

OKTA Self-Service Password Reset/Unlock



Getting started

Set up SMS or voice call multi-factor authentication

In order to use Okta self-service password reset, SMS or voice call, multi-factor authentication must be set up on your Okta account. Instructions on how to set up these multi-factor authentication options can be found in the *Setting Up and Authenticating with Multi-factor Authentication (MFA)* (KB0018430) knowledge article.

Favorite <https://virginia.okta.com/app/UserHome> on a personal device in the event that you are locked out of your Commonwealth device.

Password reset options – further down the page are more detailed instructions for each option.

- **Change password:** Users can preemptively change their password through the Okta landing page.
- **Password reset*:** Users can reset their password via the “Need Password Help?” link on the Okta sign-in page.
- **Account unlocks*:** Users can unlock their account via “Need Password Help?” link on the Okta sign-in page.

*Options two and three require access to a mobile device and/or email to complete.

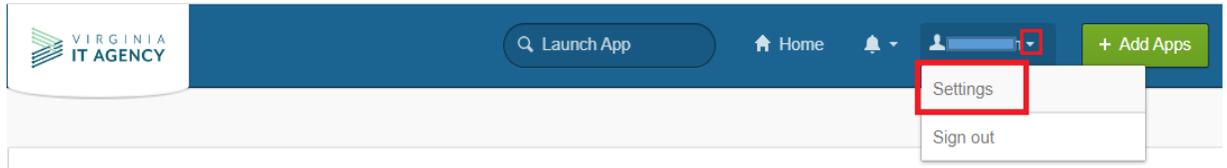
Instructions for changing your password

1. Log in to virginia.okta.com using your Commonwealth of Virginia (COV) credentials.

A screenshot of the Okta sign-in page for the Virginia IT Agency. The page features the Virginia IT Agency logo at the top, a circular placeholder for a user profile picture with a question mark, and the text "Sign In". Below this, there are two input fields: "Username" with the value "test.user@itsupplier.virginia.gov" and "Password". There is also a "Remember me" checkbox which is unchecked. At the bottom, there is a blue "Sign In" button.

2. Click on your name, located in the top right-hand corner of page. A drop-down menu will appear. Click *Settings*.

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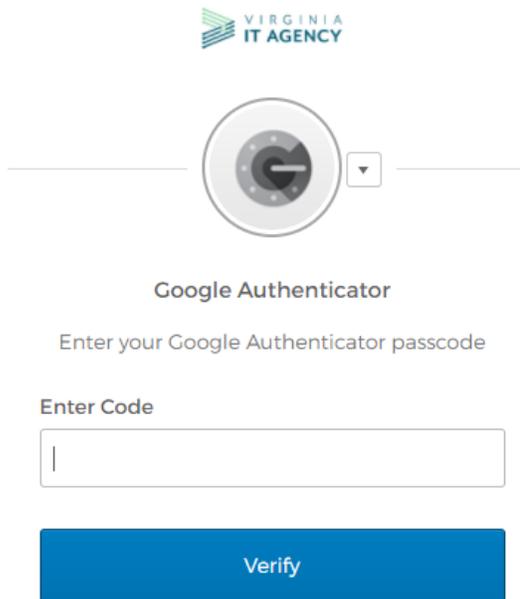
3. Click *Edit Profile*, located at the top of the page. An account verification page will open.



4. Type your COV password into the *Password* field, then click *Verify*.

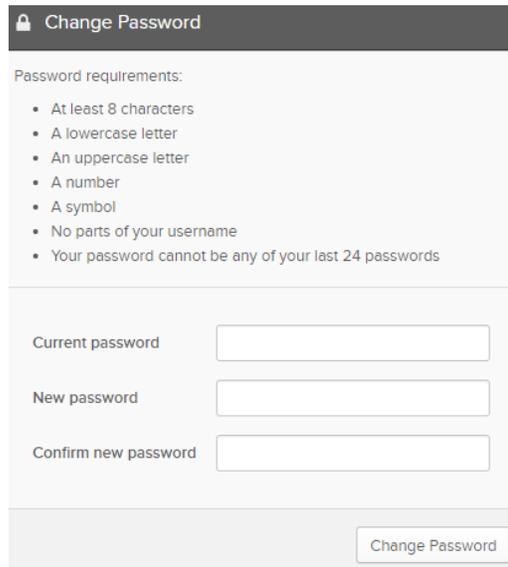
5. You will be asked to authenticate using your preselected multi-factor authentication method (**SMS, Google Authenticator** or **Voice**). **Note:** If you have set up multiple authentication methods, you can click the drop down arrow located to the right of the authenticator symbol to select another authentication option.

