OKTA Self-Service Password Reset/Unlock

CADD Support

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.

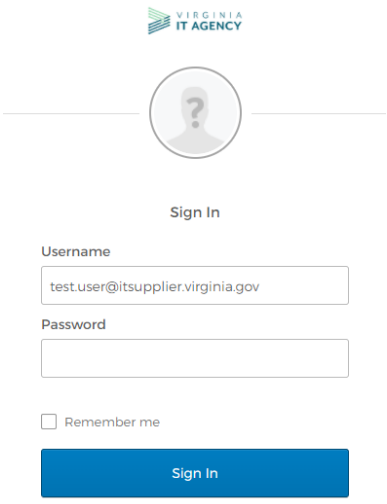
Password reset options – further down the page are more detailed instructions for each option.

- **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.

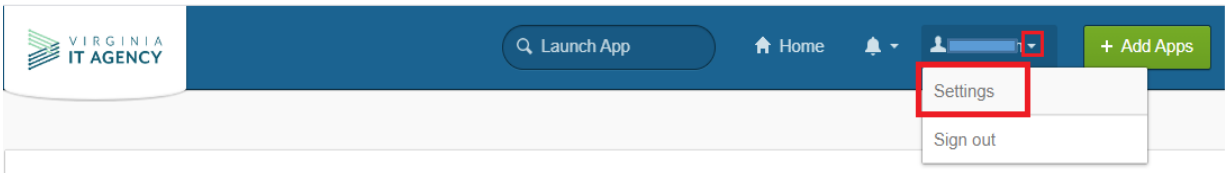
*Options two and three require access to a mobile device and/or email to complete.

