

## Unable to Access Your OTM Account

To complete this action, you will need to know all three of your Challenge Questions and they must already be established in the system.

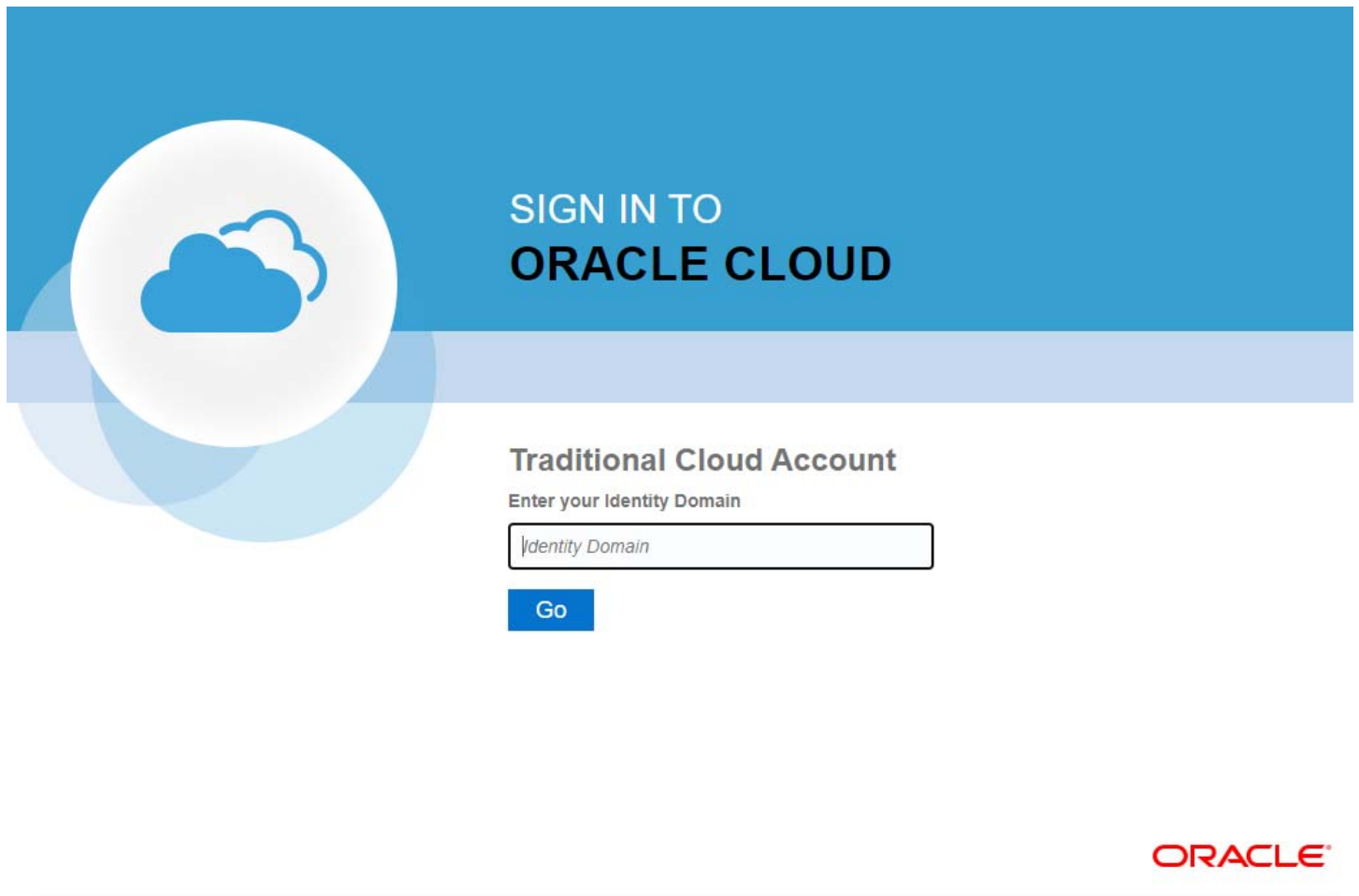
If you don't have or know the challenge questions, please contact: [LGTServ@aafes.com](mailto:LGTServ@aafes.com)

If you know your challenge questions, please proceed with the following process.

Navigate to: <https://myservices.us2.oraclecloud.com>

Be sure to specify the appropriate identity domain.

Domain: a214174




The image shows a screenshot of the Oracle Cloud sign-in page. It features a blue header with a white circle containing a blue cloud icon on the left. To the right of the icon, the text "SIGN IN TO ORACLE CLOUD" is displayed in white. Below the header, the text "Traditional Cloud Account" is shown in bold, followed by the instruction "Enter your Identity Domain". A text input field with a light blue border and a placeholder "Identity Domain" is provided. Below the input field is a blue "Go" button. The Oracle logo is visible in the bottom right corner of the page.

