

OTM Unable to Access Your Account

Navigate to: <https://otmgtm-a214174.otmgtm.us-phoenix-1.ocs.oraclecloud.com>

Step 1 – Click on the Forgot Password

Cloud Infrastructure

ORACLE Cloud

a214174

Oracle Cloud Account Sign In

Identity domain ⓘ
Default

User Name

[Forgot Password?](#)

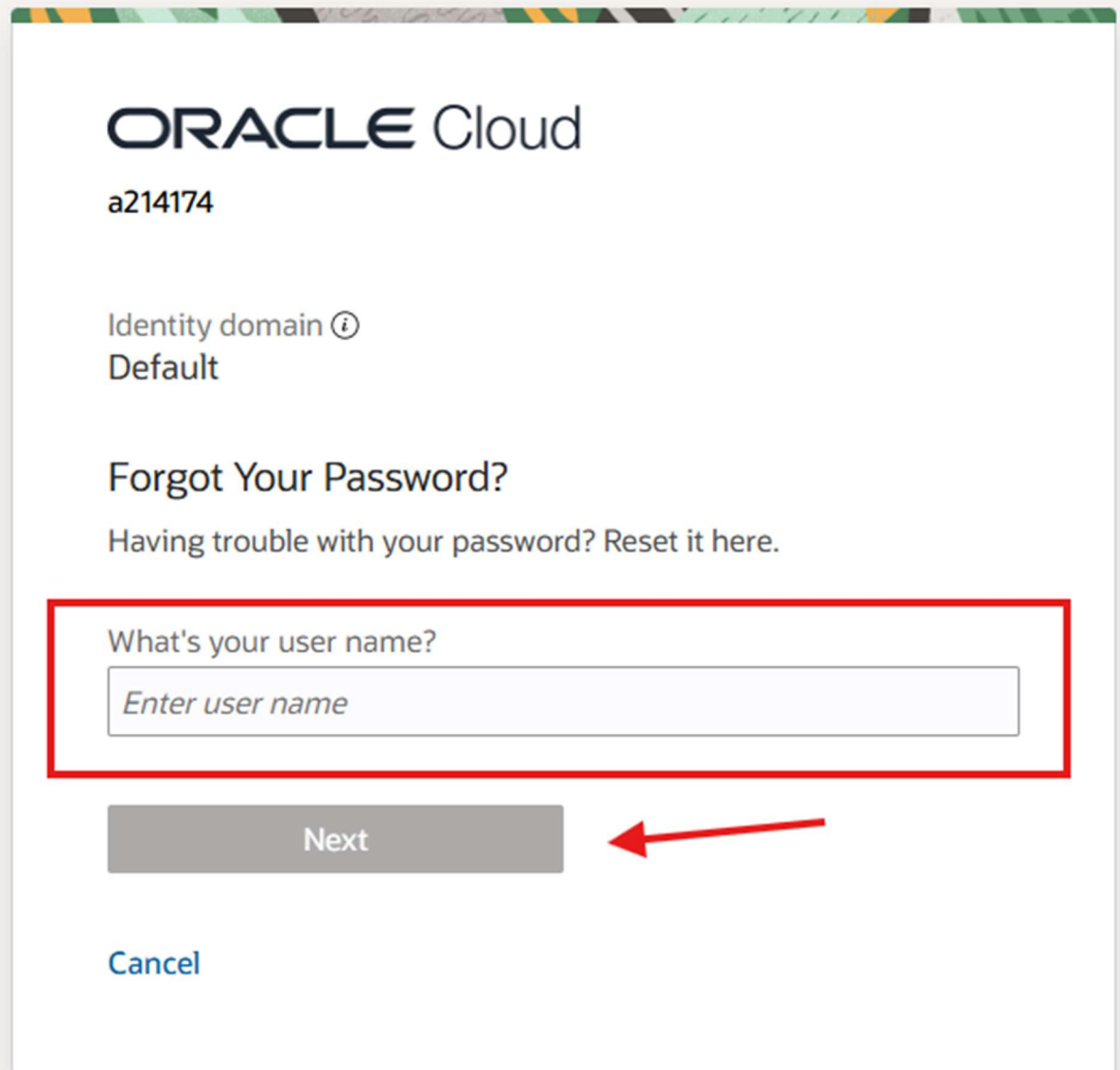
[Sign In](#)