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The screenshot shows the Virginia IT Agency logo at the top. Below it is a circular icon representing a Google Authenticator app. The text "Google Authenticator" is centered. Below that, it says "Enter your Google Authenticator passcode". There is a label "Enter Code" above a text input field. Below the input field is a blue button labeled "Verify".

6. The *Account* page will reopen with the option to edit sections.
7. Under the *Change Password* section, type in your current password. Then type in your new password in the first field and repeat in the second field to confirm. Then, click *Change Password*. **Note:** Please check password complexity requirements mentioned in the screenshot below prior to resetting your password.



The screenshot shows a "Change Password" section with a lock icon. Below the title, it lists "Password requirements:" followed by a bulleted list: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", "A symbol", "No parts of your username", and "Your password cannot be any of your last 24 passwords". Below the requirements are three text input fields labeled "Current password", "New password", and "Confirm new password". At the bottom right is a button labeled "Change Password".

OKTA Self-Service Password Reset/Unlock



Instructions for resetting your password

1. Go virginia.okta.com.
2. Without logging in to your Okta account, click on the *Need Password Help?* link located below the *Sign In* button. The prompt will expand to display the following links: *Forgot password?* and *Unlock account?*

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Sign In

Username

Password

Remember me

Sign In

[-----> Need Password Help? <----- Click Here](#)

Warning: This system is the property of the commonwealth of VA. Only persons authorized shall be allowed access to this system. Those permitted access shall use this system ONLY for purposes for which they have been authorized. ALL access and usage on this system is logged. ANY unauthorized access, use, or abuse of this system or the information contained therein shall be reported to appropriate authorities for investigation and prosecution to the fullest extent of the law.

3. Click on *Click here to reset your password*. A *Reset Password* page will open.

[Click here to reset your password](#)

[Unlock account?](#)

[Help](#)

OKTA Self-Service Password Reset/Unlock



4. Type your COV username into the *Email or Username* field. (first.last@vdot.virginia.gov). Then, click your preferred reset option, *Reset via SMS* or *Reset via Voice Call*.



Reset Password

Email or Username

SMS or Voice Call can only be used if a mobile phone number has been configured.

Reset via SMS

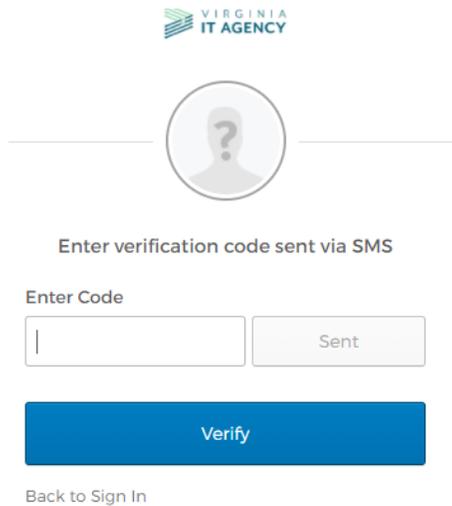
Reset via Voice Call

Reset via Email

[Back to Sign In](#)

5. Follow the multifactor authentication prompts.
 - For *Reset via SMS*: Type in the SMS code sent to your phone, then click *Verify*.

