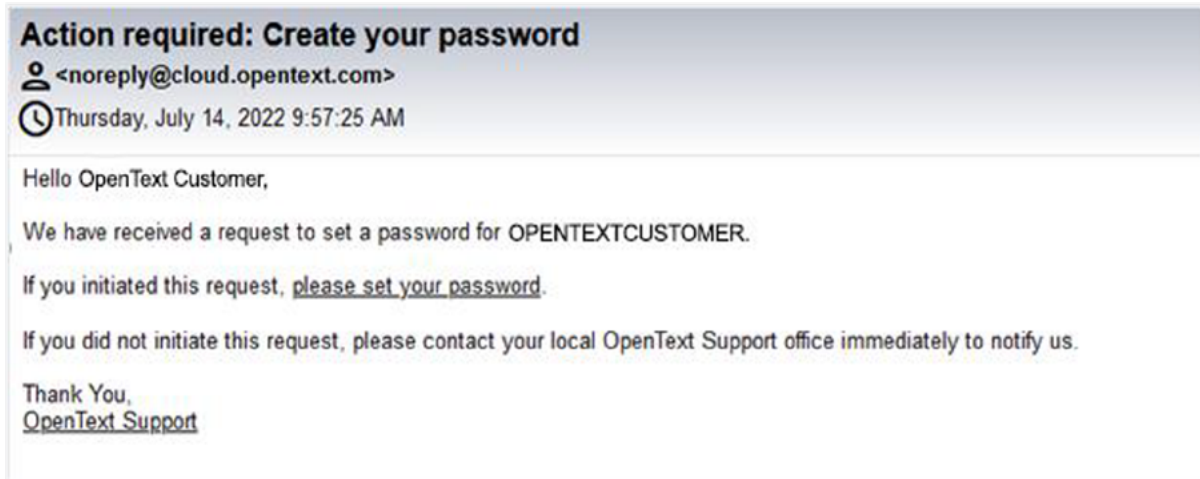
Check your inbox for an email from [noreply@cloud.opentext.com](mailto:noreply@cloud.opentext.com) with the subject "Action required: Create your password".

**Note:** If you cannot find the email in your Inbox, check your spam/junk email folder. If you still cannot find the activation email, perform the following actions:

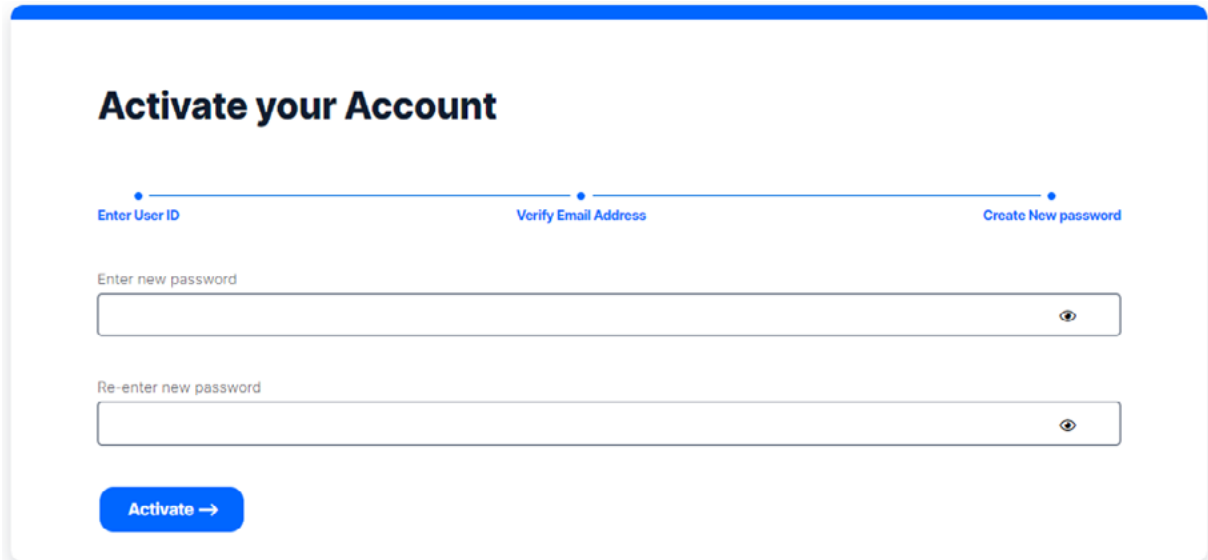
- Add the [noreply@cloud.opentext.com](mailto:noreply@cloud.opentext.com) and [info@cloud.opentext.com](mailto:info@cloud.opentext.com) email addresses to your allowed/safe senders list.
  - For instructions on how to add emails to your Safe Senders List in Microsoft® 365, [read the article published on the Microsoft 365 support website](#).
  - For companies that use an email security application such as Proofpoint, please contact your IT department for assistance.
- Once these email addresses have been added to your allowed/safe senders list, retry steps in section 2.1 above.
- If you do not receive your email reset password after a second attempt, [contact your local OpenText Customer Support office for assistance](#).

