

# Okta Password Reset

Okta supports the ability to change your Okta password or even unlock your account, from one easy to use location. It also can assist you in resetting a forgotten password should the need arise.

In all, Okta supports these devices:

- Desktop Browser (Chrome, Firefox & IE)
- Mobile app (iOS only)
- Mobile Browser (Safari & Chrome)

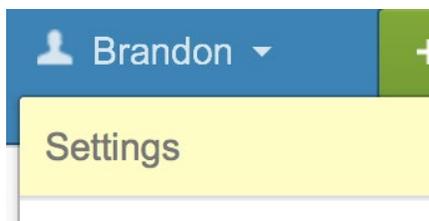
Supports the following methods:

- Resetting on your own
  - Browser (Chrome, Safari, Firefox, IE)
- Forgotten Password
  - Email Reset URL
  - SMS Text PIN
  - Voice Call PIN
- Account Unlock
  - Email Unlock URL
  - SMS Text PIN

**Okta supports the ability to reset a forgotten password and/or unlock your account. If using the recovery method, this can only be done if you have enabled Email, Voice and/or SMS text Self-Service options within OKTA. This is not required if changing your password without recovery.**

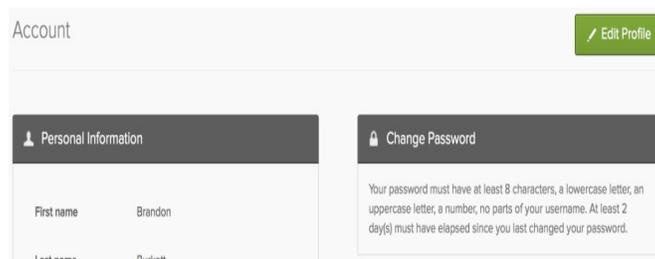
Okta provided the ability at sign up when first creating and registering your account. If these were not enabled at that time, you can update these in the Okta settings page.

## Enable Self-Service (Forgotten password or locked account) Options



While in the Okta dashboard, click the small down arrow by your name to reveal “Settings” option. Clicking this will take you to the Settings page of Okta.

Before you can edit the settings boxes, you may be required to click the green “Edit Profile” button and/or validate your password again.



Please verify your password

Password

These are extra precautions taken depending on where you are accessing Okta from, how often you edit your settings and the length of time you last edited your settings.

## Setting up: Challenge Question

Forgotten Password Question

Select a forgotten password question so you can reset your password in case you have trouble signing in to your Okta account.

To setup or change your challenge question, on the right side of account settings page, scroll down to locate the “Forgotten Password Question” settings box.

Click the “Edit” button to allow editing the challenge question and answer.

You can select the “Question” drop down to reveal the pre-built question list, or you can use the last option to create your own custom security question.

Ensure your answer to the built-in or custom question is something not easily guessed or found through social media.

In this example, I’ll choose to create a custom question for maximum security and flexibility for myself.

Question

Create your own security question

Your custom security question

A specific custom question only you would remember

Answer

A tough answer!

Once chosen and answered, simply click “Save” to save the changes.

### Tips for choosing a good security question:

- Don't pick a question that someone could easily guess or find out the answer to by looking at your resume or social networking profile.
- Pick a question with an answer that is easy for you to remember.
- Don't write your security question down on a piece of paper where someone could find it.

#### Stock questions

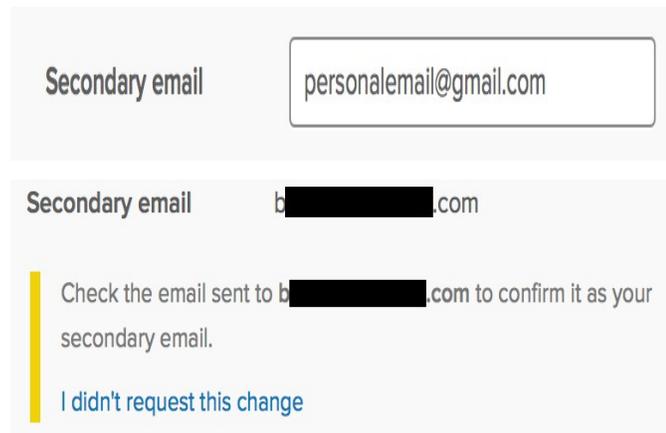
- ✓ What is the food you least liked as a child?
  - What is the name of your first stuffed animal?
  - What did you earn your first medal or award for?
  - What is your favorite security question?
  - What is the toy/stuffed animal you liked the most as a kid?
  - What was the first computer game you played?
  - What is your favorite movie quote?
  - What was the mascot of the first sports team you played on?
  - What music album or song did you first purchase?
  - What is your favorite piece of art?
  - What was your grandmother's favorite dessert?
  - What was the first thing you learned to cook?
  - What was your dream job as a child?
  - Where did you meet your spouse/significant other?
  - Where did you go for your favorite vacation?
  - Where were you on New Year's Eve in the year 2000?
  - Who is your favorite speaker/orator?
  - Who is your favorite book/movie character?
  - Who is your favorite sports player?
  - Create your own security question
- Custom question
- Create your own security question

