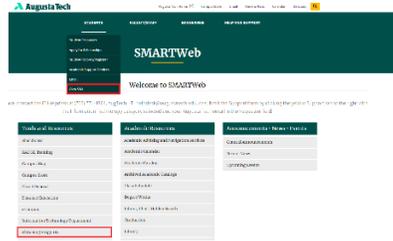




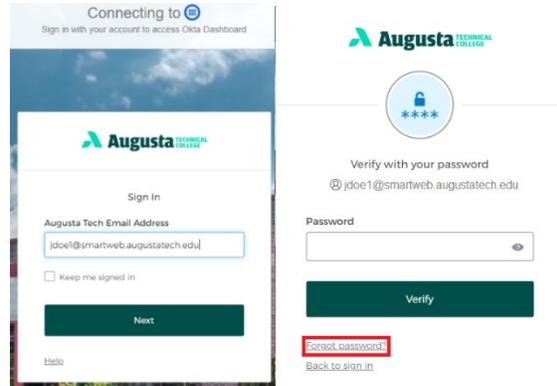
I.T. HELP DOCUMENT – Okta Forgot Password? Reset Guide Students Only

- Go to [SMARTWeb](#) and select Okta SSO from the Student drop-down menu in the green bar or select Okta Single Sign-On from the Tools and Resources link list on the left side of the page.



- 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)

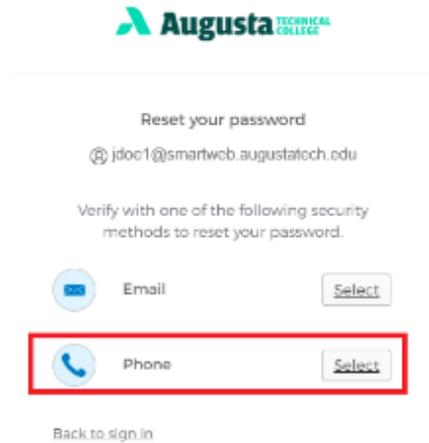


- Clicking Forgot Password? will take you to a screen providing two options to reset: Email or Phone.

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.

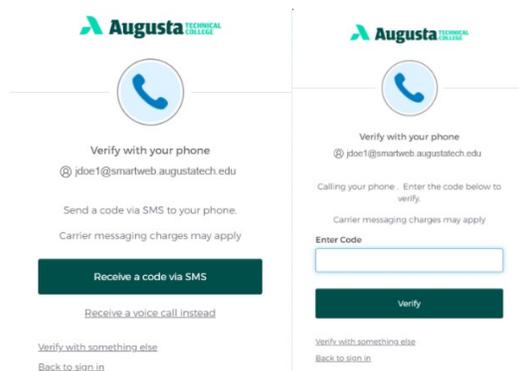
Note: It will be sent by Okta Admin <no-reply@augustatech.edu> with the subject “Account password reset”.



- 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.





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

- 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

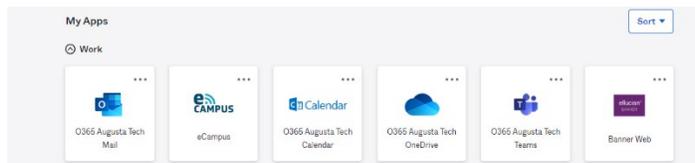
Repeat password

[Reset Password](#)

Continued from Step 2 Option 1

- 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.



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

Jane
Augusta Technical Coll...

Jane Doe
jdoe1@smartweb.augustatech.edu

[Settings](#)

[Preferences](#)

[Recent Activity](#)

[Sign out](#)

- 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.

Account [Edit Profile](#)

Personal Information

First name: Jane
Last name: Doe
Okta username: jdoe1@smartweb.augustatech.edu
Primary email: jdoe1@smartweb.augustatech.edu
Mobile phone:
bairnwell: 900
Display name: Jane Doe
uOIdentifer: really long character string
Title:
Department: Student
Employee number: 900

Change 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

Security Methods

Security methods help your account security when signing in to Okta and other applications.

Okta Verify [Set up another](#) [Remove](#)

YubiKey Authenticator [Set up](#)

Phone [Set up another](#) [Remove](#)

Security Question [Remove](#)

Display Language

Language: english
Your default language has been automatically set by your browser. To change your language please edit and save your desired display language.

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.](#)