I.T. HELP DOCUMENT – Okta Forgot Password? Reset Guide
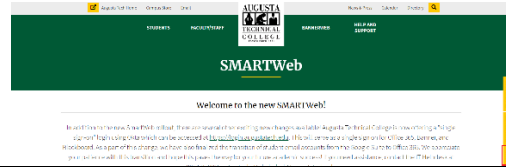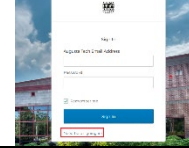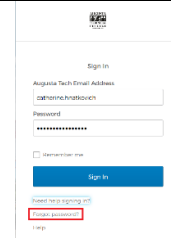## Faculty/Staff Only

1. Go to SMARTWeb and select the Email tab on the right side of the page.
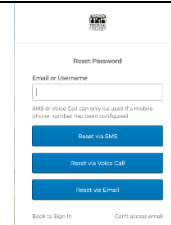
2. Select "Need Help Signing in?" below the blue sign in button.

3. Select "Forgot Password?".

4. Input your Augusta Tech email in the field provided (i.e. – jane.doe@augustatech.edu) and select one of the following: Send an SMS, Reset via Voice Call, or Send an email.

5. If you click Reset via SMS or Reset via Voice Call, the screen will change and you will be texted or you will be called and a 6-digit code will be provided. Enter the code into the field provided and click the blue Verify button.
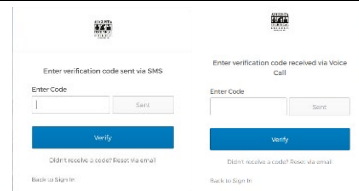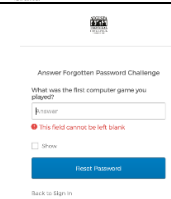
6. If you click Reset via Email, an email will be sent to the email you provided with a reset link that is good for one hour.
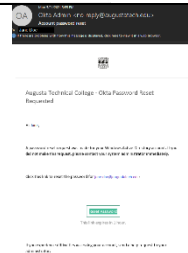
   Note: It will be sent by Okta Admin <no-reply@augustatech.edu> with the subject "Account password reset".

7. You will be required to answer a security question. Type the answer in the field provided and click the blue Reset Password button.

8. Enter the new password you want to use in the two fields provided meeting the listed complexity requirements. When finished, click the blue Reset Password button.
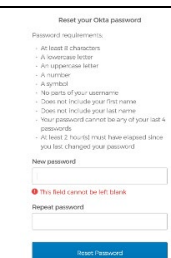
Need help with Multi-factor Authentication Setup? View our Okta MFA Setup Guide.