## 1.2 Set your new password

1. From the “Action required: Create your password” email (see example below), click the **please set your password** link.



2. You will be directed back to the Activate your Account page, where you can Enter your new password. Re-enter your new password to confirm, then click **Activate** →.



- The following requirements must be met when choosing a password:
  - Length must be between 10 and 90 characters
  - Must contain the following character types:
    - Number
    - Lower case letter
    - Upper case letter
    - Special character (!, @, \$, %, etc.)
  - Must not have 3 or more consecutively repeating characters
  - Cannot be the same any of the previous 5 passwords
  - Cannot contain your user ID
3. You will receive a confirmation message that the user account has been successfully activated. You may proceed to sign in to the My Support Portal.



4. When you sign in to OpenText Connect for the first time, you will need to accept the Privacy Policy. Click to select the “I Accept” check box, and click **Continue** →.

## Privacy Policy

Please read through the Terms of Use below and select the “I Accept” checkbox to continue logging in.

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This Privacy Policy applies to Open Text Corporation and its affiliates and provides information on the collection, use and sharing of your personal data. This includes personal information collected via our websites, our products or personal information collected from you directly, such as in person, via telephone or email, or indirectly through third parties in the course of our business.

I have read the [Privacy policy](#)

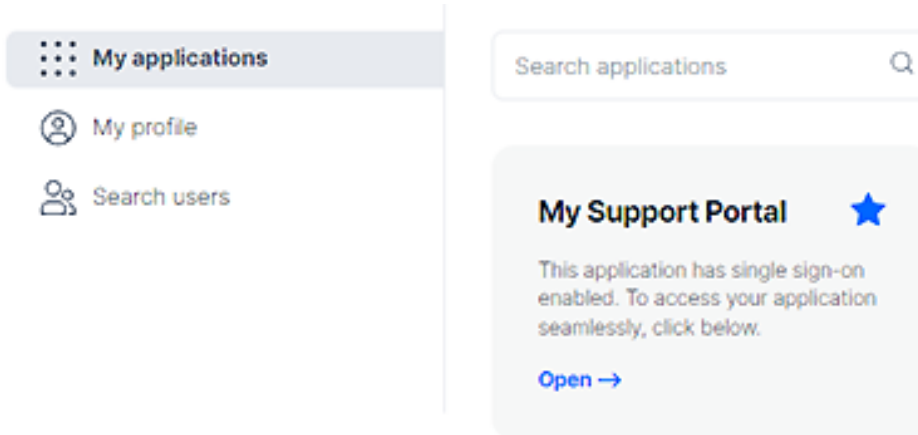
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If you accept the Terms of Use, select the checkbox below and click the Continue button.


☐ I Accept


**Continue →**


5. Once you have signed in, click **Open** → within the My Support Portal tile to launch the portal.


**My applications**


 My profile


 Search users



**My Support Portal**


This application has single sign-on enabled. To access your application seamlessly, click below.

