

Okta Self-Service Personal Recovery (SSPR)

Okta supports the ability to change your Okta password or even unlock your account, from one easy to use location. It also can assist you in resetting the forgotten password, should the need arise.

Okta supports these devices:

- Desktop Browser (Chrome, Firefox & IE)
- Mobile app
- Mobile Browser (Safari & Chrome)

Okta supports these functions

- Resetting a password on your own
 - Browser (Chrome, Safari, Firefox, IE)
- Forgotten Password
 - Email Reset URL
 - SMS Text Pin
 - Voice call Pin
- Account Unlock
 - Email Unlock URL
 - SMS Text Pin

While Okta supports the ability to reset a forgotten password and/or unlock your account, you will need to enable email, voice and/or SMS text Self-Service options within Okta in order to use the recovery method. However, it is not required if you are changing your password without recovery.

How to Enable Self-Service (Forgotten password or locked account) Options

Step 1: While in the Okta dashboard, click the small down arrow by your name to reveal the “Settings” Option. Before you can edit the settings boxes, you are required to click the green “Edit Profile” button. You will be required to verify your password and authenticate.

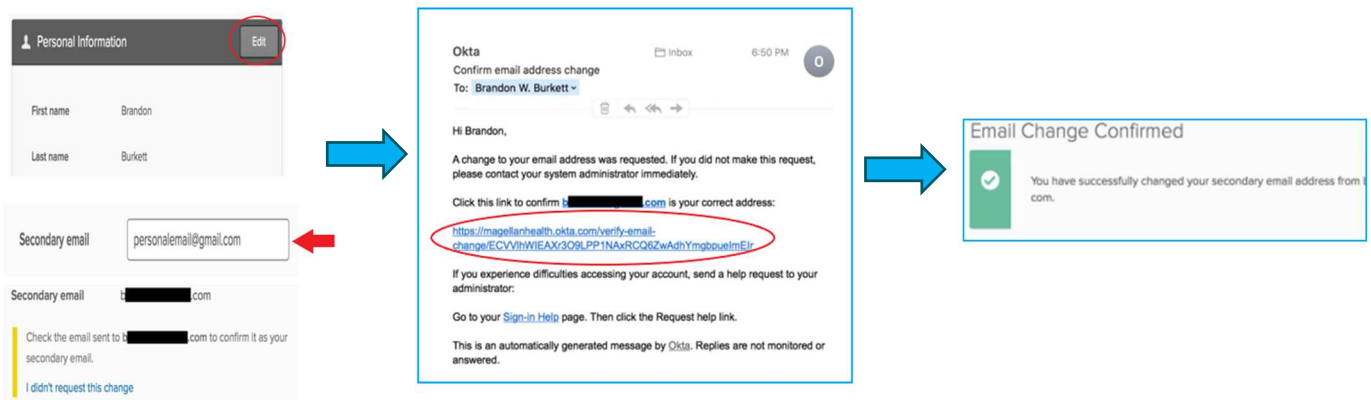


Step 2: To set up or change your challenge question, scroll down on the settings page to locate the “Forgotten Password Question” settings box. Select “Edit.” You can select the “Question” drop down to reveal pre-built questions or can use the last option which is to create your own security questions. Ensure your answer is not something easily guessed or found through social media. In this example, the user created a custom question for maximum security & flexibility. Once chosen and answered, click “Save.”



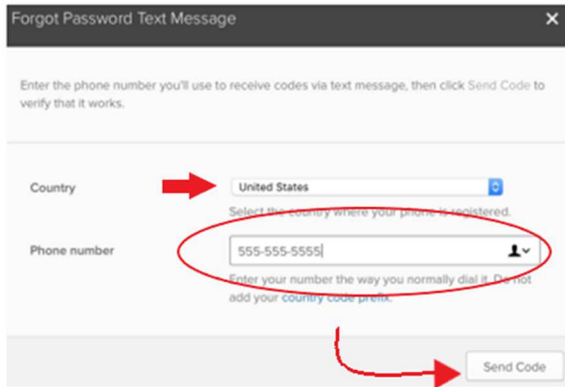
Note: MFLC Service Center, Magellan Federal IT nor Magellan Enterprise Help Desk is not able to reset or view your question or answer. If the answer is forgotten & you are not able to access Okta, you will need to have MFLC Service Center reset your password prior to you editing the challenge question.

Step 3: Under Personal Information within Settings, you can add a secondary email address which is used for SSPR. Okta will only ever send a recovery PIN code if you request. It is not recommended you use your Magellan Federal email in the event you don’t have access to that account. To update your secondary email, select “Edit.” Enter the email address. Select “Save.” A confirmation email will be sent to that address. To validate, simply click the link within the email.



Step 4: To update your SMS Text SSPR, locate the “Forgot Password Text Message” box within Settings. Select “Edit.” Enter the Country (if needed) & phone number you would like to receive these messages. Select “Send Code.” Okta will send a One Time Passcode (OTP) to validate that number. Enter the OTP when prompted. Select “Verify.” Then, select “Done.”