[Need help signing in?](#)

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Step 2 – Enter your User ID Click> Next



The image shows the Oracle Cloud login interface. At the top, the Oracle Cloud logo is displayed with the text 'a214174' below it. Underneath, the 'Identity domain' is set to 'Default'. A link for 'Forgot Your Password?' is present, with a subtext 'Having trouble with your password? Reset it here.' Below this is a red-bordered box containing the prompt 'What's your user name?' and a text input field with the placeholder 'Enter user name'. At the bottom of the box are two buttons: a grey 'Next' button and a blue 'Cancel' link. A red arrow points to the 'Next' button.

ORACLE Cloud

a214174

Identity domain ⓘ
Default

Forgot Your Password?
Having trouble with your password? Reset it here.

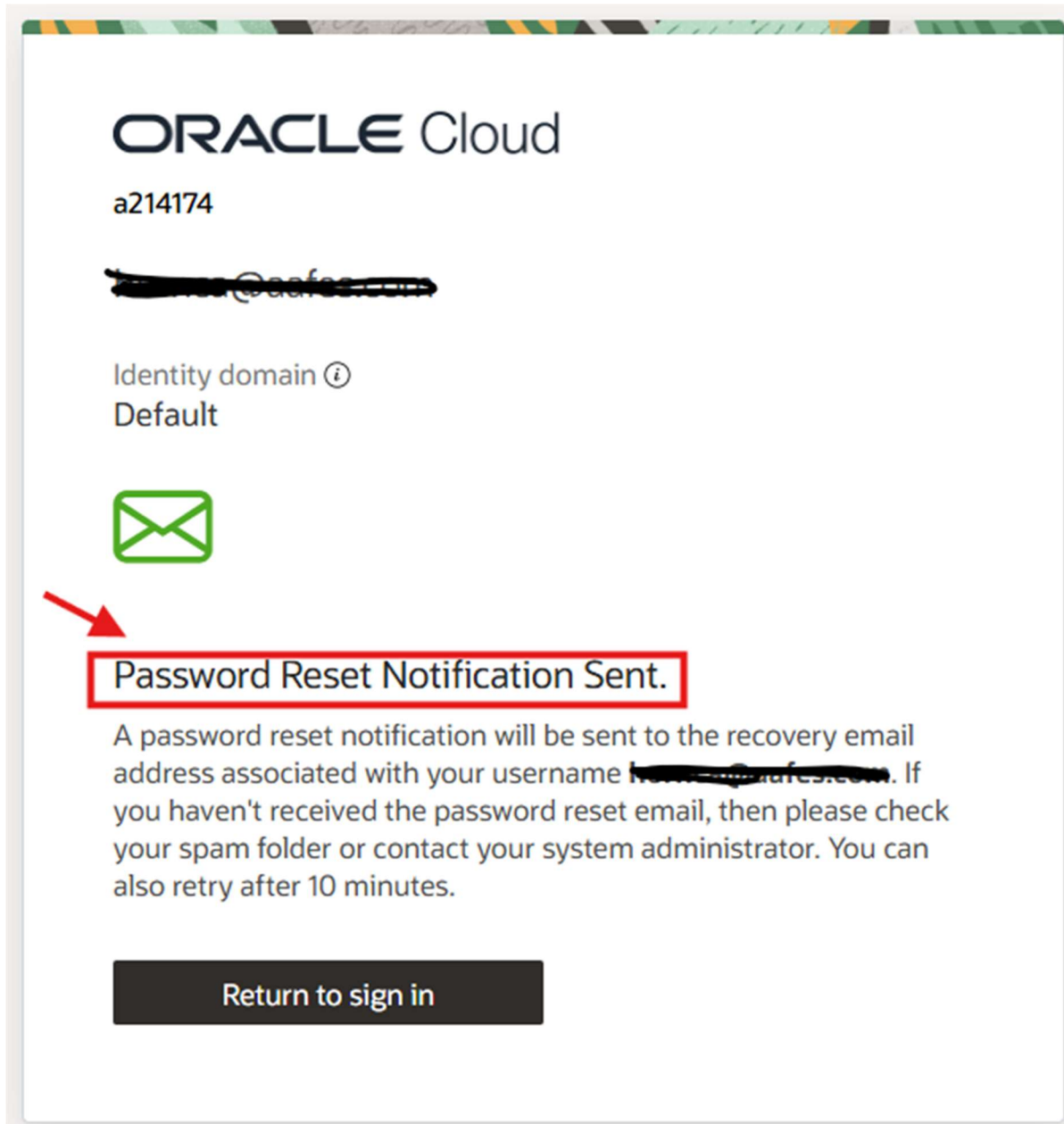
What's your user name?