**Open →**

## **2. How do customers and partners request a new OpenText Connect account to access My Support?**

Customers and partners can request an OpenText Connect account by following the steps below.

### **2.1 Provide your name and contact information**

Follow the steps below to register for an OpenText Connect account:

1. Go to <https://ui.otiam.opentext.com/#/walkup>

2. On the **Create your account** screen, enter your first name, last name, email address, and all other required fields. Select your country, language preference, and time zone from the dropdown fields.

## Create your account

Already have an account? [Activate your existing account.](#)

Progress: **Profile** • Login • Review

Title

\* First name

\* Last name

\* Email

Address

City

State/province

Postal code

\* Country

Business phone

Mobile phone

\* Language Preference

\* Time zone

Supported Product ⓘ

[Continue →](#)



3. If you have active OpenText software maintenance, select your primary product in the Supported Product field to help OpenText Customer Support connect you to your account and give you access to product resources. You may search for your product within the Supported Product field to locate it more quickly within the list

**Note:** If you do not select a product when creating your My Support Portal account, you will be given limited Visitor access. If you are a customer with active software maintenance, be sure to select your primary product when creating your account so our Customer Support team can verify your information and connect you with the product resources to which you are entitled.

4. Click **Continue** →.
5. On the next screen, you will be able to choose your new OpenText Connect account credentials.

## Create your account

Already have an account? [Activate your existing account.](#)

Profile

Login

Review

\* User ID


Please create your user ID.  
[Check user ID availability →](#)

\* Password

The entered password does not match the criteria. Please try another password.

\* Confirm Password

Passwords do not match. Please re-enter to confirm password.

☐ I'm not a robot
 

☐ I have read the [Privacy Policy](#)

[← Previous](#)
[Continue →](#)

6. Enter your desired user ID.

**Note:** User IDs must be a minimum of 4 characters to a maximum of 100 characters and cannot contain square brackets. When creating a new OpenText Connect account, your user ID does not need to be an email address.

7. Enter and confirm your password.
8. Verify the reCAPTCHA.
9. Read the Privacy Policy. After doing so, click to select the “I have read the Privacy Policy” check box.
10. Click **Continue** →.
11. On the next screen, you will be able to review all the information you entered.

## Create your account

Already have an account? [Activate your existing account.](#)

Profile Login Review

### Basic Information

[Edit](#)

<b>Title</b> Ms.	<b>Email</b> walkup@yopmail.com
<b>First name</b> NISHA	<b>Language Preference</b> English
<b>Last name</b> Mh	<b>Business phone</b> 76876878888
<b>Address</b> 813 howard street	<b>Mobile phone</b> 908987978
<b>City</b> Oswego	<b>Time zone</b> (GMT+05:30) Bombay, Calcutta, Madras,...
<b>State/province</b> NY	<b>Supported Product</b> BizLink
<b>Postal code</b> 13126	<b>Product Serial Number</b> gh46576
<b>Country</b> United States	
<b>State/province</b> NA	<b>SolutionID, Org ID, Mailbox ID, EDI/Routing</b> 31231

### Login information

[Edit](#)

<b>User ID</b> Demoscreen	<b>Password</b> ..... <a href="#">Show/Hide</a>
------------------------------	---

12. If the information you have entered is correct, click **Submit** →.  
If you need to make changes to the information you entered, click ← **Previous**.
13. You will see a confirmation message that thanks you for registering with OpenText and tells you that a link to complete the registration process has been sent to the email address you provided.



