# Okta Assistance

751 Nate Skutt Mon, Sep 15, 2025 wiTECH 2.0 Public Articles - Aftermarket 17703

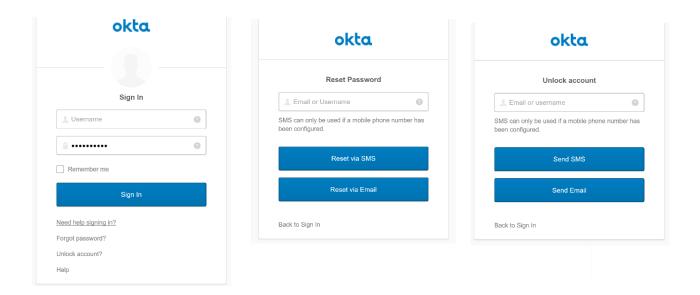
#### For Aftermarket User ONLY

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: <a href="https://fcawitech.oktapreview.com/help/login">https://fcawitech.oktapreview.com/help/login</a>

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

### 1. Reset Password request through email

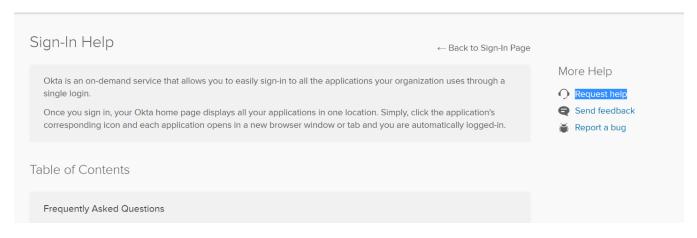
- 1. Reset password when account activation token is expired (first time user)
- 2. Reset password link is expired
- 3. When reset password email lost.

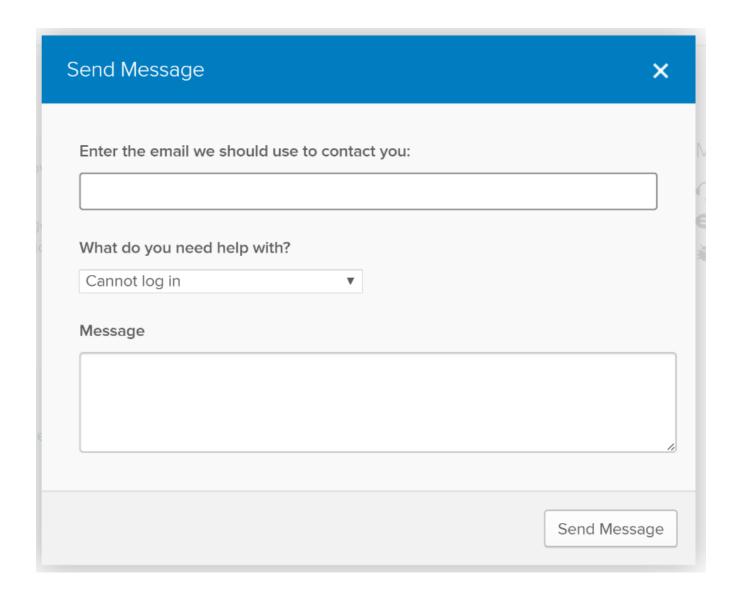
### 2. Reset MFA request

- 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: <a href="https://kb.fcawitech.com/article/okta-assistance-751.html">https://kb.fcawitech.com/article/okta-assistance-751.html</a>