Okta Assistance

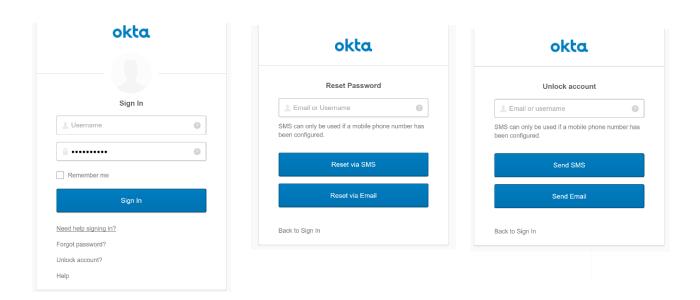
751 Nate Skutt Mon, Jun 12, 2017 wiTECH 2.0 Public Articles - Aftermarket 16575

For Aftermarket User ONLY

Self-Serve Options

- 1. **Forgot Password:** This is used when the user needs help with forgot password problems. Help can be sought directly through SMS token or password-reset email requests.
 - 1. Reset via SMS
 - 2. Reset via Email
- 2. **Unlock Account:** When an account gets locked through numerous unsuccessful login/MFA attempts; this unlock feature can be used.
 - 1. Reset via SMS
 - 2. Reset via Email

Okta Sign in page, Self Serve pages



Documentation for Sign in Help page: https://fcawitech.oktapreview.com/help/login

This can be used to seek help from Okta administrator directly from this form.

1. Reset Password request through email

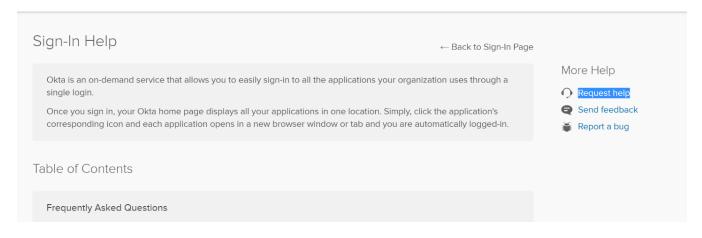
- 1. Reset password when account activation token is expired (first time user)
- 2. Reset password link is expired
- 3. When reset password email lost.

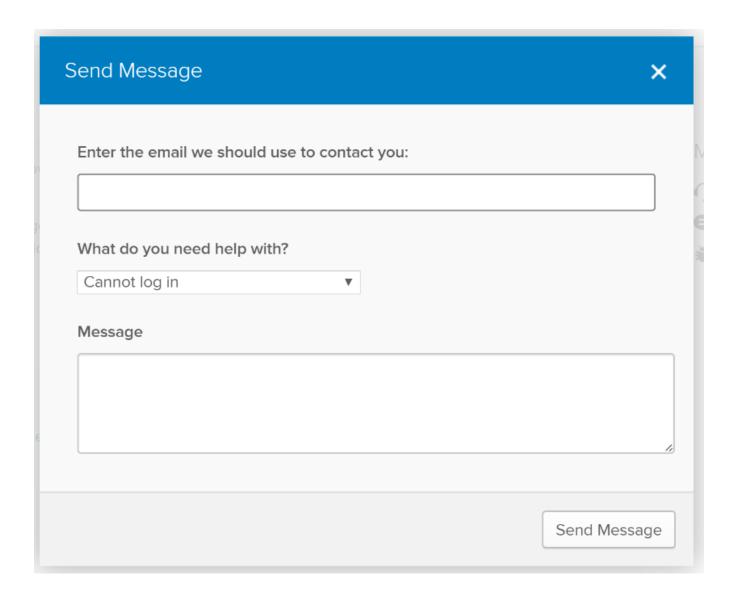
2. Reset MFA request

- 1. When the device is lost or not functional
- 3. Unlock Account
- 4. **YubiKey Setup:** The attached file(Programming_YubiKeys_for_Okta.pdf) contains steps to download, install and configure yubi keys (refer pages 8 to 10). In the process, a configuration secrets csv file is generated (configuration_log.csv). This file needs to be sent to admin and the admin will configure this csv file on the user account.

Okta Help Page/Request help link

okta





Online URL: https://kb.fcawitech.com/article/okta-assistance-751.html