Magellan Federal



Forgot Password Text Message

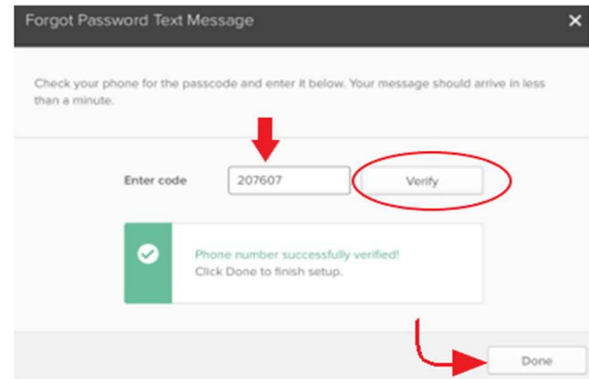
Enter the phone number you'll use to receive codes via text message, then click Send Code to verify that it works.

Country: United States

Phone number: 555-555-5555

Send Code

Red arrows point to the Country dropdown, the Phone number field, and the Send Code button.



Forgot Password Text Message

Check your phone for the passcode and enter it below. Your message should arrive in less than a minute.

Enter code: 207607

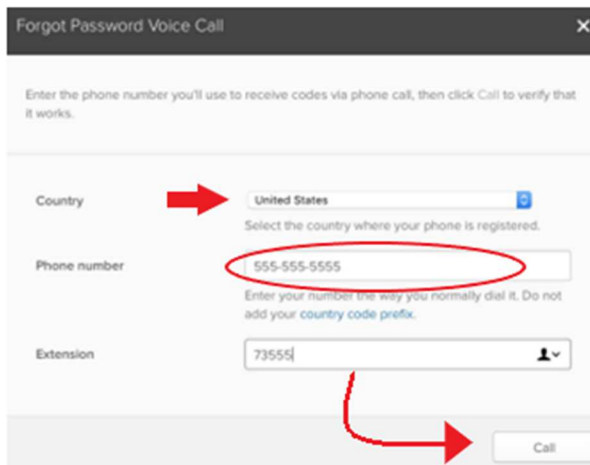
Verify

Phone number successfully verified! Click Done to finish setup.

Done

Red arrows point to the Enter code field, the Verify button, and the Done button.

Step 5: To update your Voice Call SSPR, locate the “Forgot Voice Call” box with Settings. Select your Country with extension (if needed) & type the phone number you wish. Select “Call.” You will receive a phone call that will say “Hello. Thank you for using the Phone Verification system. Your code is..” Enter your code in the “Enter Code” box. Select “Done.”



Forgot Password Voice Call

Enter the phone number you'll use to receive codes via phone call, then click Call to verify that it works.

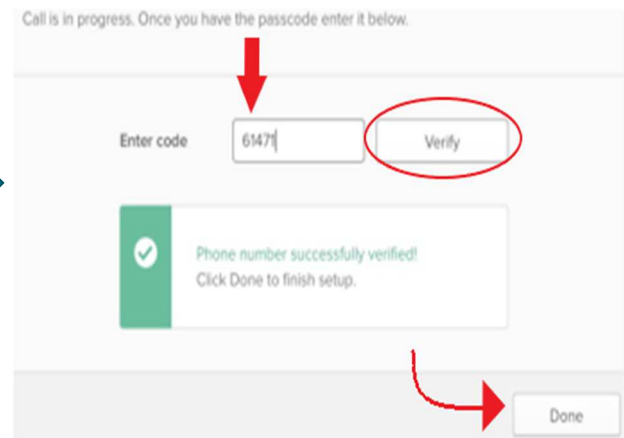
Country: United States

Phone number: 555-555-5555

Extension: 73555

Call

Red arrows point to the Country dropdown, the Phone number field, the Extension field, and the Call button.



Call is in progress. Once you have the passcode enter it below.

Enter code: 6147

Verify

Phone number successfully verified! Click Done to finish setup.

Done

Red arrows point to the Enter code field, the Verify button, and the Done button.

Step 6: While you can change your password from your mobile browser, it be difficult due to screen size and rendering. It is recommended you reset your password on a PC if possible. To change your password, locate the “Change Password” box within Settings. Type in your current password. Enter your new password and repeat. Select “Change Password.” If you have met the requirements, you will see a prompt stating “Successfully Change Password.” This action

The screenshot shows a 'Change Password' form with the following elements:

- Change Password** (header)
- Instructions: "Your password must have at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username. At least 2 day(s) must have elapsed since you last changed your password."
- Input fields: "Enter current password", "Enter new password", and "Repeat new password".
- Annotations: A red arrow points to the "Enter current password" field. A red circle highlights the "Enter new password" and "Repeat new password" fields. A red arrow points to the "Change Password" button.

Note: This changes your Okta password as well your Active Directory password (the same password you use to login to <https://www.magellanmflc.org/military-family-life-counseling-sign-in/>)