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Enter verification code sent via SMS

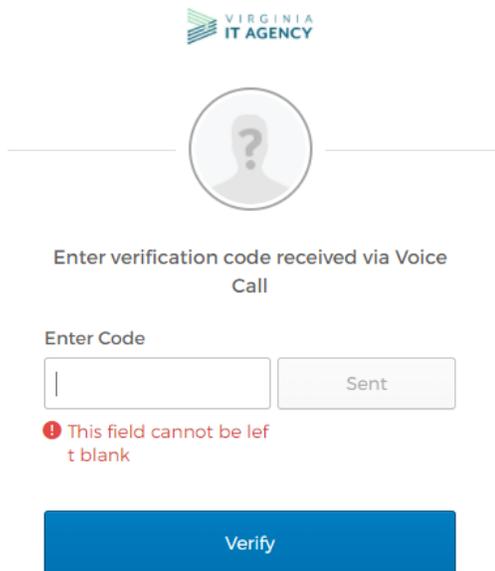
Enter Code

Sent

Verify

[Back to Sign In](#)

- For *Reset via Voice Call*: Type in code given via the phone call, then click *Verify*.



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Enter verification code received via Voice Call

Enter Code

Sent

! This field cannot be left blank

Verify

6. An *Answer Forgotten Password Challenge* page will appear. Type the answer to your preselected security question in the *Answer* field. **Note:** If you have forgotten the answer to your password challenge, call the VITA customer care center (VCCC) at 866-637-8482.

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Answer Forgotten Password Challenge

What was the first computer game you played?

ⓘ This field cannot be left blank

Show

Reset Password

[Back to Sign In](#)

7. Click *Reset Password*. A reset password page will appear. Type in your new password in the first field and repeat in the second field to confirm. Then, click *Reset Password*. Your password will update to the new password.




Reset your Okta password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 4 passwords

New password

ⓘ This field cannot be left blank

Repeat password

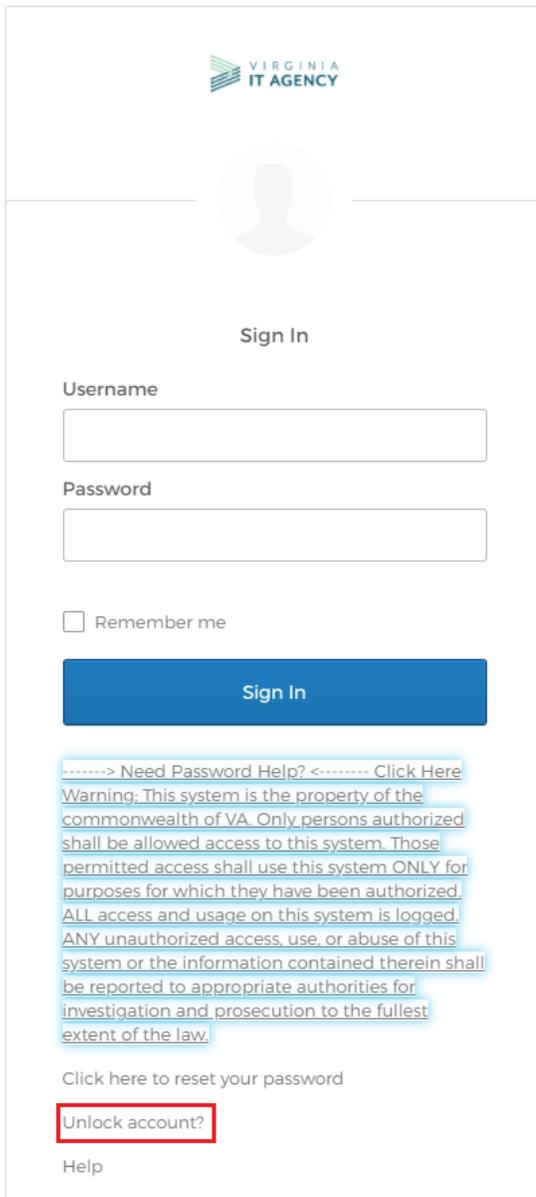
Reset Password

[Sign Out](#)

OKTA Self-Service Password Reset/Unlock

Instructions for unlocking your account

1. Go virginia.okta.com.
2. Without logging in to your Okta account, click on the *Need Password Help?* link located below the *Sign In* button. The prompt will expand to display the following links: *Forgot password?* and *Unlock account?*



