

Self service password reset

This document will provide the steps for utilizing Okta's self-service features to provide the following login assistance:

- Ability to reset an unknown or expired network password
- Ability to unlock a network account

In order to utilize the self-service password reset feature, you must have the following factors configured in your Okta profile:

- **Forgotten Password Question** - this is required for ALL methods of self-service password reset in Okta

You must also have previously configured at least one of the following "extra verification" methods of authentication for self-service password reset:

Note: This is SEPARATE from setting up these factors for multi-factor authentication.

- **Email (secondary email address required)**
- **SMS Text messaging**

These 3 factors are the approved methods for self-service password reset, other MFA methods are not included at this time for these self-services. For more information on how to set up these factors, please refer to the [Okta - MFA factor enrollment documentation](#).

IMPORTANT: After resetting your password, **you must login to VPN and sync your new password with your local computer profile** to prevent password lockout. Instructions on how to complete these steps are below as well.

For instructions on using specific features:

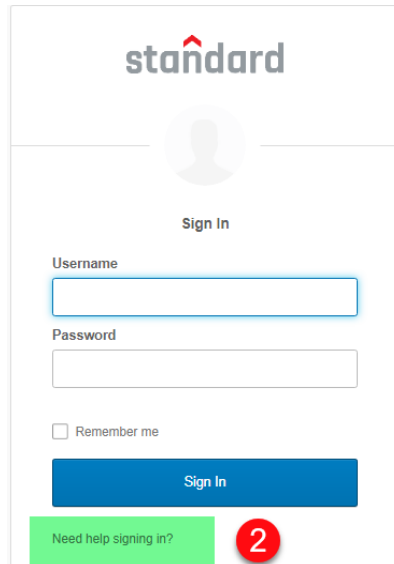
- For password reset functionality, see the [Password reset section](#)
- For account unlock, see the [Account unlock section](#)
- For syncing your password on your computer via VPN, see the [VPN sync section](#)

Password reset procedure

1. Navigate to the Standard Industries Okta login page

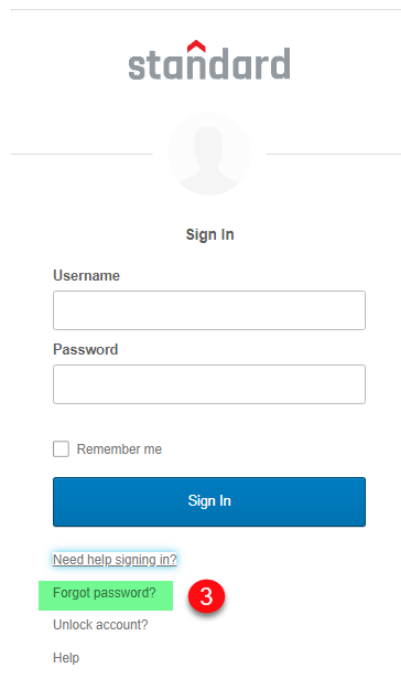
<https://standardindustries.okta-emea.com>

2. Click the link for “**Need help signing in**”



The screenshot shows the Standard Industries Okta login page. At the top is the 'standard' logo. Below it is a 'Sign In' button. Underneath are input fields for 'Username' and 'Password'. There is a checkbox for 'Remember me' and another 'Sign In' button. At the bottom left, there is a green link labeled 'Need help signing in?' which is highlighted with a red circle containing the number '2'.

3. Click the link for “**Forgot Password**”



The screenshot shows the Standard Industries Okta login page. At the top is the 'standard' logo. Below it is a 'Sign In' button. Underneath are input fields for 'Username' and 'Password'. There is a checkbox for 'Remember me' and another 'Sign In' button. Below these are several links: 'Need help signing in?' (highlighted with a light blue background), 'Forgot password?' (highlighted with a green background and a red circle containing the number '3'), 'Unlock account?', and 'Help'.

