

# Okta Assistance

751 Nate Skutt Mon, Sep 15, 2025 [wiTECH 2.0 Public Articles - Aftermarket](#) 18718

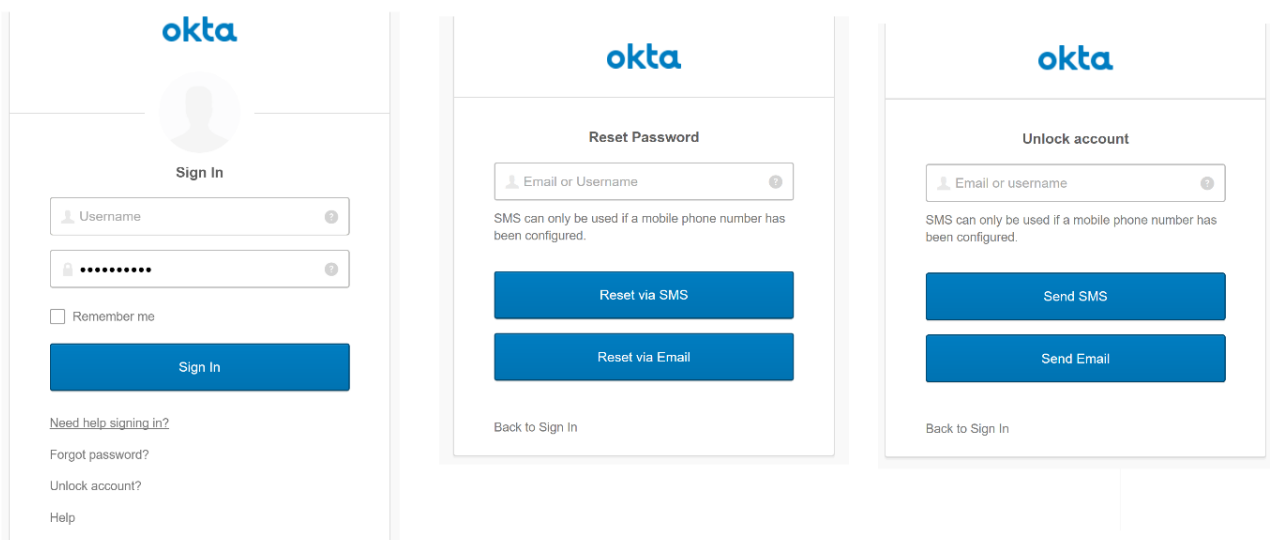
## For Aftermarket User ONLY

*Please be advised that after five unsuccessful Okta login attempts, your account will be locked. To prevent this, we recommend contacting the wiTECH Help Desk at 1-844-948-3242 for password assistance before reaching the lockout threshold.*

## 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**



Sign-In Help ← Back to Sign-In Page

Okta is an on-demand service that allows you to easily sign-in to all the applications your organization uses through a single login.

Once you sign in, your Okta home page displays all your applications in one location. Simply, click the application's corresponding icon and each application opens in a new browser window or tab and you are automatically logged-in.

More Help




-  [Request help](#)
-  [Send feedback](#)
-  [Report a bug](#)

Table of Contents

Frequently Asked Questions

## Send Message



Enter the email we should use to contact you:

What do you need help with?

Cannot log in



Message

Send Message

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