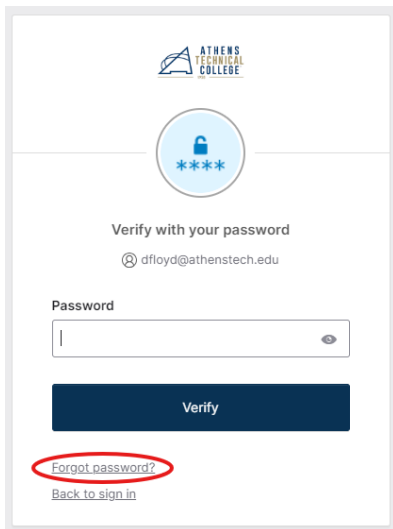


HOW TO RESET YOUR ATHENS TECHNICAL COLLEGE PASSWORD WHEN YOU DON'T KNOW IT!

Here are the steps to reset your password when you have forgotten it, or it doesn't work for some reason. Note that you can only change your password once per day.

1. You need two things to reset your password when you don't know it.
 - a. **Okta Verify** needs to be working and linked to your account. (Google or Microsoft Authenticator apps will work also, if they are linked to your account)
 - b. You need to know the **Answer** to the **Okta Security Question**.
2. Find a computer you can use to go to a website. You can use a library lab PC, classroom PC, your personal computer, etc. You do not need to be on campus to do this.
3. Direct a browser (we recommend Google Chrome) to **athenstech.okta.com**, and enter your username. In this case, your username is your email address. Click "Next."
4. The password entry page will appear. Click the "[Forgot password?](#)" link.



5. On the next screen, click the link "proceed here."

FORGOT YOUR PASSWORD

If you know your password reset question and are using Google Authenticator or OKTA Verify, please [proceed here](#).

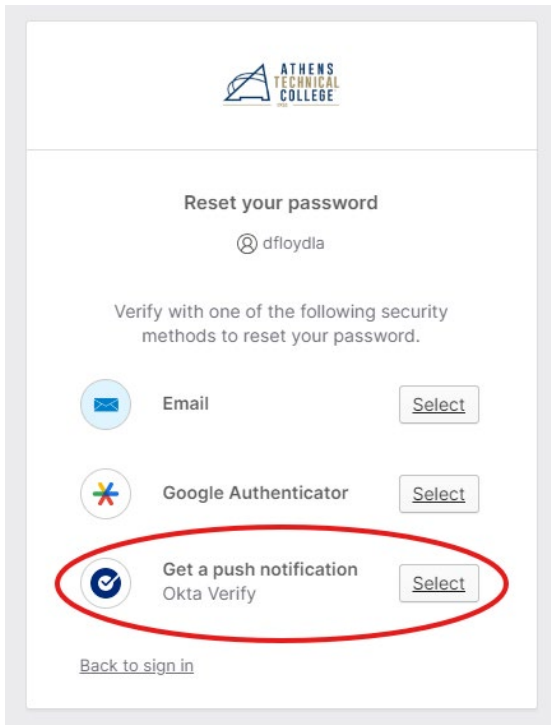
Otherwise:

Faculty/Staff forgotten password, please fill out the form [located here](#).

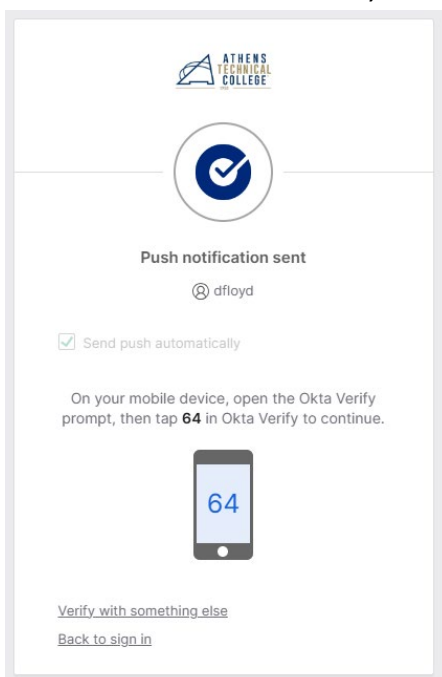
Students: please fill out the form [located here](#).

6. Put in that email address one more time on the next screen, titled **Reset your password**.

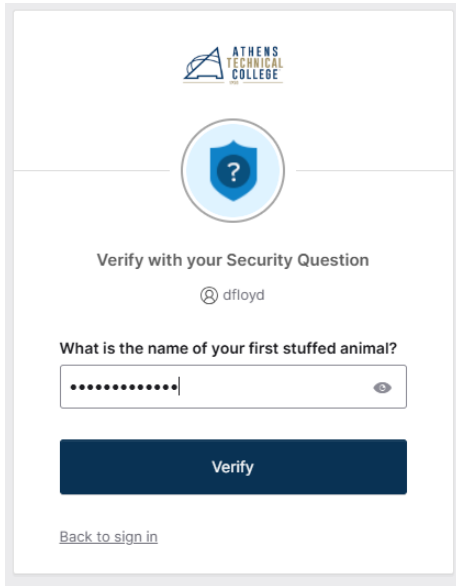
7. Here you should choose **Get a push notification**.



8. Check your cellular phone. You should see a push notification on the lock screen. If you don't see the notification, unlock your phone and open Okta Verify. You should see a choice of numbers to touch there. **Touch the number indicated on the athenstech.okta.com website on your computer.** (It probably won't be the number you see on the screenshot below)



9. Now, it's time to use your Okta Security Answer. You'll see the Security Question on this next screen. Enter it below the Security Question. NOTE: You can click the little "eyeball" on the right of the text field so you can see what your answer is. Do not reveal your answer to anyone else. Once your answer is entered, click **Verify**.



The screenshot shows a web interface for Athens Technical College. At the top left is the college's logo. In the center is a blue shield icon with a white question mark. Below the icon, the text reads "Verify with your Security Question" followed by the user's email "dfloyd". The security question is "What is the name of your first stuffed animal?". Below the question is a text input field with a cursor and a small "eyeball" icon on the right. A dark blue "Verify" button is positioned below the input field. At the bottom left, there is a link that says "Back to sign in".

10. You've done it, and now you can create a new password for your account! The next screen has two password fields. You must create a totally new password and type it in twice. This screen has all of our password requirements listed:

- At least 14 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 must be an older password you've used
- At least 1 day must have elapsed since you last changed your password

11. Click **Reset Password** to reset your password. Your password is now updated!

12. **IMPORTANT:** *There is also a checkbox on this page that is labeled "Sign me out of all other devices." This is useful to sign you out of logins that are using your old password, and if you suspect someone else is using your password illegally, this will knock them out of your account.*