Enter user name

Next

Cancel

Step 3 – You will get a Password reset notification sent to your User ID Email

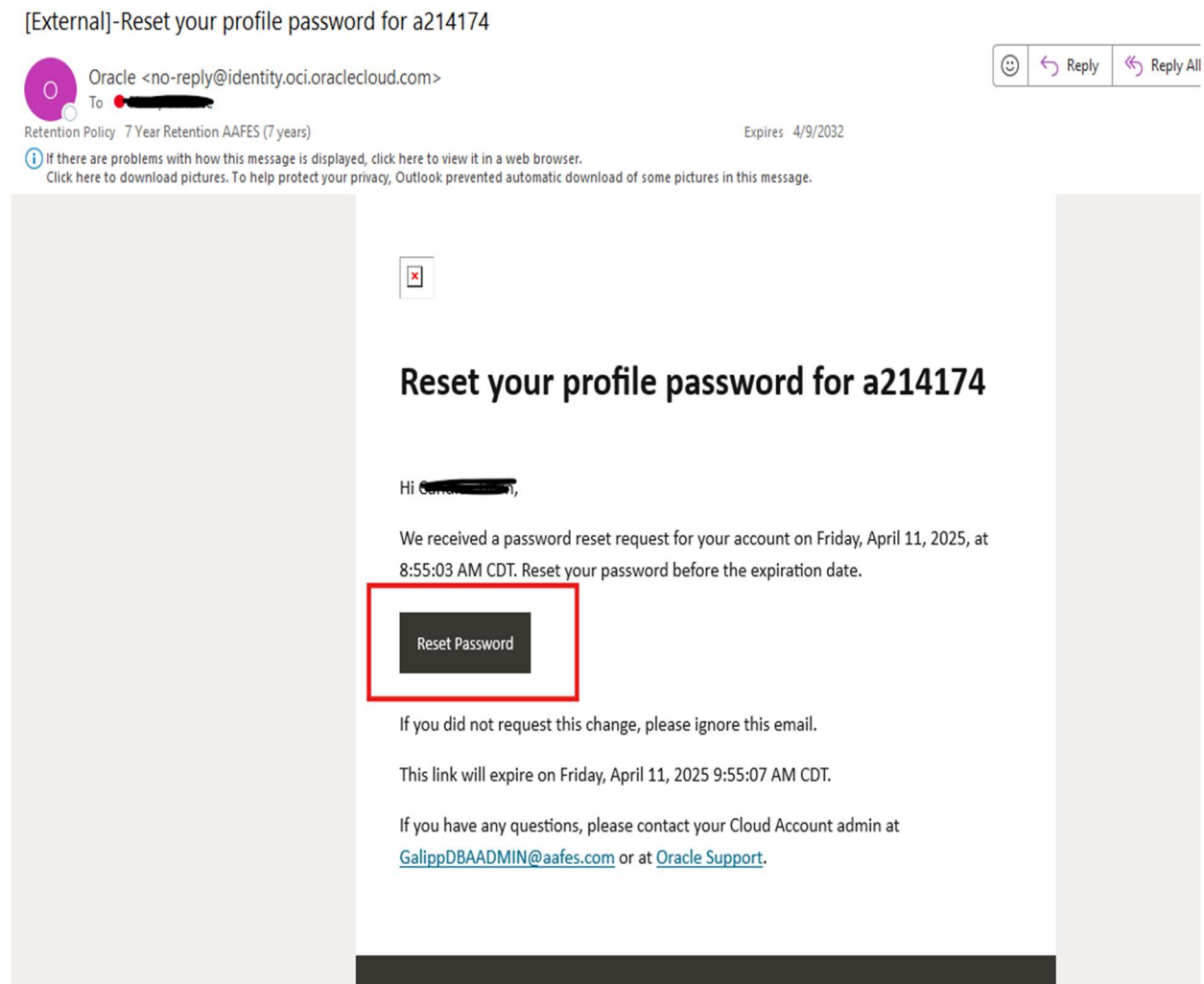


Step 4 –You will receive an Email form

