

Okta Assistance

751 Nate Skutt Mon, Sep 15, 2025 [wiTECH 2.0 Public Articles - Aftermarket](#) 18853

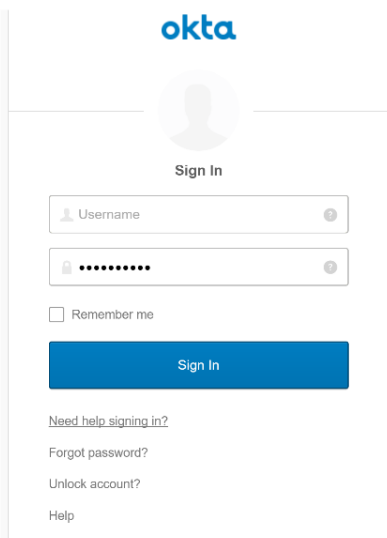
For Aftermarket User ONLY

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.

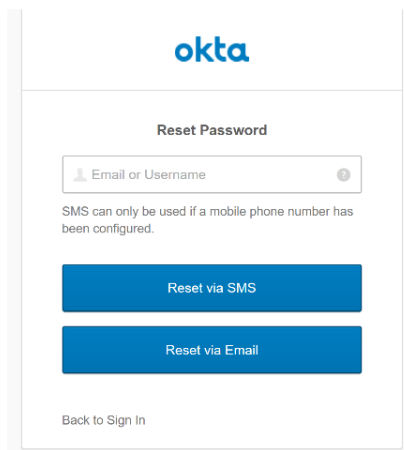
Self-Serve Options

- 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

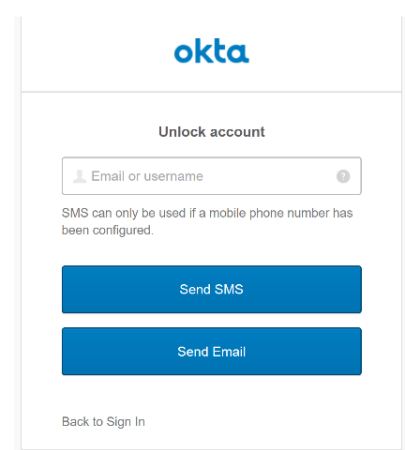
Okta Sign in page, Self Serve pages



The screenshot shows the Okta Sign In page. At the top is the Okta logo. Below it is a user icon and the text "Sign In". There are two input fields: "Username" and a password field with masked characters. Below the password field is a "Remember me" checkbox. A large blue "Sign In" button is centered. At the bottom, there are links: "Need help signing in?", "Forgot password?", "Unlock account?", and "Help".



The screenshot shows the Okta Reset Password page. At the top is the Okta logo. Below it is the text "Reset Password". There is an input field for "Email or Username". Below the input field is a message: "SMS can only be used if a mobile phone number has been configured." There are two blue buttons: "Reset via SMS" and "Reset via Email". At the bottom is a link: "Back to Sign In".



The screenshot shows the Okta Unlock account page. At the top is the Okta logo. Below it is the text "Unlock account". There is an input field for "Email or username". Below the input field is a message: "SMS can only be used if a mobile phone number has been configured." There are two blue buttons: "Send SMS" and "Send Email". At the bottom is a link: "Back to Sign In".

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>