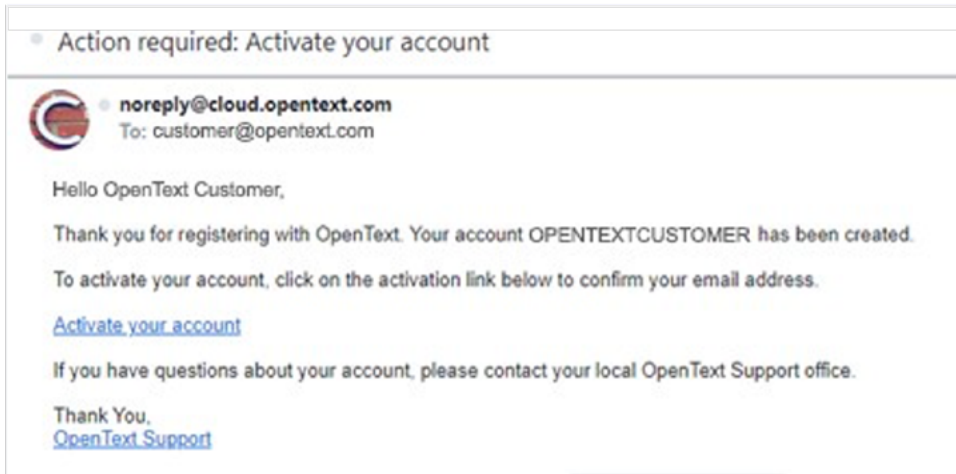
Thank you.

Your registration was processed successfully. Check your email for an activation link and instructions on how to complete registration.

**Note:** If you do not see an email from OpenText in your inbox, please check your spam/junk mail folder.

## 2.2 Confirm registration

1. From the “Action required: Activate your account” email (see example below), click **Activate your account**.



**Note:** If you cannot find the email in your Inbox, check your spam/junk email folder. If you are still not receiving your activation email, perform the following actions:

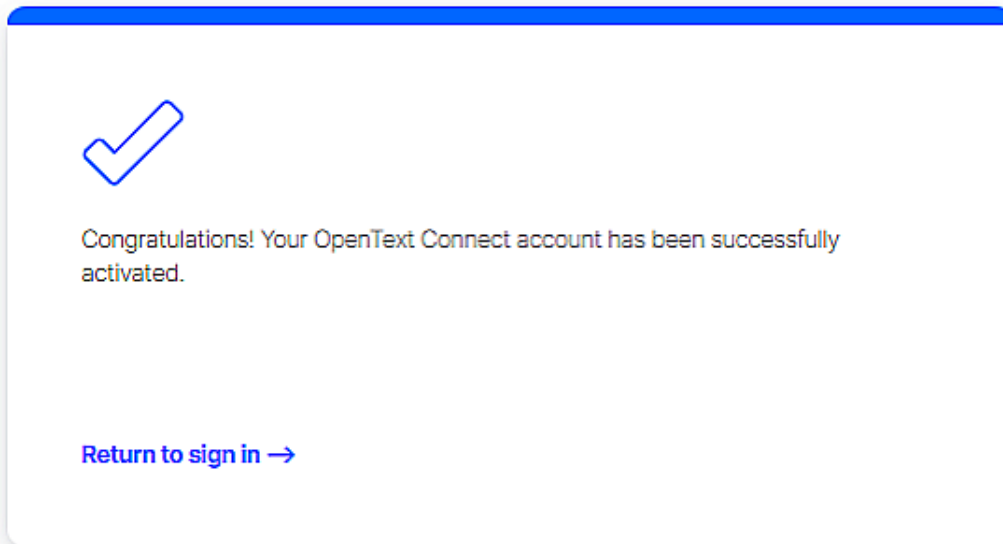
Add the [noreply@cloud.opentext.com](mailto:noreply@cloud.opentext.com) and [info@cloud.opentext.com](mailto:info@cloud.opentext.com) email addresses to your allowed/safe senders list.

- For instructions on how to add emails to your Safe Senders List in Microsoft® 365, [read the article published on the Microsoft 365 support website](#).
- For companies that use an email security application such as Proofpoint, please contact your IT department for assistance.