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Input a214174

Click > Go



The banner features a blue background with a white circle on the left containing a blue cloud icon. To the right, the text "SIGN IN TO ORACLE CLOUD" is displayed in white and black. Below the banner, the text "Traditional Cloud Account" is shown, followed by the instruction "Enter your Identity Domain". A text input field contains "a214174|", and a blue "Go" button is positioned below it.

## SIGN IN TO ORACLE CLOUD

**Traditional Cloud Account**  
Enter your Identity Domain

**Go**

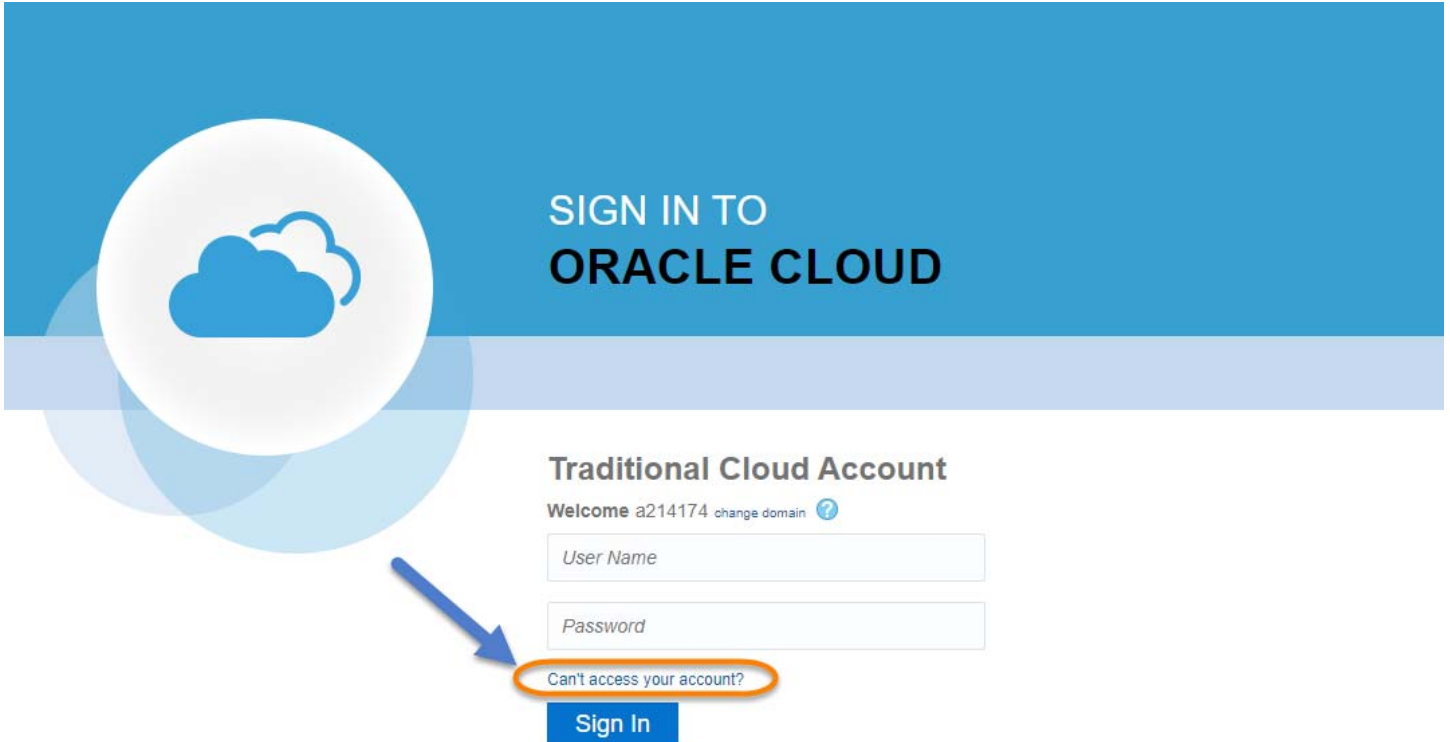
**ORACLE**



## Unable to Access Your OTM Account

Click on Can't access your account?

Note: Use this link to reset your password and to unlock accounts.



**SIGN IN TO  
ORACLE CLOUD**

**Traditional Cloud Account**

Welcome a214174 [change domain](#) ?