4. When presented with the Reset Password screen, enter your Okta user name
this should also be your primary email address in the format of firstname.lastname@domain (e.g. - GAF.User@gaf.com)

standard

Reset Password

okta.test15@gaf.com

SMS or Voice Call can only be used if a mobile phone number has been configured.

Reset via SMS

Reset via Voice Call

Reset via Email

Back to Sign In

5. Choose the method by which you want to reset your password.
 - a. For **Reset via SMS**, proceed to the [SMS Text recovery section](#)

*All methods require the chosen factor to have been configured on your Okta account **prior to the reset attempt.***

SMS Text recovery

1. Verify you have entered the correct user name
2. Click **Reset via SMS**

standard

Reset Password

Email or Username

 1

SMS or Voice Call can only be used if a mobile phone number has been configured.

Reset via SMS 2

Reset via Voice Call

Reset via Email

[Back to Sign In](#)

3. Enter the code provided via text message
4. Click **Verify**

standard

?

Enter verification code sent via SMS

Enter Code

 3

Verify 4

[Didn't receive a code? Reset via email](#)

[Back to Sign In](#)

5. Enter the answer to your **Forgotten Password Challenge** question
6. Click **Reset Password**

standard

?

Answer Forgotten Password Challenge

What was your dream job as a child?

Answer

Show

Reset Password

Back to Sign In

7. Enter the same new password in both password boxes
 - a. (must meet all standard password requirements)
8. Click **Reset Password**

standard

?

Reset your Okta password

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username, does not include your first name, does not include your last name. Your password cannot be any of your last 3 passwords. At least 1 day(s) must have elapsed since you last changed your password.

New password

Repeat password

Reset Password

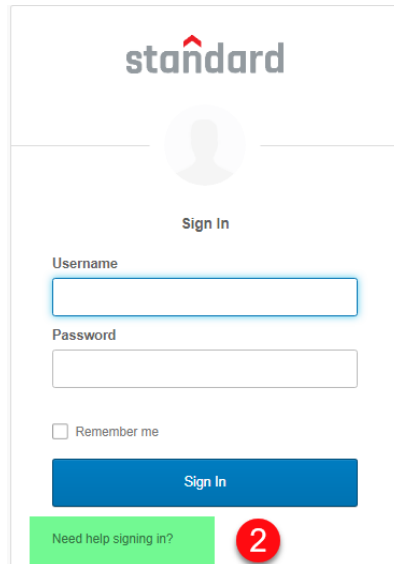
Sign Out

SMS account unlock procedure

1. Navigate to the Standard Industries Okta login page

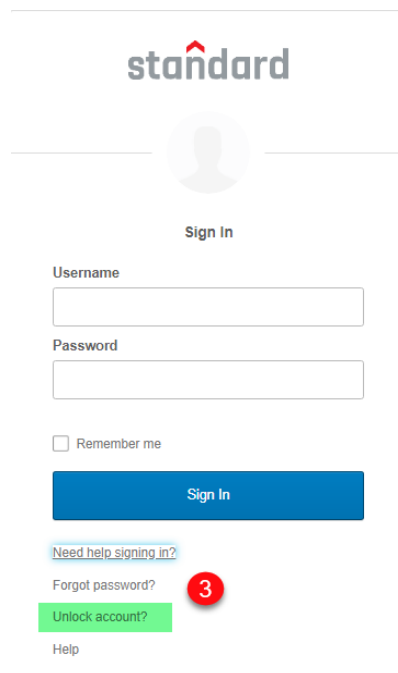
<https://standardindustries.okta-emea.com>

2. Click the link for “**Need help signing in**”



The screenshot shows the Standard Industries Okta login page. At the top is the 'standard' logo. Below it is a 'Sign In' button. Underneath are input fields for 'Username' and 'Password'. There is a checkbox for 'Remember me' and another 'Sign In' button. At the bottom left, the link 'Need help signing in?' is highlighted in green, and a red circle with the number '2' is placed next to it.

