

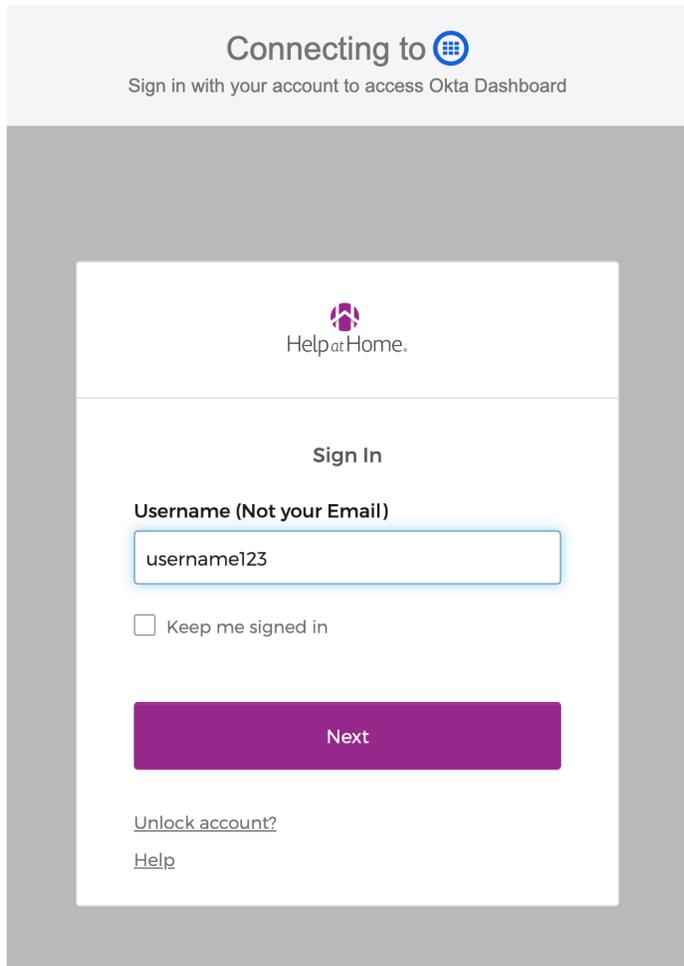
How To Reset Okta Password

Reset your Okta password without signing in [↗](#)

Instructions [↗](#)

If you forgot your password, you may reset it as follows:

1. In your browser on your computer type your Okta sign-in URL, `https://helppathome.okta.com`
2. Enter your username in the box - if you don't remember your username, please escalate to a support team member that can look it up.



Connecting to 

Sign in with your account to access Okta Dashboard

Help at Home.

Sign In

Username (Not your Email)

username123

Keep me signed in

Next

[Unlock account?](#)

[Help](#)

3. Click "Next"
4. Select the Password option if you get this screen. (If you don't see this screen, skip to step 5)

Connecting to

Sign in with your account to access Okta Dashboard



Verify it's you with a security method

 username123

Select from the following options



Email

Select



Password

Select

[Back to sign in](#)

5. Then click "Forgot password"

Connecting to

Sign in with your account to access Okta Dashboard


Help at Home.



Verify with your password

 myusername123

Password

Verify

[Forgot password?](#)

[Back to sign in](#)

6. Select the Phone option to get a text message to the number you registered with.

Connecting to

Sign in with your account to access Okta Dashboard



Reset your password

 username123

Verify with one of the following security methods to reset your password.



Email

Select



Phone

Select

[Back to sign in](#)

7. Select SMS to get a text. Phone call is also an option, if text messaging isn't working. The system will call your phone on file. If your phone number is incorrect, please escalate to a support team member that can verify your identity and update the phone number for you.

Connecting to

Sign in with your account to access Okta Dashboard



Verify with your phone

 username123

Send a code via SMS to your phone.

Carrier messaging charges may apply

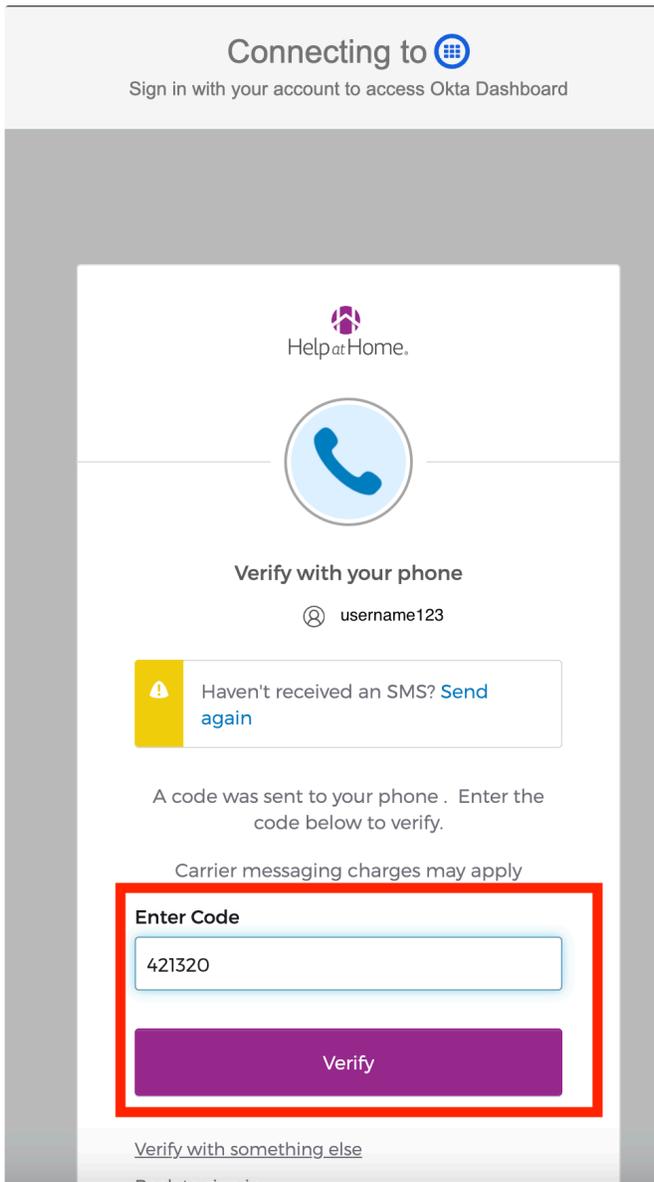
[Receive a code via SMS](#)

[Receive a voice call instead](#)

[Verify with something else](#)

[Back to sign in](#)

8. Enter the 6 digit code



9. Pick a new password. Go ahead and click sign out everywhere, to avoid confusion, just in case you have any other browsers or apps open.

Connecting to 
Sign in with your account to access Okta Dashboard

Help@Home.



Reset your Okta password

 username123

Password requirements:

- At least 10 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
- Password can't be the same as your last 5 passwords

New password

Re-enter password

Sign me out of all other devices.

Reset Password

[Back to sign in](#)

10. After resetting the password, you will be logged in and sent to the Okta Dashboard.