User Name

Password

[Can't access your account?](#)

**Sign In**

## Unable to Access Your OTM Account

### Identify Yourself

Input:

1. User Name

User Name is your full email address assigned by the Exchange (AAFES) LG Team.

2. Click Next

ORACLE Identity Self Service Accessibility Help

Forgot Password

Identify Yourself Answer Challenge Questions Select A New Password

Cancel Next

Please identify yourself

\* User Name

\* Identity Domain

\* Required field

## Answer Challenge Questions

Input the answers to your challenge questions.

**ORACLE Identity Self Service** Accessibility Help

**Forgot Password** Cancel Back Next

Identify Yourself **Answer Challenge Questions** Select A New Password

**Please answer your challenge questions**

Answer the challenge questions below with the answers you set during registration

What is the name of your pet?  
\* Samson

What is the city of your birth?  
\* Dallas

What is your favorite color?  
\* Brown

\* Required field

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### Select A New Password

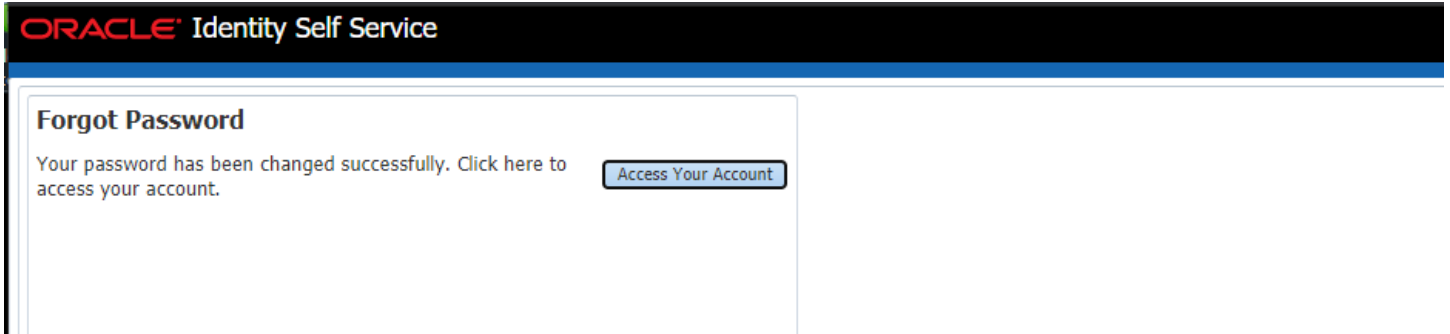
1. Enter new password  
Re-enter new password
2. Click on Save

The screenshot shows the Oracle Identity Self Service interface for the 'Forgot Password' process. The page title is 'Forgot Password' and the breadcrumb trail indicates the current step is 'Select A New Password'. The page includes a progress bar with three steps: 'Identify Yourself', 'Answer Challenge Questions', and 'Select A New Password'. The 'Select A New Password' step is highlighted. The main content area is titled 'Please enter new password' and contains two required text input fields: '\* Enter new password' and '\* Re-enter new password'. Both fields are marked with an asterisk and a blue information icon. A blue arrow with the number '1' points to the first input field. In the top right corner, there are three buttons: 'Cancel', 'Back', and 'Save'. A blue arrow with the number '2' points to the 'Save' button. Below the 'Save' button, there is a note '\* Required field'.