3. Click the link for “**Unlock Account**”



The screenshot shows the Standard Industries Okta login page. At the top is the 'standard' logo. Below it is a 'Sign In' button. Underneath are input fields for 'Username' and 'Password'. There is a checkbox for 'Remember me' and another 'Sign In' button. Below these are links for 'Need help signing in?', 'Forgot password?', 'Unlock account?' (highlighted in green), and 'Help'. A red circle with the number '3' is placed next to the 'Unlock account?' link.

- When presented with the Reset Password screen, enter your Okta user name
this should also be your primary email address in the format of firstname.lastname@domain (e.g. - GAF.User@gaf.com)
- Click **Send SMS**

standard

Unlock account

Email or Username

okta.test15@gaf.com

SMS or Voice Call can only be used if a mobile phone number has been configured.

Send SMS 5

Voice Call

Send Email

Back to Sign In

- Once received, enter the code from the text message
- Click **Verify**

standard

Enter verification code sent via SMS

Enter Code

6

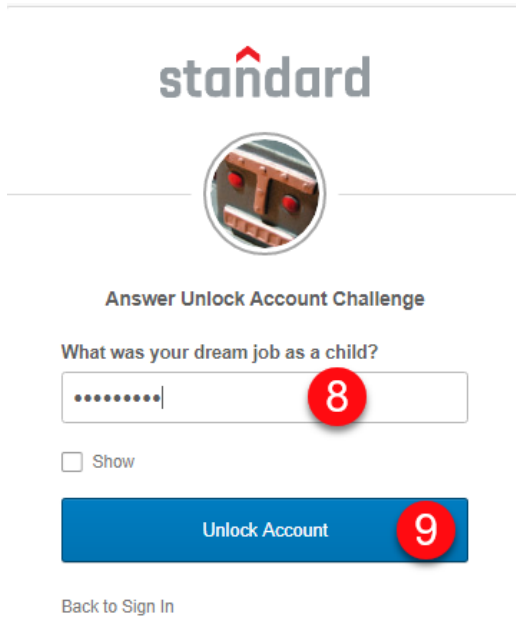
Sent

Verify 7

Didn't receive a code? Unlock via email

Back to Sign In

8. Answer the **Account Unlock Account Challenge** question
9. Click **Unlock Account**



standard

Answer Unlock Account Challenge

What was your dream job as a child?

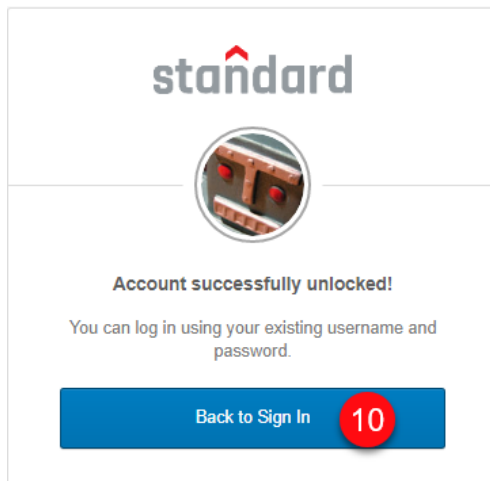
.....| 8

Show

Unlock Account 9

[Back to Sign In](#)

10. Click **Back to Sign In**



standard

Account successfully unlocked!

You can log in using your existing username and password.

Back to Sign In 10

11. Log into Okta using your normal user credentials

VPN password sync to local computer profile

1. Log into VPN with your new password (you may need to wait 5 minutes for your new password to work). Please see instructions on connecting to VPN for PC and Mac below:

Connecting to VPN

[PC](#) | [Mac](#)

2. Press and hold CTRL + ALT + DEL. Click “Lock.” Unlock your computer with your new password to ensure your local computer profile is updated with your new credentials.

