



1Cloud Supplier Password Reset Quick Reference Guide

Purpose

City of Jacksonville suppliers and vendors must generate new, double-layered login steps — called Multi-Factor Authentication (MFA) — for access to the 1Cloud platform.

- Users with existing accounts must generate a new MFA login with a new password and secondary mobile device verification code. See instructions below.
- New users must establish an account with a User Name and Password and mobile device that will receive a verification code. After a user creates an account, the system sends an e-mail message with details on how to activate account and subsequently reset password. The user must wait up to two hours before the password reset and MFA procedure can begin.

How to reset password for existing accounts

- Click [here to access the system](#).
 - If you already have established a COJ 1Cloud account, then you will need to create a new password at the login window. Click **Forgot Password**. (shown below left)
 - Type your **User Name** into the blank field, then click **Next**. (shown below right)
- Result: A confirmation message appears that indicates the system sent a password reset notification message to the e-mail address linked to the User Name.

1CLOUD
City of Jacksonville Supplier Portal
City of Jacksonville

User Name
yourusername@vendor.com

Password
Password

Forgot Password?

Sign In

Need help signing in?
For questions, contact the Jacksonville Support Team at support@jacksonville.com.

1CLOUD
City of Jacksonville
Identity domain @
SupplierPortalTest

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

What's your user name?
yourusername@vendor.com

Next

Cancel

- Access your e-mail platform (Outlook, Google, Yahoo, etc.) to check for the password reset message. Open the message and click **Reset Password**. (right)
- Note: You may need to check the Spam folder.
- Result: A new window opens in the 1Cloud system that allows you to create a new password.
- Type a new password in the two blank fields as follows:
 - Must contain between 12 and 40 characters.
 - Cannot contain the user's First Name or Last Name.
 - Cannot contain the User Name.
 - Must contain at least one lowercase character.
 - Must contain at least one uppercase character.
 - Must contain at least one numeric character.
 - Cannot repeat last four passwords.

1CLOUD
Reset your profile password for City of Jacksonville

Hi Tim Davis,

We received a password reset request for your account on Tuesday, June 2, 2026, at 8:28:27 AM CDT. Reset your password before the expiration date.

Reset Password

If you did not request this change, please ignore this email.

This link will expire on Tuesday, June 2, 2026 8:38:28 AM CDT.

If you have any questions, please contact your Cloud Account administrator at support@jacksonville.com or at Oracle Support.

How to reset password for existing accounts (continued)

Result: After you reset your password, the system enables you to continue to set the second tier of the MFA method.

The system: 1) sends an e-mail message to confirm the password reset, and 2) displays a confirmation message that indicates the password has been reset, which allows you to sign-in with the new password.

- Click **Continue to Sign In.** (not shown)

Result: The Enable Secure Verification feature appears. (shown below left)

- Click **Enable Secure Verification.**

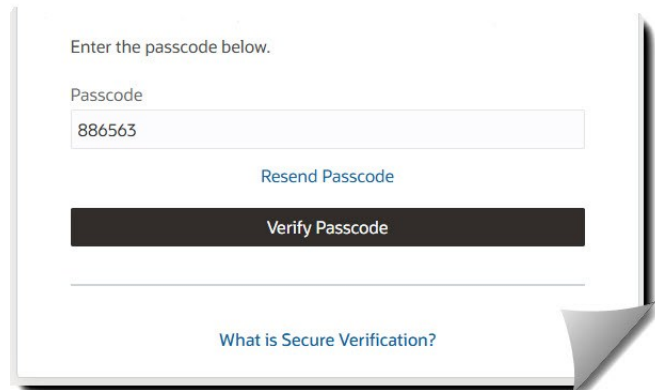
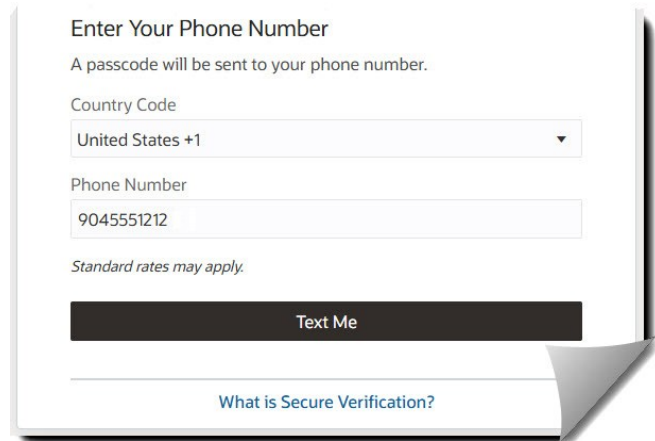
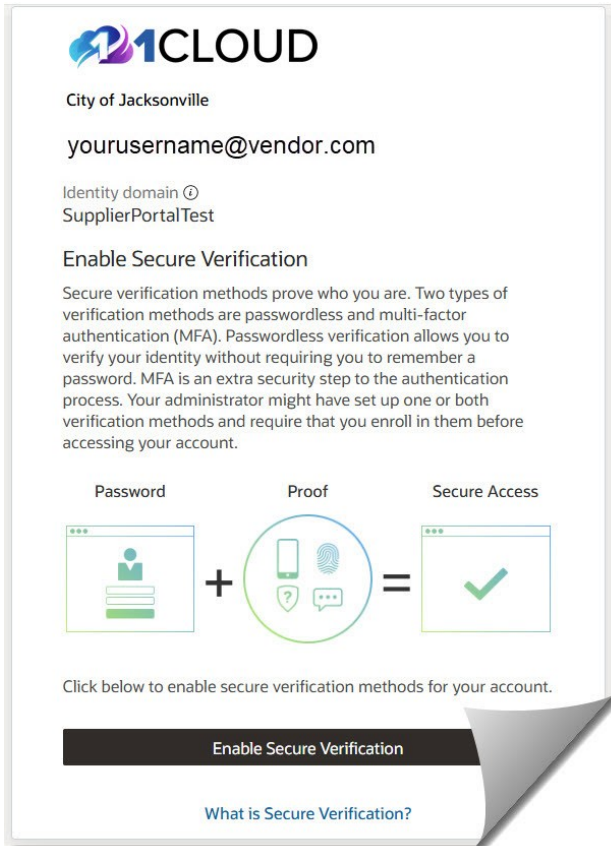
Result: The Enter Your Phone Number feature appears. (shown below right)

- Select the **United States +1** option in the **Country Code** dropdown list.

Note: Type "United", then select the option for quicker access to the option.

- Type your mobile phone number (xxxxxxxxxx format with no punctuation) in the **Phone Number** field. Click **Text Me.**

Result: The system sends a six-digit verification code to the mobile device number.



- Check your mobile device for the passcode. Type the six-digit passcode in the **Passcode** field. Click **Verify Passcode.** (shown to the right)

Result: The system displays a message that states: Successfully Enrolled

- Click **Done.**

Result: The system navigates to the main landing page for suppliers.