

# How-To Recover an Expired Okta Activation Link

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For Aftermarket Users ONLY

## Introduction

This article will describe what to do when the Okta activation link expires before the Okta login account has been created.

**WARNING:** These links are one time use. After clicking the activation link once, it will expire.

## How-To Recover your Okta Account when the Okta Activation Link has Expired

- If you have completed Step 2 of the [Create an Okta Login Account](#) guide, then your Okta account has been created.
- If you have not completed the rest of the guide, and still need to finish setting up security for your account, you can sign into Okta from your organizations sign in page from the link that is provided with your Okta account creation email.

Your system administrator has created an Okta user account for you.

Click the following link to activate your Okta account. This link expires in 7 days.

<https://fcawitech.okta.com/welcome>

Your organization's sign-in page is <https://fcawitech.okta.com>

If you experience difficulties accessing your account, you can send a help request to your system administrator using the link below:

- When you login to your Okta account, the setup process will resume, and you can finish enabling the security features required for your account.
- If you cannot login to your Okta account, and your activation link has expired, then continue with this guide to request a new activation link.

If you have received an Okta activation email, but you have not activated your account in the 7 days before the link expires or have clicked your link and navigated away, you will need to send a request to Okta support to receive a new activation link.

Click the following link to activate your Okta account. This link expires in 7 days.

<https://fcawitech.okta.com/welcome>

1. Click the expired activation link, and you will see the Token Expired page shown below.
2. Click the **Request a new token** button.



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## Token Expired



Your account activation token is no longer valid.

This can happen if you clicked your activation link after creating your account, your activation link expired, or the URL is incorrect

[Request a new token](#)

3. After clicking **Request a new token**, a popup dialog box will be displayed.

Enter the email that is being used to create the Okta account, and select an option from the drop down menu.

In the Message text box, enter a message stating that your *activation link has expired*, and that you are requesting a new one.

Send Message ×

Enter the email we should use to contact you:

  

What do you need help with?

[Request help with using the system](#) ▼

Message

  

[Send Message](#)

4. Click the **Send Message** button to send the request, and you will receive a new activation link in your email shortly.

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