**Note: Help Desk is not able to reset or view your question or answer. If the answer is forgotten and you are not able to access Okta, you will need to have the help desk reset your password first and come back into Okta and change/update your security question and/or answer.**

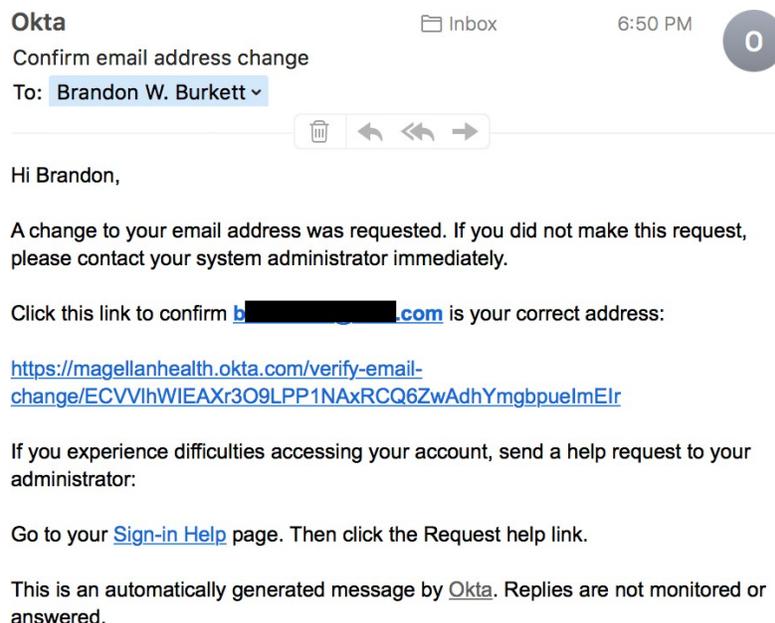
### Setting up: Email Address SSPR

On the left side under **Personal Information**, you have the option of setting a Secondary Email address. We recommend updating this to a personal email address which Okta will only ever send a recovery PIN code that you request. Using your Magellan email is not recommended, as you may lose access to this email if your account is locked or password forgotten.

If you click "Edit" to the right of Personal Information, you can then put in an email address or update an existing one for Secondary Email. Once you enter an email or update an existing one, click "Save" and Okta will send a confirmation email to that email address to verify you own and have access to that email, before allowing you to use the email reset option.



Example of the validation email. To validate, simply click the link or copy and paste the URL into a browser.



**Okta** Inbox 6:50 PM 0

Confirm email address change  
To: **Brandon W. Burkett**

Hi Brandon,

A change to your email address was requested. If you did not make this request, please contact your system administrator immediately.

Click this link to confirm **b[redacted].com** is your correct address:

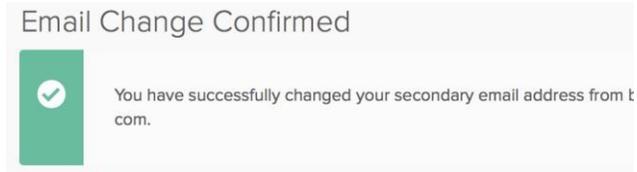
<https://magellanhealth.okta.com/verify-email-change/ECVVihWIEAXr3O9LPP1NAxRCQ6ZwAdhYmgbpuelmElr>

If you experience difficulties accessing your account, send a help request to your administrator:

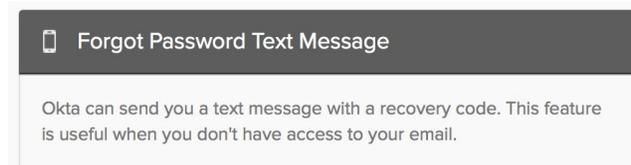
Go to your [Sign-in Help](#) page. Then click the Request help link.