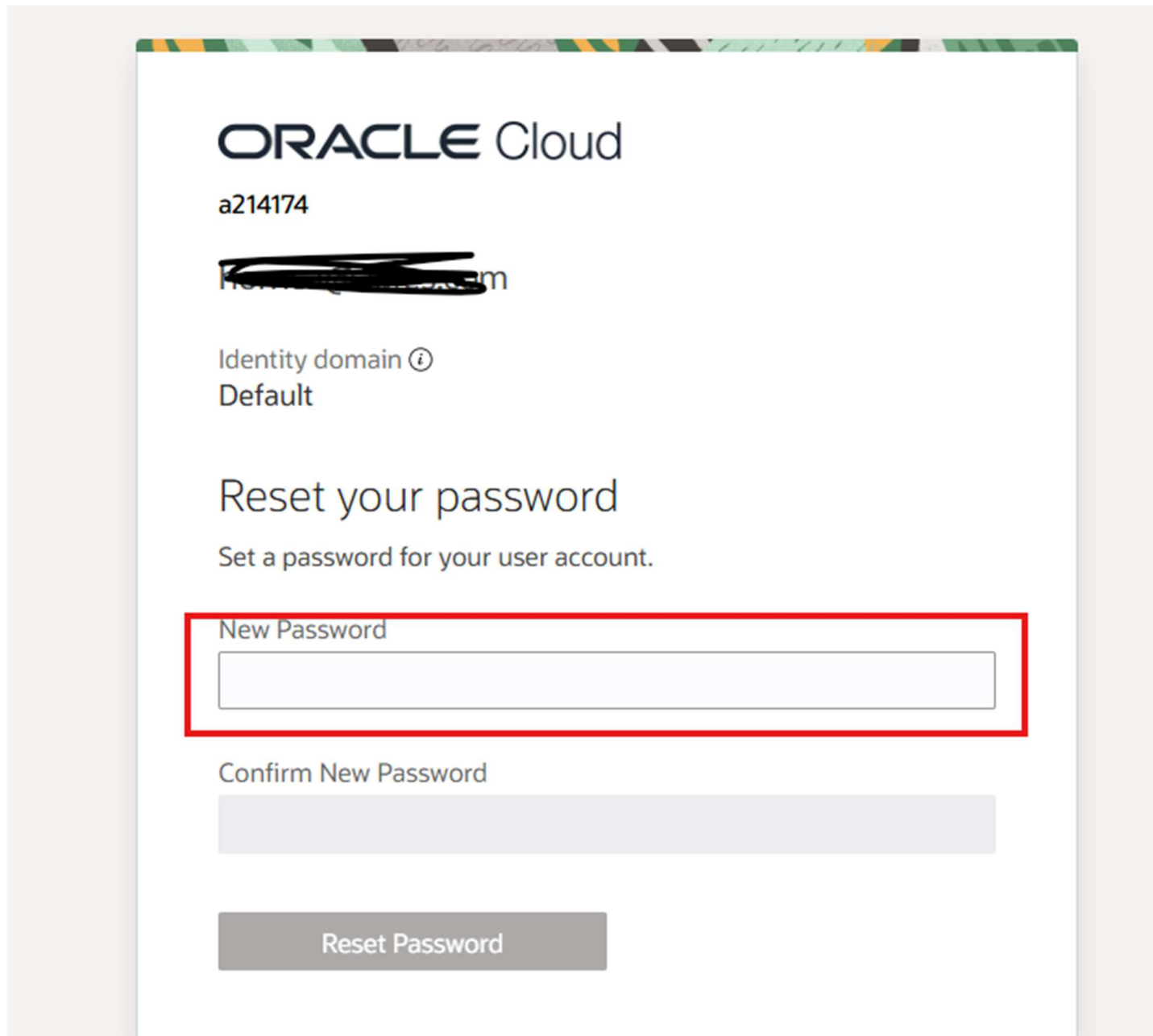
no-Reply@identity.oci.oraclecloud.com

- Please do not respond back to this email it is not Monitored.
- You will only have 1 Hour to reset your password once this email notification comes in.

