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.

<mark>IMPORTANT:</mark> 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.

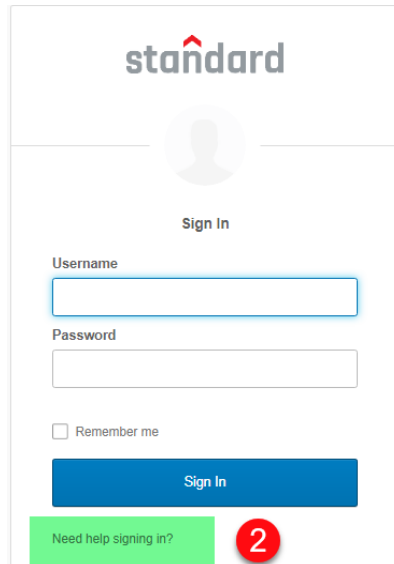For instructions on using specific features:

- 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
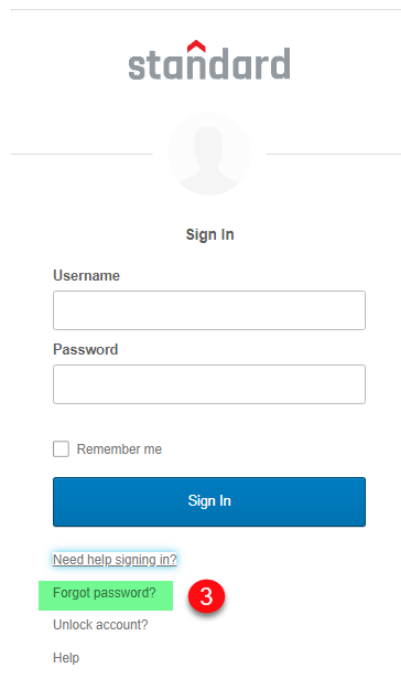
1. Navigate to the Standard Industries Okta login page

   https://standardindustries.okta-emea.com

2. Click the link for "**Need help signing in**"

3. Click the link for "**Forgot Password**"

4. When presented with the <u>Reset Password</u> screen, enter your Okta user name

    this should also be your primary email address in the format of <u>firstname.lastname@domain</u> (e.g. - GAF.User@gaf.com)

5. Choose the method by which you want to reset your password.
    a. For **Reset via SMS**, proceed to the <u>SMS Text recovery section</u>

    *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**

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

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

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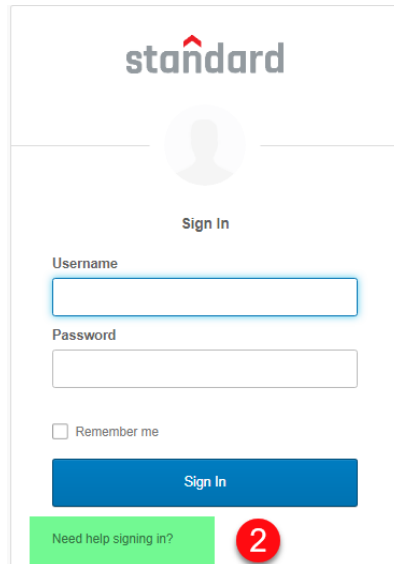
SMS account unlock procedure

1. Navigate to the Standard Industries Okta login page
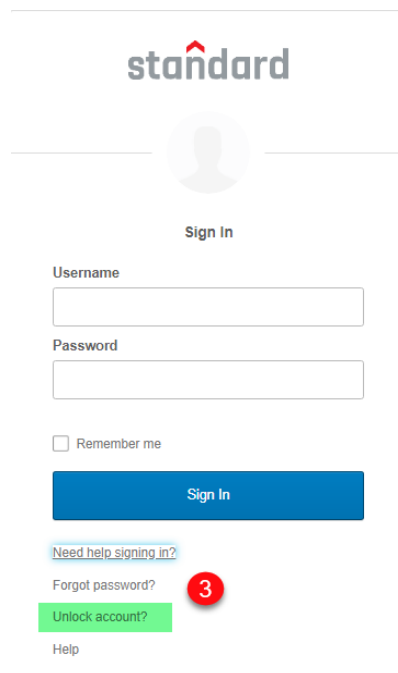
   https://standardindustries.okta-emea.com

2. Click the link for "**Need help signing in**"

3. Click the link for "**Unlock Account**"

4. When presented with the <u>Reset Password</u> screen, enter your Okta user name

    this should also be your primary email address in the format of
    <u>firstname.lastname@domain</u> (e.g. - GAF.User@gaf.com)

5. Click **Send SMS**

6. Once received, enter the code from the text message
7. Click **Verify**
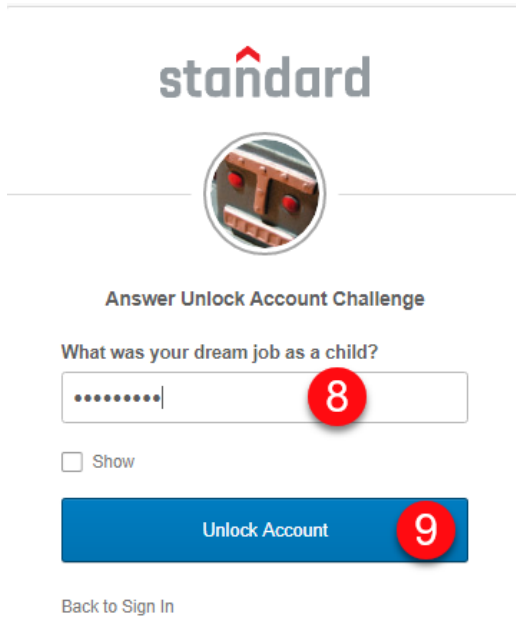
8. Answer the **Account Unlock Account Challenge** question
9. Click **Unlock Account**
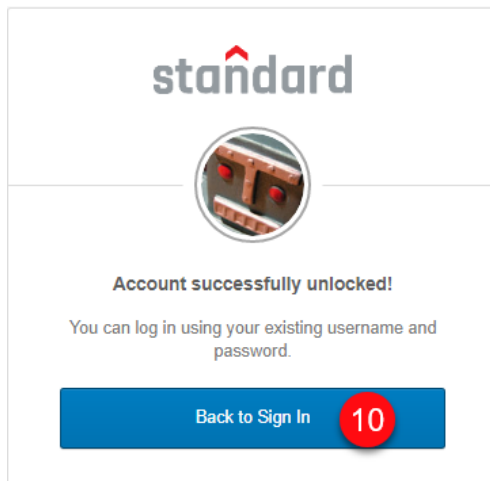
10. Click **Back to Sign In**

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.