The screenshot shows the Okta Sign In page for the Virginia IT Agency. At the top is the Virginia IT Agency logo. Below it is a placeholder for a user profile picture. The main heading is "Sign In". There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the checkbox. Underneath the button is a link: "-----> Need Password Help? <----- Click Here". Below this link is a warning message: "Warning: This system is the property of the commonwealth of VA. Only persons authorized shall be allowed access to this system. Those permitted access shall use this system ONLY for purposes for which they have been authorized. ALL access and usage on this system is logged. ANY unauthorized access, use, or abuse of this system or the information contained therein shall be reported to appropriate authorities for investigation and prosecution to the fullest extent of the law." Below the warning is a link: "Click here to reset your password". At the bottom, there is a link "Unlock account?" which is highlighted with a red rectangular box. A "Help" link is located at the very bottom of the page.

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3. Click on *Unlock Account?*. A *Reset Password* page will open.
4. Type your COV username into the *Email or Username* field. (first.last@vdot.virginia.gov). Then, click your preferred reset option, *Reset via SMS* or *Reset via Voice Call*.

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Unlock account

Email or Username

SMS or Voice Call can only be used if a mobile phone number has been configured.

Send SMS

Voice Call

Send Email

[Back to Sign In](#)

5. Follow the multi-factor authentication prompts.
 - o For *Reset via SMS*: Type in the SMS code sent to your phone, then click *Verify*.

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Enter verification code sent via SMS

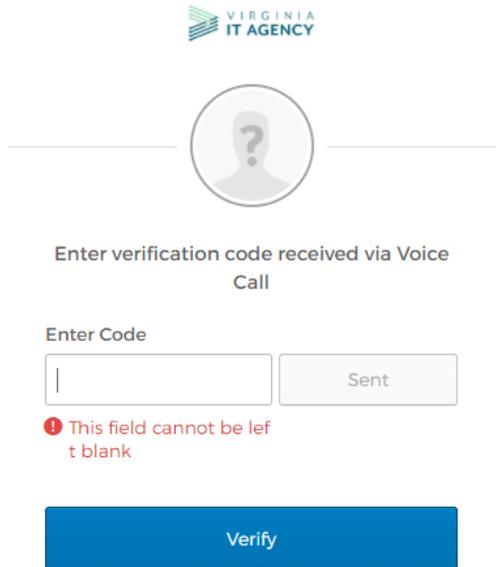
Enter Code

Verify

[Back to Sign In](#)

OKTA Self-Service Password Reset/Unlock

- For *Reset via Voice Call*: Type in code given via the phone call, then click *Verify*.



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Enter verification code received via Voice Call

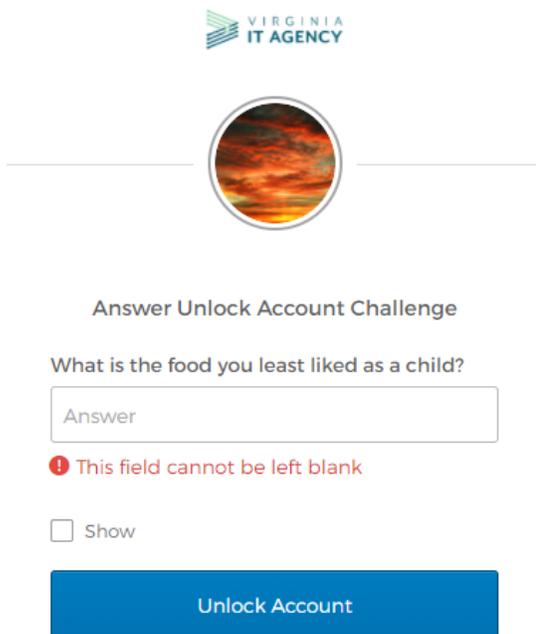
Enter Code

Sent

This field cannot be left blank

Verify

6. An *Answer Forgotten Password Challenge* page will appear. Type the answer to your preselected security question in the *Answer* field. **Note:** If you have forgotten the answer to your password challenge, call the VITA customer care center (VCCC) at 866-637-8482.



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Answer Unlock Account Challenge

What is the food you least liked as a child?

This field cannot be left blank

Show

Unlock Account

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7. An *Account successfully unlocked!* window will open. Click *Back to Sign In* to return to the Okta sign in page.