Instructions for changing your password

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

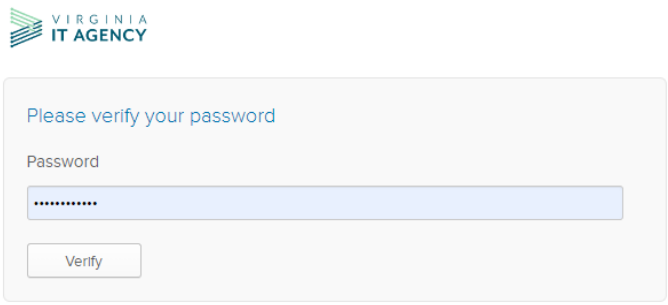


2. Click on your name, located in the top right-hand corner of page. A drop-down menu will appear. Click *Settings*.

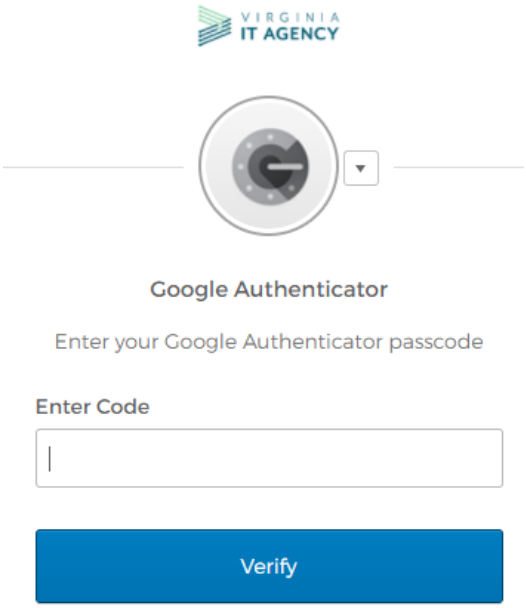


3. Click *Edit Profile*, located at the top of the page. An account verification page will open.

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

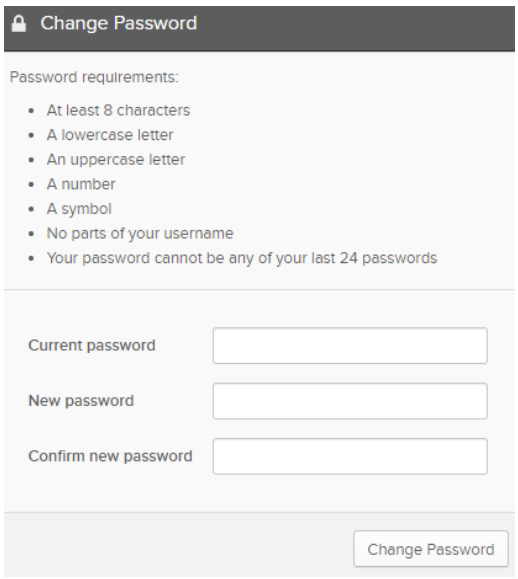


5. You will be asked to authenticate using your preselected multi-factor authentication method (**SMS, Google Authenticator** or **Voice**). **Note:** If you have set up multiple authentication methods, you can click the drop down arrow located to the right of the authenticator symbol to select another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



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.



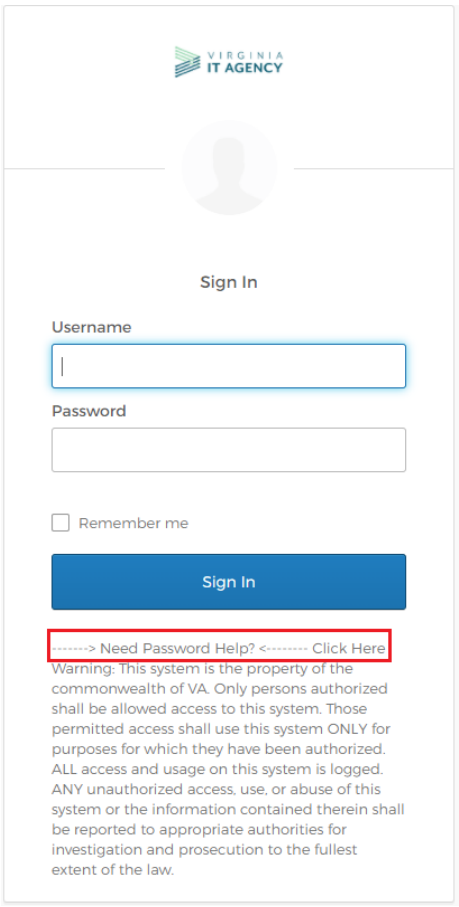
OKTA Self-Service Password Reset/Unlock

CADD Support

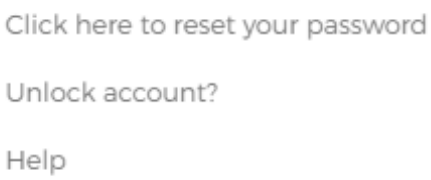
Instructions for resetting your password

1. Go virginia.okta.com.

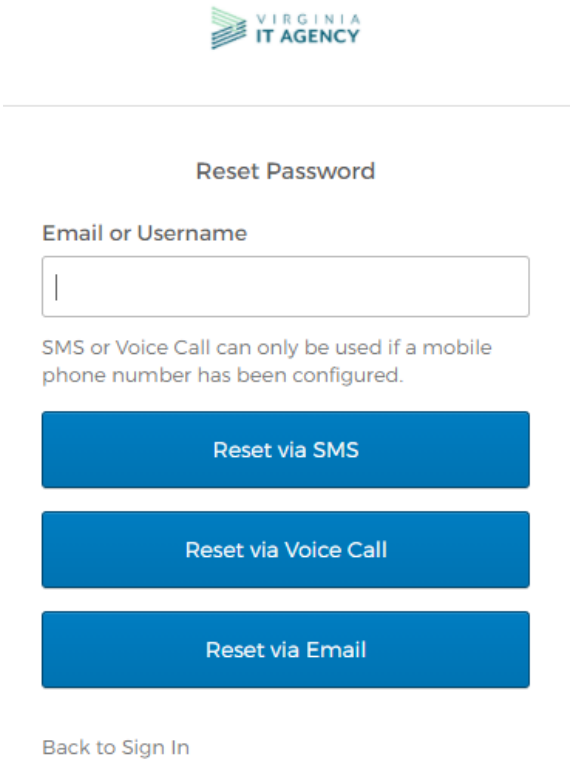
2. Without logging in to your Okta account, click on the *Need Password Help?* link located below the *Sign In* button. The prompt will expand to display the following links: *Forgot password?* and *Unlock account?*



