



## Change Password or Unlock Account using Email

## Required items Internet-connect device

**Steps** 

- 1. In a web browser (Internet Explorer, Firefox, Safari, Edge, or Chrome), go to bayada.okta.com
- 2. Click Need help signing in? then click Forgot Password
- 3. On the *Reset Password* page, enter your email or username (everything before the @symbol) and choose *Reset via Email*
- 4. Click Reset Password button in the email you have received
- 5. Answer your Security Question
- 6. Enter a new password twice then click Reset Password
- 7. You may be prompted to use Multi-Factor Authentication (MFA) to continue
- 8. Your new password is set up

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