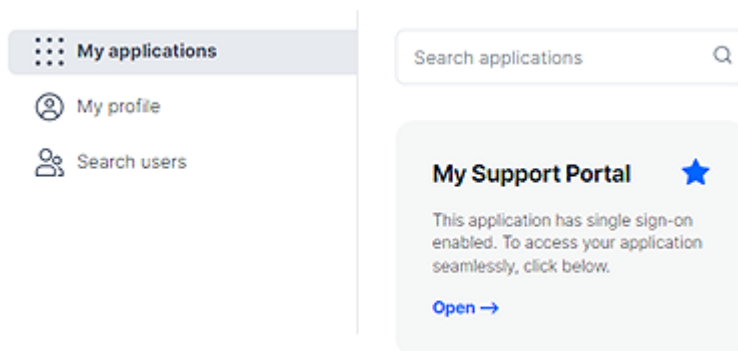
Once these email addresses have been added to your allowed/safe senders list, retry steps in [section 2.1](#) above.

If you do not receive your email reset password after a second attempt, contact your local [OpenText Support office](#) by phone for assistance.

2. You will receive a confirmation message that the account has successfully activated.



3. Click **Return to sign in** →.
4. Once you have signed in, click **Open** → within the My Support Portal tile to launch the portal.



**Note:** Users who are not associated with an existing organizational account will be granted Visitor access to OpenText My Support. As a Visitor, you will have access to publicly available support resources only.

To associate your user account with an existing organizational account and gain access to product entitlements associated with that account, contact your local OpenText Support office.

## 3. I am having trouble signing in to OpenText Connect / the My Support Portal. What can I do?

### 3.1 Confirm registration

If you experience issues signing in to your OpenText Connect account, try resetting your password. To reset your password:

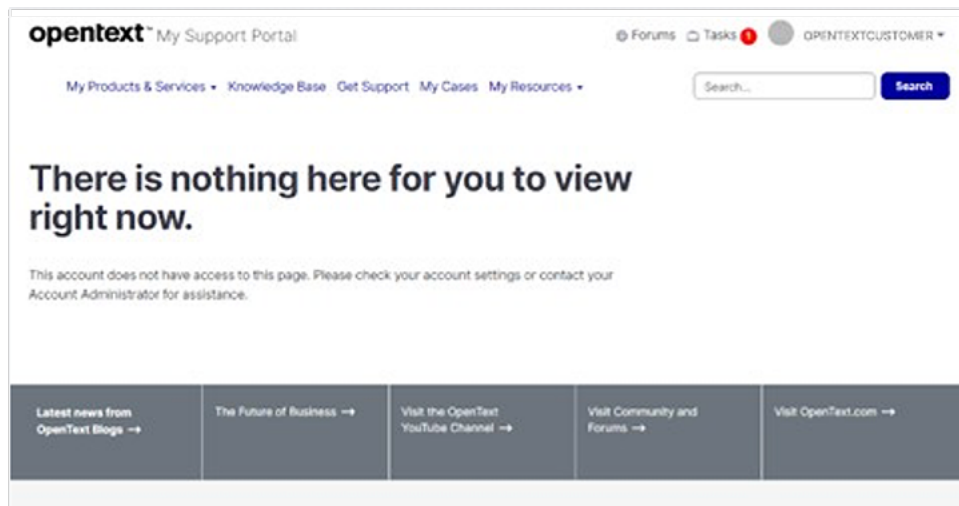
1. Go to <https://login.opentext.com/login.do>.
2. Click **Forgot password**. You will be directed to the **Activate your Account** page.
3. Enter your user ID. Note that your user ID may be an email address.
4. On the next screen, enter your email address and last name.
5. Complete the reCAPTCHA verification.
6. Click **Submit** →.

You will receive an email with instructions on how to reset your password. Once you complete the password recovery process, attempt to sign in again.

If the problem persists, [contact your local OpenText Support office](#).

## 3.2 Not authorized

If the following page appears, [contact OpenText Support by phone](#) or [open a general inquiry ticket through the My Support Portal](#).