Click on > Reset Password



Step 5 – Enter your New Password – Confirm new password



ORACLE Cloud

a214174

~~XXXXXXXXXX~~@m

Identity domain ⓘ
Default

Reset your password

Set a password for your user account.

New Password

Confirm New Password


Reset Password

New Password

- The password must have at least 12 characters.
- The password cannot exceed 40 characters.
- The password cannot contain the First Name of the user.
- The password cannot contain the Last Name of the user.
- The password cannot contain the user name.
- The password must have at least 1 lowercase characters.
- The password must have at least 1 uppercase characters.
- The password must have at least 1 numeric characters.
- Cannot repeat last 4 passwords

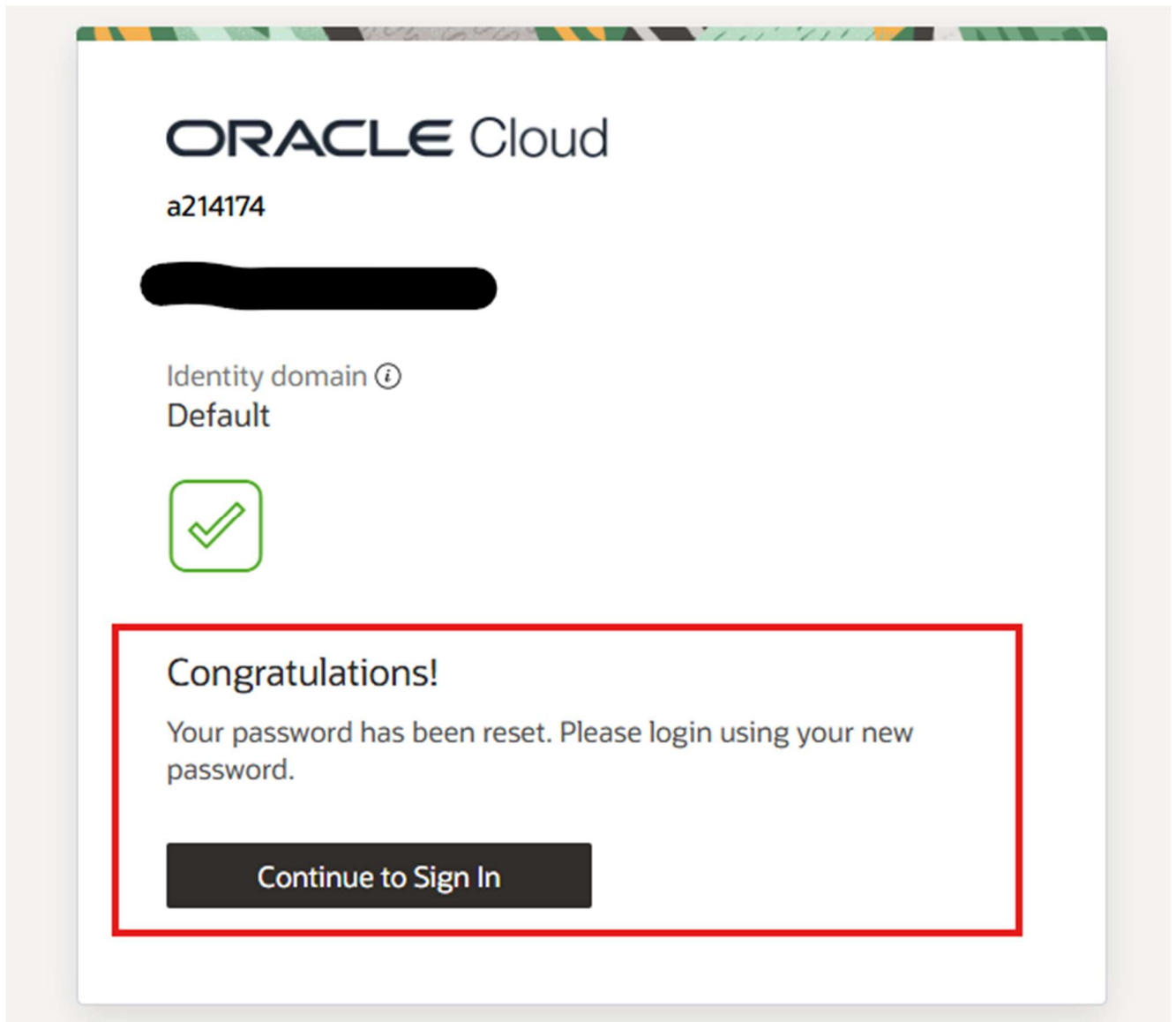
Confirm New Password

Step 6 –Click Reset Password



A screenshot of a user interface showing a 'Reset Password' button. The button is a grey rectangle with the text 'Reset Password' in white. It is highlighted with a red rectangular border. Above the button is a light grey horizontal bar. To the left of the button is a vertical light grey bar. A horizontal line is at the bottom of the interface.