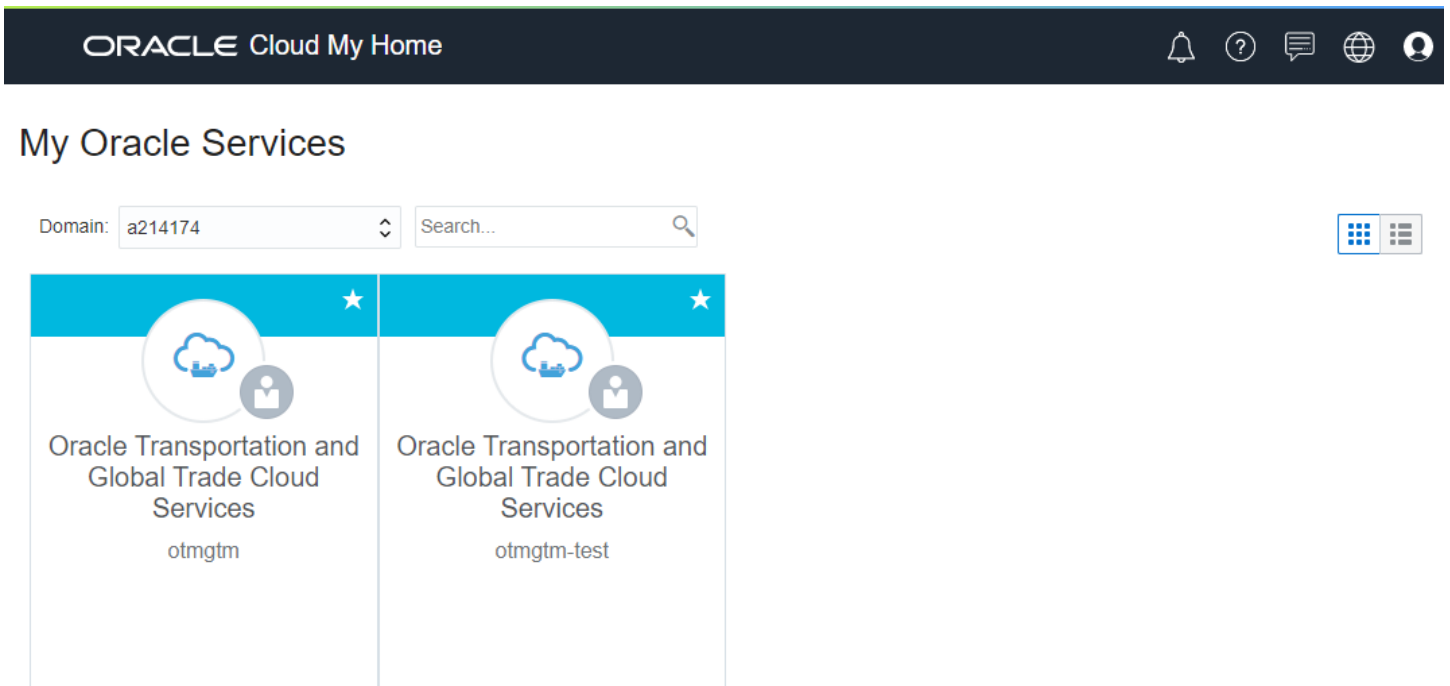
## Unable to Access Your OTM Account

If successful, you will see:

Your password has been changed successfully. Click here to access your account.



Returned results:



## Unable to Access Your OTM Account

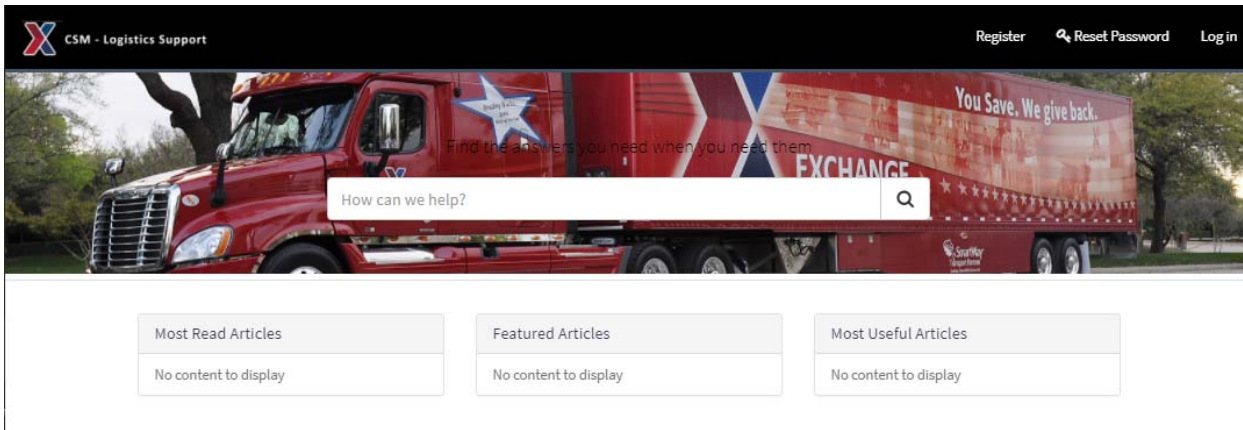
If you still require assistance, please note the following.

You can email [LGTServ@aafes.com](mailto:LGTServ@aafes.com) for your request.

-or-

Register with the Exchange Logistics ServiceNow CSM Portal and submit a request.

<https://aafes.service-now.com/csm>



The screenshot shows the homepage of the CSM - Logistics Support portal. At the top left is the logo for 'X CSM - Logistics Support'. On the top right are links for 'Register', 'Reset Password', and 'Log in'. The main banner features a red semi-truck with 'EXCHANGE' and 'You Save. We give back.' branding. A search bar is overlaid on the banner with the text 'How can we help?' and a magnifying glass icon. Below the banner are three article categories: 'Most Read Articles', 'Featured Articles', and 'Most Useful Articles'. Each category currently displays 'No content to display'.