

# Okta Assistance

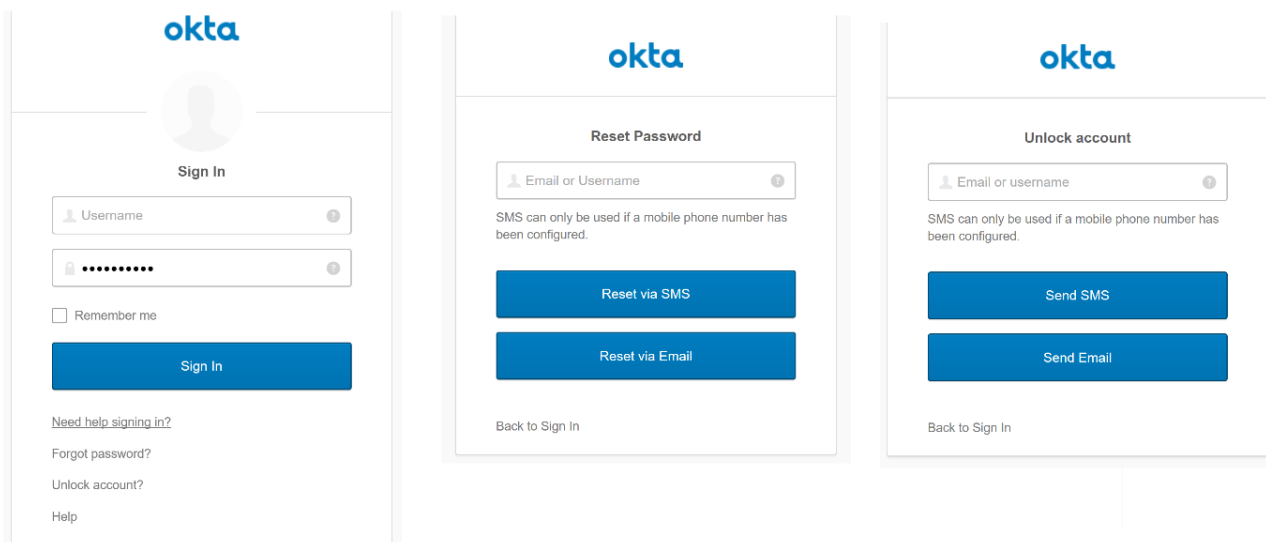
751 Nate Skutt Mon, Jun 12, 2017 [wiTECH 2.0 Public Articles - Aftermarket](#) 15572

## 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






### 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>