

Okta Assistance

751 Nate Skutt Mon, Sep 15, 2025 [wiTECH 2.0 Public Articles - Aftermarket](#) 16871

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

The image displays three screenshots of the Okta self-serve interface, each within a light gray border. All three pages feature the Okta logo at the top center.

- Sign In:** The first screenshot shows the 'Sign In' page. It includes a 'Username' input field, a password input field with a 'Remember me' checkbox below it, and a blue 'Sign In' button. At the bottom, there are links for 'Need help signing in?', 'Forgot password?', 'Unlock account?', and 'Help'.
- Reset Password:** The second screenshot shows the 'Reset Password' page. It features an 'Email or Username' input field, a note stating 'SMS can only be used if a mobile phone number has been configured.', and two blue buttons: 'Reset via SMS' and 'Reset via Email'. A 'Back to Sign In' link is at the bottom.
- Unlock account:** The third screenshot shows the 'Unlock account' page. It has an 'Email or username' input field, the same SMS configuration note, and two blue buttons: 'Send SMS' and 'Send Email'. A 'Back to Sign In' link is at the bottom.

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](#)

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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>