Step 7 – You will receive a Congratulation please navigate back to sign in.

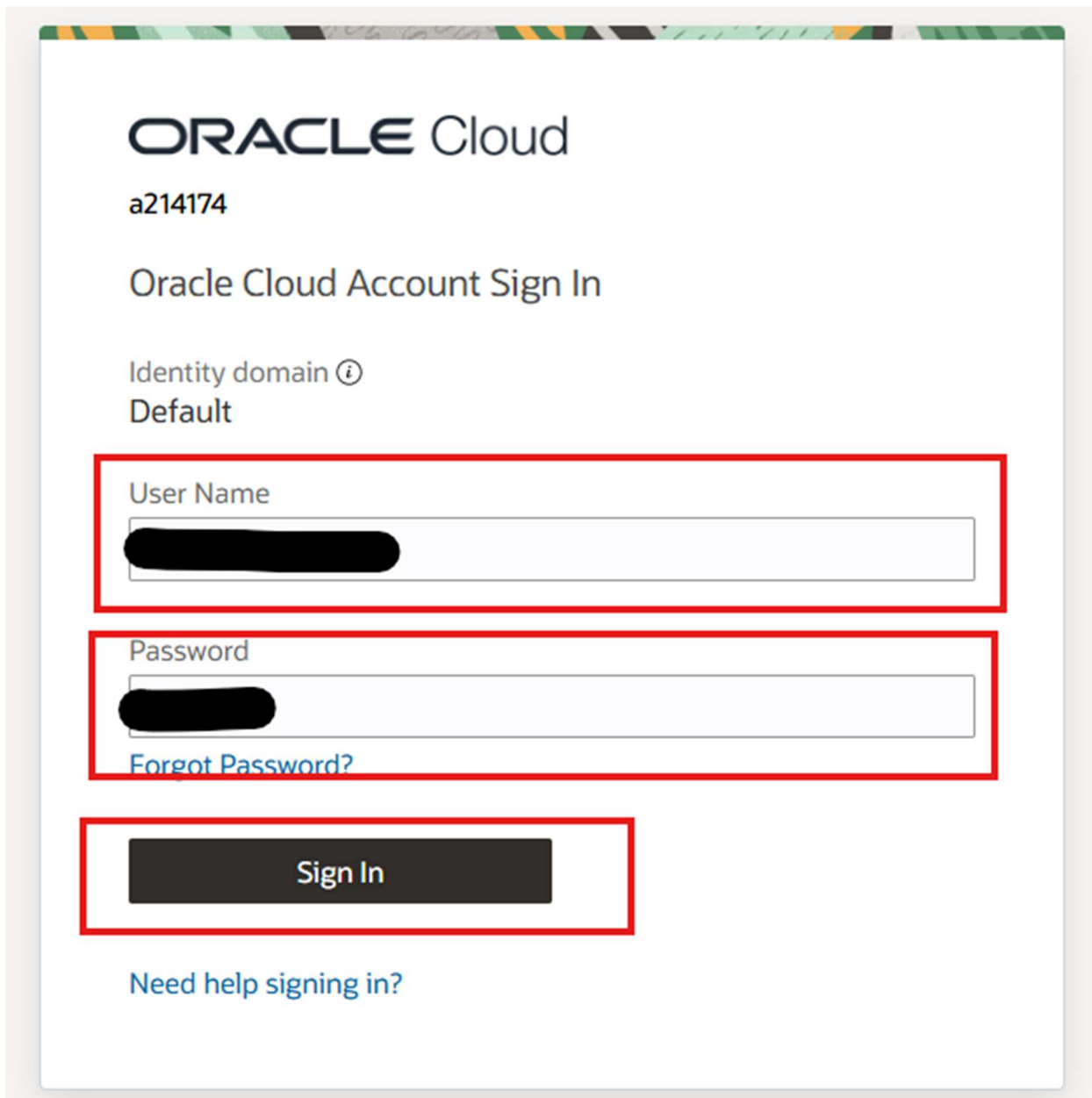


Step 7 –

Enter>

- Username
- Password

Click> Sign In



ORACLE Cloud

a214174

Oracle Cloud Account Sign In

Identity domain ⓘ
Default

User Name

Password

[Forgot Password?](#)