This is an automatically generated message by **Okta**. Replies are not monitored or answered.

You should see a success message like the one below after clicking the URL or copying and pasting into a browser:



## Setting up: SMS Text SSPR

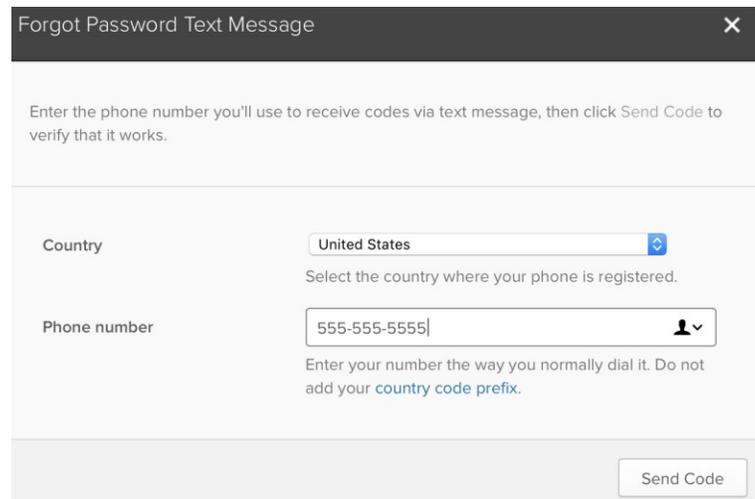


To update your SMS Text SSPR, on your Okta account settings page, click "Edit Profile", and then can scroll down the page and on the right-hand side, you'll see "Forgot Password Text Message"

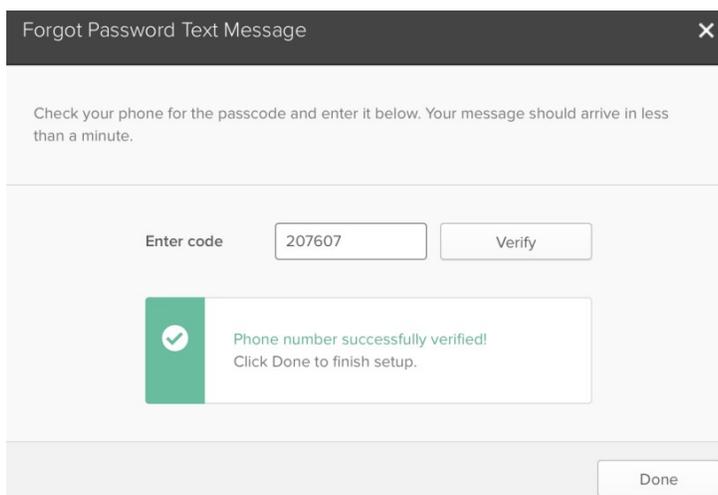
If you click "Edit" in this settings box, you'll be presented with pop up settings box to type in an SMS Text number.

Select your Country (if needed), and type in your phone number you wish to use. Okta will never contact you on this number unless you request SMS option for password reset recovery.

Type in your phone number and click "Send Code".

A pop-up form titled "Forgot Password Text Message". It contains the following fields and instructions:

- Instruction: "Enter the phone number you'll use to receive codes via text message, then click Send Code to verify that it works."
- Country: A dropdown menu with "United States" selected. Below it, the text "Select the country where your phone is registered."
- Phone number: A text input field containing "555-555-5555". Below it, the text "Enter your number the way you normally dial it. Do not add your country code prefix."
- A "Send Code" button at the bottom right.

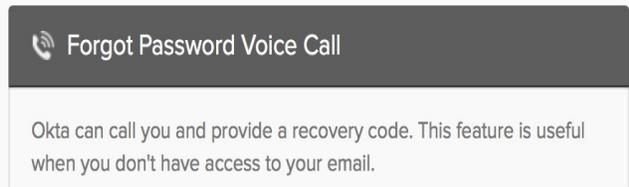
A pop-up screen titled "Forgot Password Text Message". It contains the following elements:

- Instruction: "Check your phone for the passcode and enter it below. Your message should arrive in less than a minute."
- Input field: "Enter code" with the value "207607".
- Button: "Verify".
- Success message: A green checkmark icon followed by the text "Phone number successfully verified! Click Done to finish setup."
- Button: "Done" at the bottom right.