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

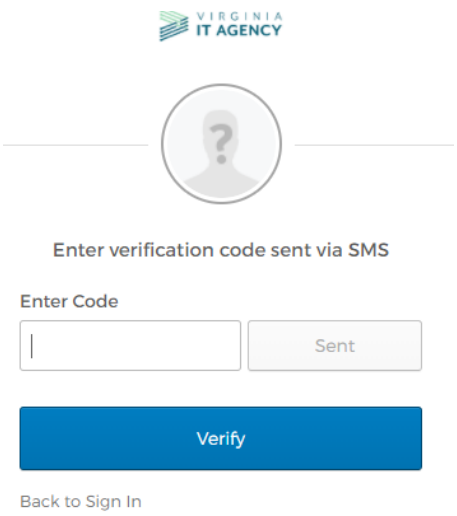


4. Type your COV username into the *Email or Username* field. (first.last@vdot.virginia.gov). Then, click your preferred reset option, *Reset via SMS* or *Reset via Voice Call*.

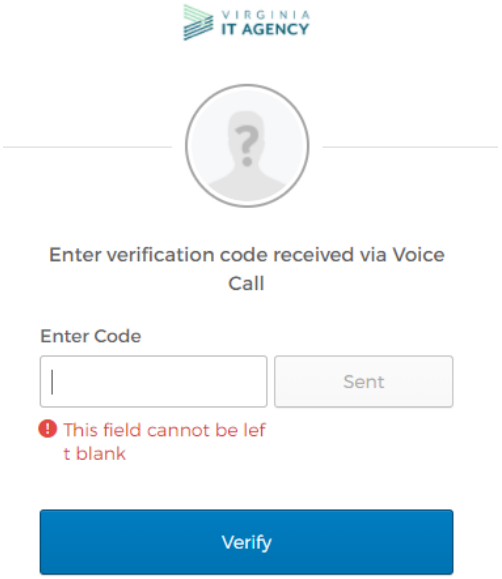


5. Follow the multifactor authentication prompts.

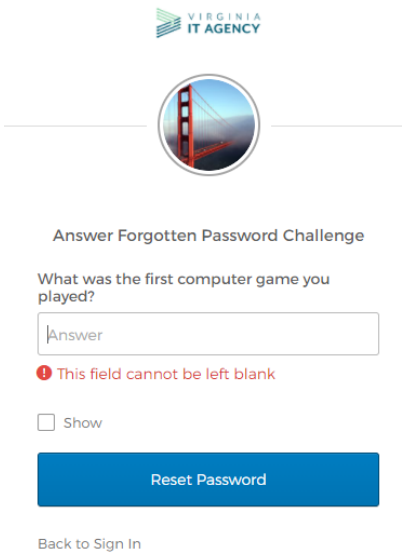
- For *Reset via SMS*: Type in the SMS code sent to your phone, then click *Verify*.



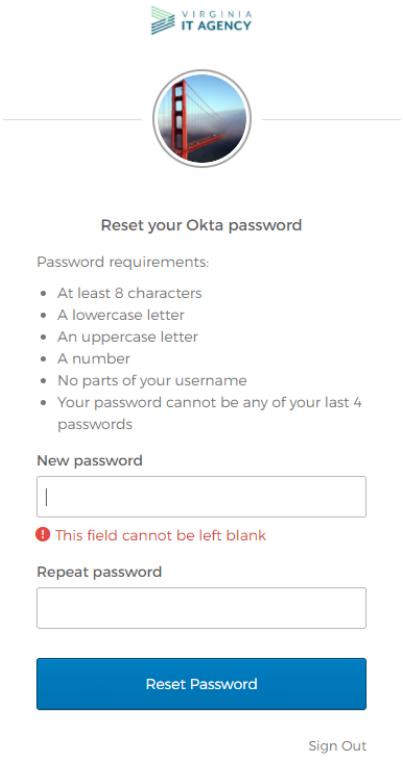
- For *Reset via Voice Call*: Type in code given via the phone call, then click *Verify*.



