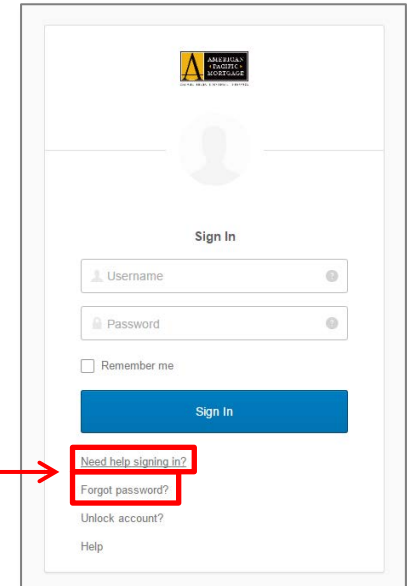


Job Aid: Password Reset with Okta

1. If you've forgotten your Okta password, click the hyperlink that says **Need help signing in** below the sign in button and then click **Forgot password**.



Okta logo

Sign In

Username

Password

☐ Remember me

Sign In

Need help signing in?

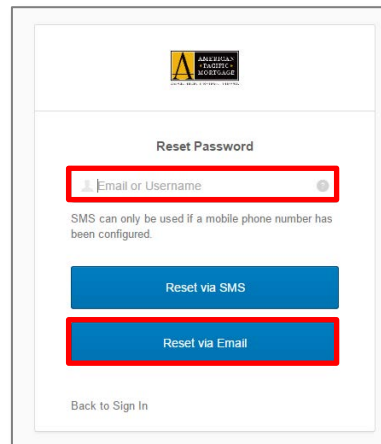
Forgot password?

Unlock account?

Help

2. To reset via email, enter your email and click **Reset via Email**.

A pop-up will let you know that an email was sent. Go to your email and follow the steps to reset your password.



Okta logo

Reset Password

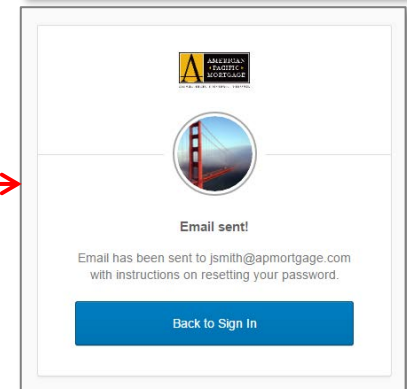
Email or Username

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

Reset via SMS

Reset via Email

Back to Sign In



Okta logo

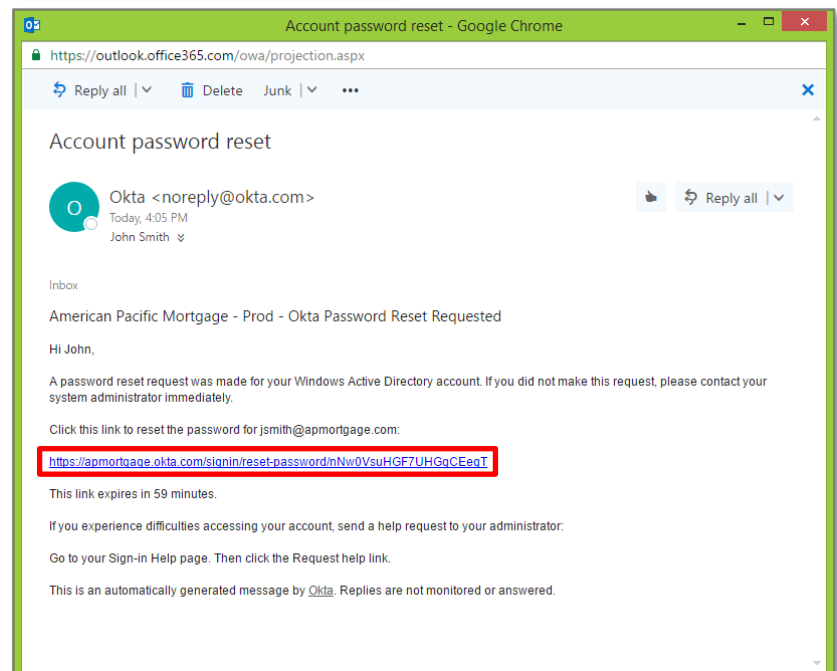
Email sent!

Email has been sent to jsmith@apmortgage.com with instructions on resetting your password.

Back to Sign In

3. You will receive an email that looks like this.

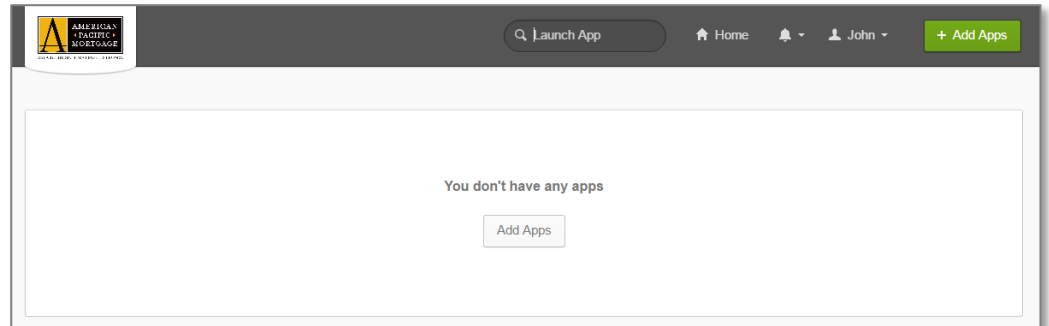
Click the link to reset your password.



4. Answer the **security question** you created during enrollment and click **Reset Password**.

You will be prompted to create a new password. Type it twice and then click **Reset Password** again.

That's it! Your password has been reset.



APMC Password Requirements

Passwords are an important aspect of Information Systems security and are the front-line of protection for our User accounts. A poorly chosen password may result in the compromise of APMC's entire network and loss or disclosure of user data.

At APMC, passwords must:

- Contain a minimum of 10 characters
- Include both upper and lower case letters
- Include at least one number and/or special character

CRITICAL POINT: Passwords should never be written down or stored online.