## 4. How do I enable multi-factor authentication (MFA) for my account?

### 4.1 Enabling MFA

To enable MFA, follow these steps:

1. Visit <https://login.otiam.opentext.com/login.do> and sign in.
2. Click **My profile**.
3. From the **Multifactor Authentication mode** tile click **Edit**.
4. Toggle **Enable MFA** on.

Enable MFA ☒

5. Select your authentication mode from the **Mode** drop-down menu.
  - a. **Email:** User receives a passcode by email.
  - b. **Phone:** User receives a passcode by phone call.
    - i. *Silence unknown callers feature must be disabled on your mobile device.*
    - ii. *Please enter your phone number with the country code, without using brackets, dashes or spaces. For example, 15198887111.*
  - c. **SMS:** Users receive a passcode by text message.
    - i. *Please enter your phone number with the country code, without using brackets, dashes or spaces. For example, 15198887111.*
  - d. **TOTP:** Users install Google Authenticator app on their phone, scan a QR code, and receive a passcode through the app.



### Multifactor Authentication mode

Enable MFA ☒

\* Mode


TOTP

**Step 1: Install Google Authenticator.**  
Download the app for Android or iOS.

**Step 2: Configure**  
In Google Authenticator, tap "+", then scan the QR code and enter the 6 digit passcode.

QR code



\* Passcode

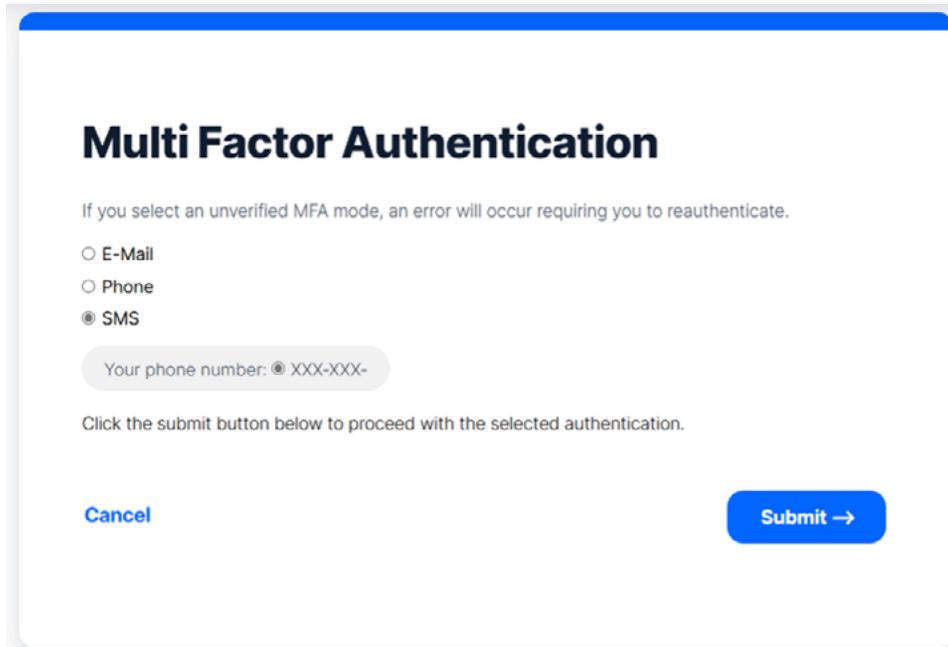
Update

6. Enter passcode and click **Update**



## 4.2 Authenticating after enabling MFA

When authenticating, users are presented with all MFA mode options even those that have not been verified.



**Multi Factor Authentication**

If you select an unverified MFA mode, an error will occur requiring you to reauthenticate.

