



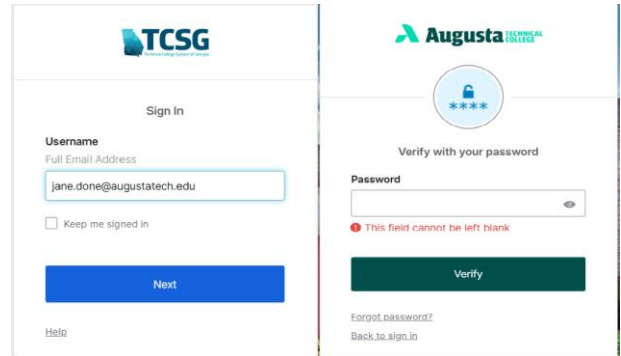
I.T. HELP DOCUMENT – Okta Forgot Password? Reset Guide Students Only

1. Go to <https://www.augustatech.edu> and select **Cougar Web** in the upper right corner



2. **Option 1:** Type in your Augusta Tech student email address then click next. If you know your password, input it in the field provided and click the green Verify button. (Skip to step 6)

Option 2: If you do not know your password or do not want to login to reset, select Forgot Password as indicated in the second image by the red rectangular outline. (Go to step 3)



3. Clicking “Forgot Password?” will take you to a screen providing two options to reset: Email or Phone.

Select Phone as indicated in the image by the red rectangular outline.

If you click select Email, an email will be sent to your Augusta Tech student email with a reset link that is good for one hour.

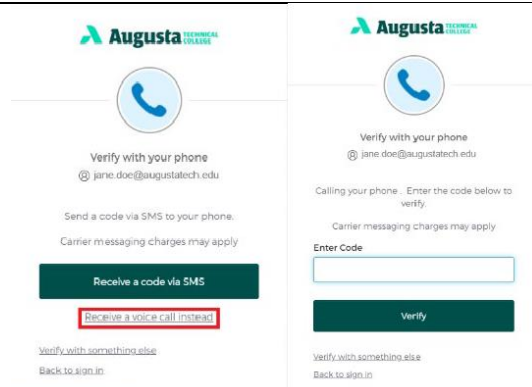
Note: It will be sent by Okta Admin <no-reply@augustatech.edu> with the subject “Account password reset”.



4. The default phone method will send a text message to your phone. Receive the code by selecting the “Receive a code via SMS” green button.

If you cannot receive text messages, click the “Receive a voice call instead” link below the green button.

Note: This will use the phone number listed on the Okta Single Sign on page in Step 8.





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5. Enter the new password you want to use in the two fields provided meeting the listed complexity requirements. When finished, click the green Reset Password button.

Reset your Okta password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 4 passwords
- At least 2 hour(s) must have elapsed since you last changed your password

New password

• This field cannot be left blank

Repeat password

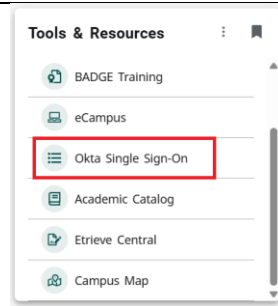
[Reset Password](#)

Continued from Step 2 Option 1

6. Once you have successfully logged in, you will be taken to the “Welcome to Cougarweb” screen.

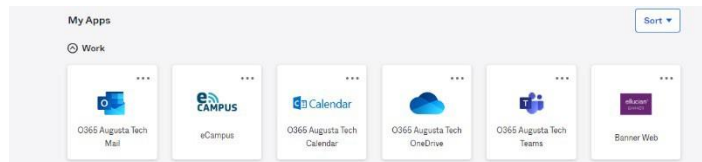


7. Scroll down until you see “Tools and resources” Then click “OKTA Single Sign on”.

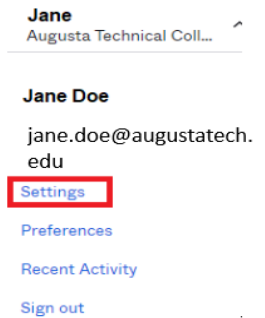


8. Once you have successfully logged in, you will be taken to the Okta Dashboard.

Note: If you are off-campus or not on the Augusta Tech network you will need to verify with multi-factor authentication.



9. In the upper-right corner, select your name and click Settings from the menu.





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- The Settings link takes you to the Account page. You may need to click the green Edit Profile button in the upper-right corner to change your password.

On a mobile device, the edit options are on each section.

The new password **MUST** meet the criteria listed in the Change Password section.

The screenshot shows the Okta Account page with three main sections:

- Personal Information:** Fields for First name (Jane), Last name (Doe), Okta username (jdoe1@maritech.sugatech.edu), Primary email (jdoe1@maritech.sugatech.edu), Mobile phone, Username (jdoe1), Display name (Jane Doe), iDNumber (Hardly long character string), Title, Department (Student), and Employee number (900).
- Change Password:** Includes password requirements (at least 8 characters, uppercase letter, lowercase letter, number, symbol, no same as username, does not include first name, does not include last name, password cannot be any of the last 5 passwords, and must be used once) and a Security Methods section with options for Okta Verify, YubiKey Authentication, and Phone, each with a 'Set up another' button.
- Display Language:** Shows the current language is English and a note that the default language has been automatically set by the browser.

Note: You can also update your security question, multi-factor authentication, and phone number on this page.

Need help with Multi-factor Authentication Setup? [View our Okta MFA Setup Guide.](#)