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.



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.



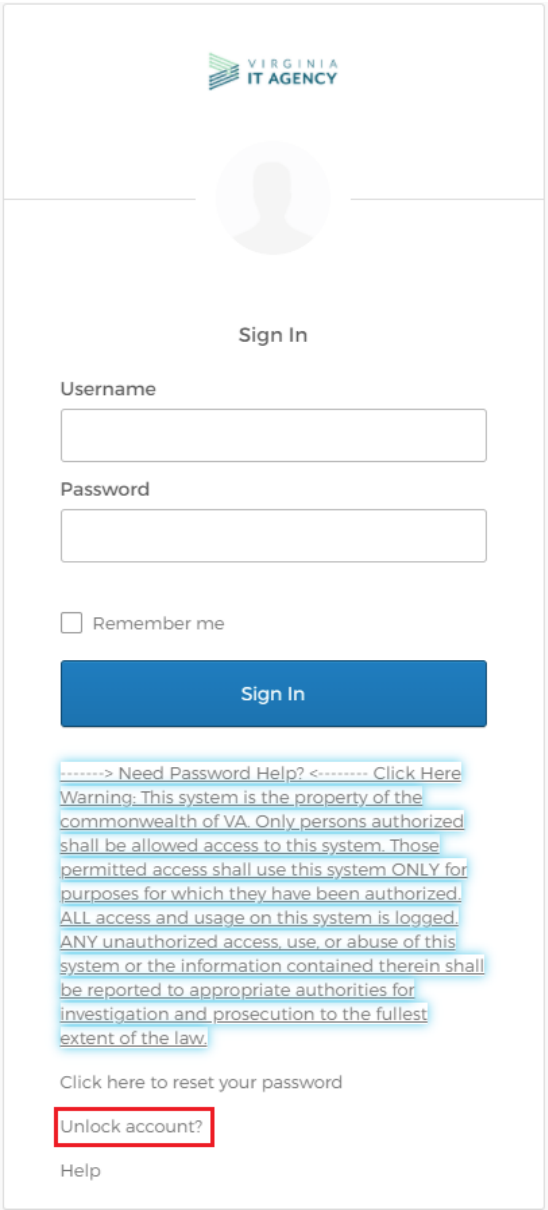
OKTA Self-Service Password Reset/Unlock

VDOT Virginia Department of Transportation
CADD Support

Instructions for unlocking your account

1. Go virginia.okta.com.

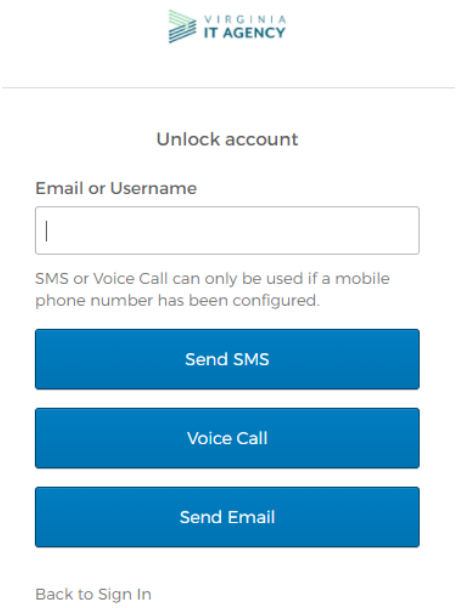
2. Without logging in to your Okta account, click on the *Need Password Help?* link located below the *Sign In* button. The prompt will expand to display the following links: *Forgot password?* and *Unlock account?*