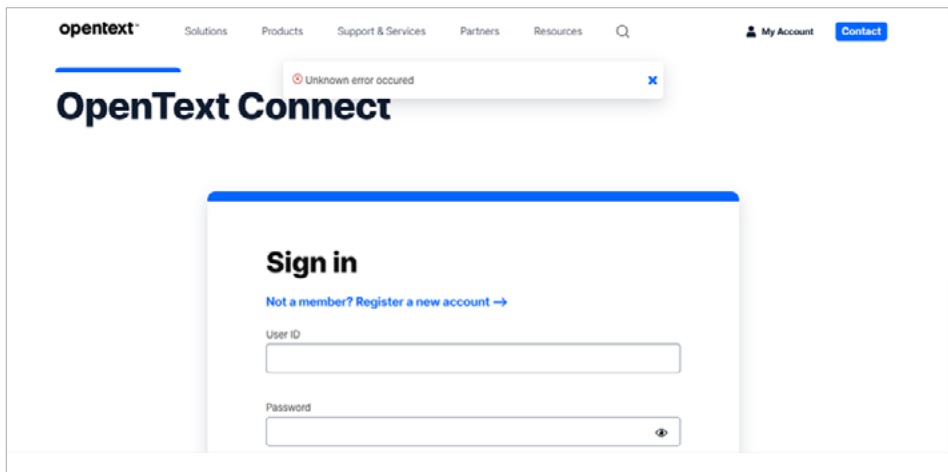
☐ E-Mail  
☐ Phone  
☒ SMS

Your phone number: 📞 XXX-XXX-

Click the submit button below to proceed with the selected authentication.

[Cancel](#)
[Submit →](#)

If an unverified MFA mode is selected, an unknown error occurs prompting users to sign in to set up and verify the mode.



opentext™ Solutions Products Support & Services Partners Resources Q

My Account [Contact](#)

Unknown error occurred

**OpenText Connect**

**Sign in**

[Not a member? Register a new account →](#)

User ID

Password


## 4.3 Disabling MFA

To disable MFA, follow these steps:

1. From the **Multifactor Authentication mode** tile click **Edit**.
2. Toggle **Enable MFA** off.

Enable MFA ☐

3. Click **Yes** to confirm that you want to disable MFA for your user account.

 **Warning**
×

Are you sure you wish to disable Multifactor Authentication on your user account?

Cancel
Yes

4. From the **Multifactor Authentication mode** tile, verify that MFA has been disabled.

Edit

**Multifactor Authentication mode**

**Status** Disabled

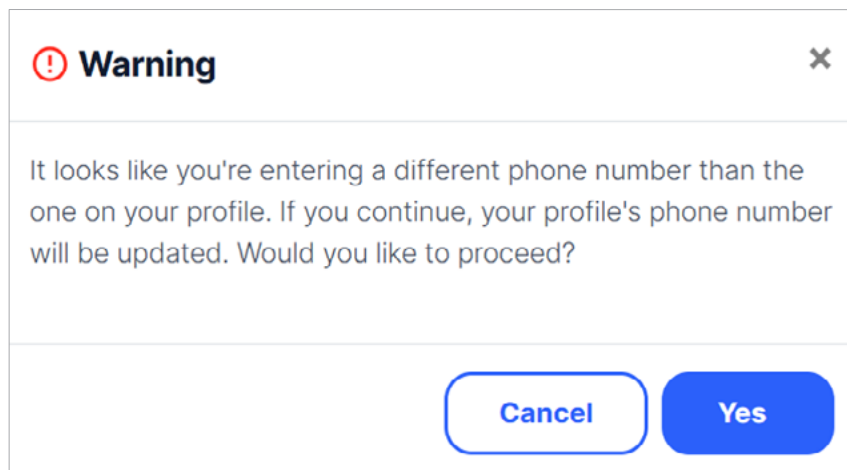
## 4.4 Revalidating the MFA

If you update the email address or business/mobile phone number linked to your MFA method, you will need to revalidate your MFA.

 The data is saved successfully. Please re-validate the  MFA.

To revalidate MFA, follow these steps:

1. From the **Multifactor Authentication mode** tile click **Edit**.
2. Click **Remove** to delete the verified mode.
3. Update email address or business/mobile phone number.
4. Click **Yes** to update your information.



5. Enter the passcode received.

## About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit [opentext.com](https://opentext.com).

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