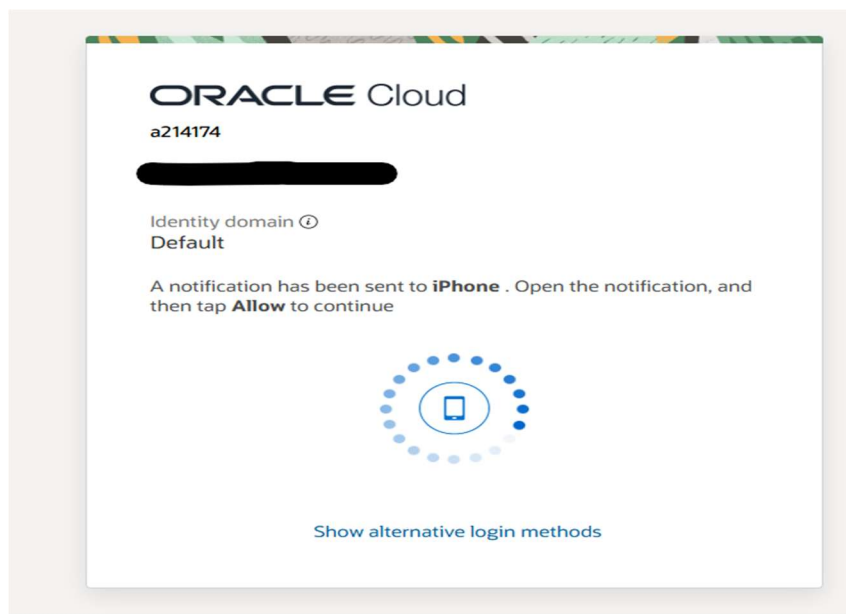
Sign In

[Need help signing in?](#)

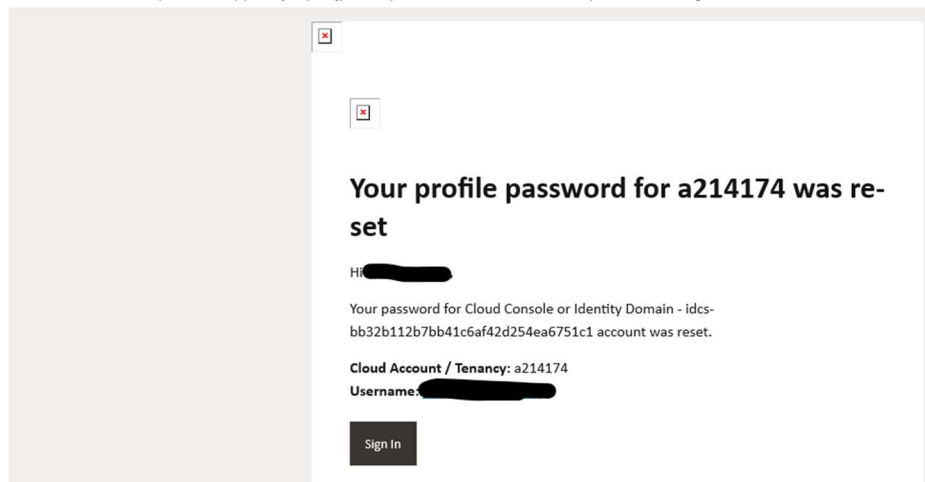
Step 8 – It will then proceed to ask you to set up on your phone and or log in through your phone.

If you do not have this set up simply log off and re navigate to the URL : <https://otmgtm-a214174.otmgtm.us-phoenix-1.ocs.oraclecloud.com>

and resign in with your new password it will then proceed to let you in.



[External]-Your profile password for a214174 was reset



Thank you for reviewing the Unable to Access your OTM account!

Should you require any assistance with this process, please
contact:

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