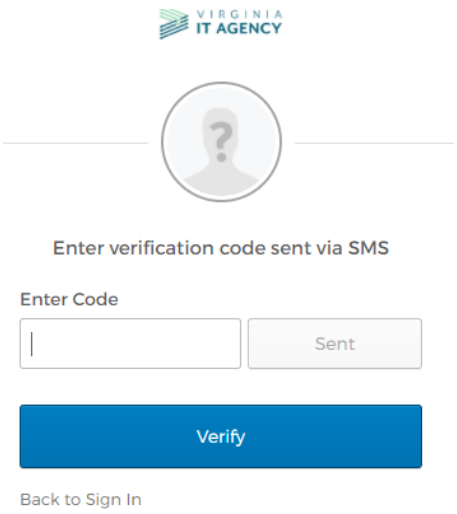
OKTA Self-Service Password Reset/Unlock

3. Click on *Unlock Account?*. A *Reset Password* page will open.

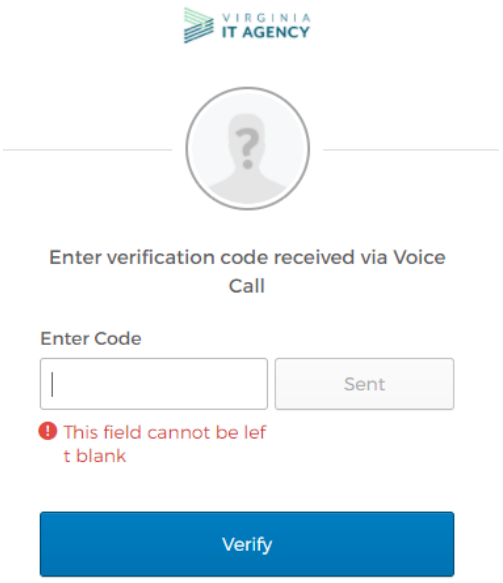
4. Type your COV username into the *Email or Username* field. (first.last@vdot.virginia.gov). Then, click your preferred reset option, *Reset via SMS* or *Reset via Voice Call*.



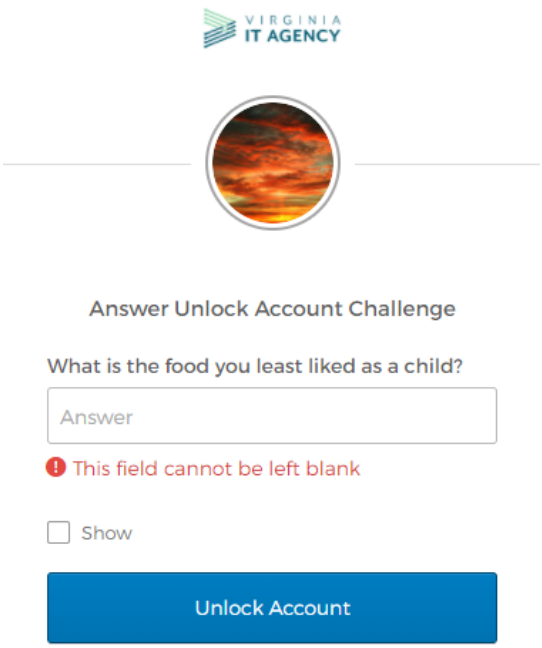
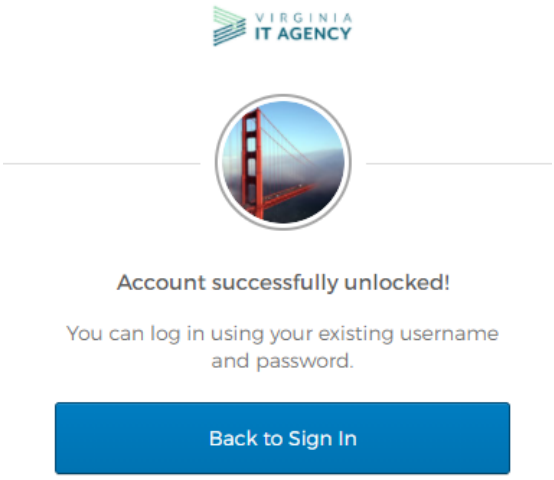
5. Follow the multi-factor authentication prompts.
   - For *Reset via SMS*: Type in the SMS code sent to your phone, then click *Verify*.



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



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