Okta will then send your phone a One Time Passcode (OTP) to your phone to validate you own that number.

When you receive the text message (may take up to 15 minutes depending on your carrier), type that passcode and click "Verify". Okta will display "Phone number successfully verified!" message if successful. Once verified, you can click "Done".

## Setting up: Voice Call SSPR



On the Okta account settings page, click “Edit Profile”, then you scroll down and on the right-hand side, you’ll see the “Forgot Password Voice Call” settings box.

Select your Country (if needed) and type your phone number (and extension if needed) you wish to use and click “Call” (Cell phone or Landline are supported including the use of an extension).

You will receive a phone call shortly after clicking “Call” that will say: “Hello. Thank you for using the Phone Verification system. Your code is...”

**Forgot Password Voice Call** [Close]

Enter the phone number you'll use to receive codes via phone call, then click Call to verify that it works.

Country:  [Dropdown Arrow]  
Select the country where your phone is registered.

Phone number:   
Enter your number the way you normally dial it. Do not add your country code prefix.

Extension:  [Person Icon]

[Call]

Call is in progress. Once you have the passcode enter it below.

Enter code:  [Verify]

Phone number successfully verified!  
Click Done to finish setup.

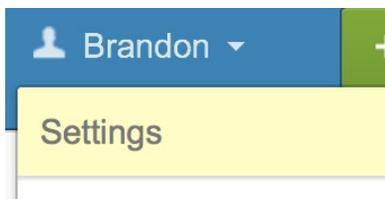
[Done]

Type your verification code into the “Enter Code” box and click Verify. You should then see the message “Phone number successfully verified!” You can click “Done” when finished.

## Resetting Password – Desktop and Mobile browser

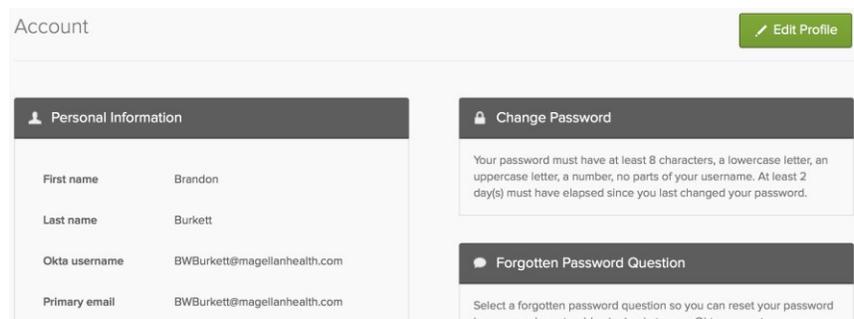
**Please Note: while you can change your password from your mobile browser, it can be difficult due to the screen size and page rendering oddities that can occur between Android or iOS versions and the various browsers available. It may not be possible to reset your password on mobile depending on these possibilities but are mentioned in this guide for completeness and convenience. If you experience issues with a mobile browser, we recommend trying a different one.**

**Okta does not support the use of using Okta apps via the mobile browser method and the mobile app should be used instead. This is only for password resets.**



While in the Okta dashboard, click the small down arrow by your name to reveal “Settings” option. Clicking this will take you to the Settings page of Okta.

Before you can edit the settings boxes, you may be required to click the green “Edit Profile” button and/or validate your password again.



Please verify your password

Password

These are extra precautions taken depending on where you are accessing Okta from, how often you edit your settings and the length of time you last edited your settings.

On the top right-side, you should see the “Change Password” settings box. To change your password, you can simply type your current password, enter your new password, repeat your new password again and finally, click on “Change Password”. If successful, you should see the “Successful changed password” confirmation.

**Change Password**

Your password must have at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username. At least 2 day(s) must have elapsed since you last changed your password.

Enter current password

Enter new password

Repeat new password

**This changes your Okta password as well as your Active Directory password (The same password used to log onto your workstation).**

You may see the error below if your password does not meet the minimum requirements:

**!** Please review the form to correct the following error(s):

- Password requirements were not met. Your password must have at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username. At least 2 day(s) must have elapsed since you last changed your password.