Hourly Employees: Unsuspend an Account (Account Recovery)

November 2018

GM GMID accounts which are not used frequently are suspended for inactivity. The instructions below guide the hourly employee to a self-serve function in gmid.gm.com to reactivate their GMID.

If the GMID was suspended for reasons other than inactivity, the employee will receive further instructions while going through this recovery process.

This process is for GM Hourly Employees only.

Prior to using the Account Recovery function, the employee MUST...
- Have their GMIN (9-digit number; should be typed on their GM badge)
- Use their proper first and last name (same name as what is in PeopleSoft)
- Have a 15-character passphrase ready to be type
- Have 2FA or 2-Step Verification** already set up.
- Have their cell phone near them or access to their personal email address because this process requires 2FA to be sent to the employee for verification purposes.

* Effective January 2018, GM security requires ALL employees to have their 2-Step Verification preferences set up. 2-Step or 2FA will be required to re-set passwords and to access the GM network outside a GM facility.

Hourly Employee Recover their Account

o If using a **computer inside the Plant**, the hourly employee needs someone else to log into their computer with their GMID and password. Then let the hourly employee borrow their machine for approximately 15 minutes. Then start at #1 below.

o If using a **personal home computer**, hourly employee needs to start at #1 below.

o If using a **Samsung Kiosk tablet**, the hourly employee needs someone else to log into the tablet, Click on the "HCC" icon. From the HCC Home page, scroll the page and find a tile called "My Links". Inside that tile, locate and click on the URL for "GMID.GM.COM". The hourly employee starts at #1 below:
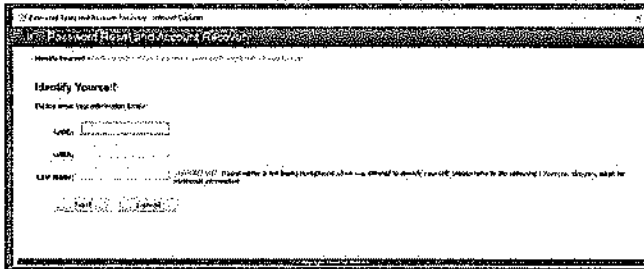
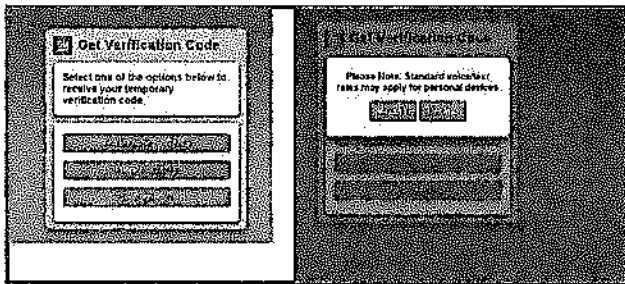1. Open a browser and Go to: GMID.GM.COM
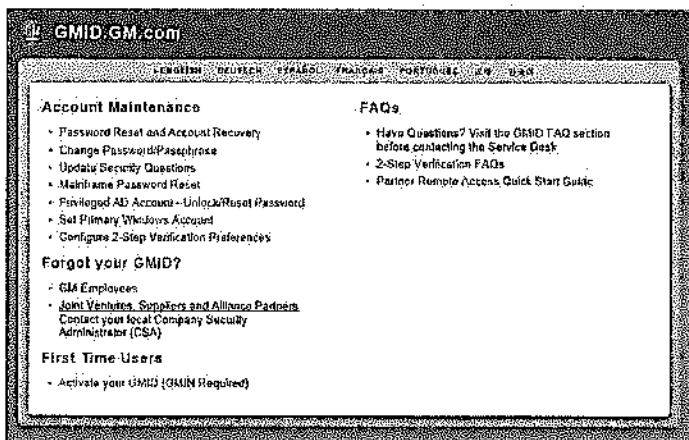
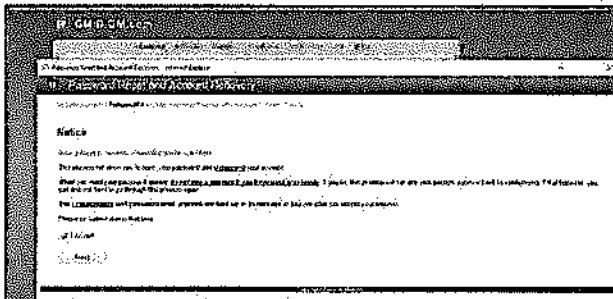2. Hourly employee clicks on "Password Reset and Account Recovery"

3. Hourly employee follows the prompts.

4. Hourly employee will be asked to select the method to receive their 2-Step Verification Code, and standard text rates apply.
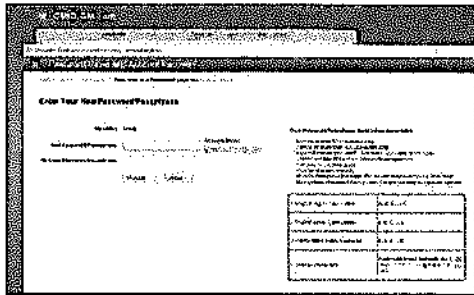

5. Hourly employee enters their validation code.

6. Hourly employee must read Account Recovery Notice and then click the "I Accept" box.
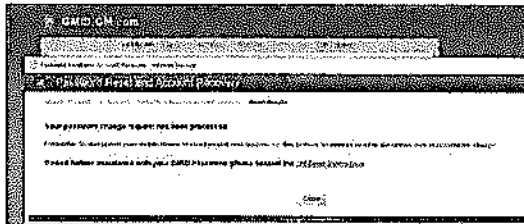
7. Hourly employee must set up a new Password/Passphrase, following the guidelines documented on the page.

8. Once the password/passphrase is complete, the hourly employee receives a confirmation.

9. When hourly employee is finished, click the "Close" button. It will take approximately 30 minutes to process the new password through the GM network.

10. Hourly employee need to test their new password and ensure their ID is recovered.

   a. After 30 minutes, log into the GM network by opening a browser and going to Socrates.gm.com
   b. Enter your GMID and new Password
   c. Complete 2-Step Verification
   d. Employee is routed to Socrates.