



## Change Password or Unlock Account using Voice Call

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 Voice Call*
- 4. You should receive a call with your code.
- 5. Type in your code and click Verify
- 6. Answer your Security Question then click Reset Password
- 7. Enter a new password twice then click Reset Password
- 8. You may be prompted to use Multi-Factor Authentication (MFA) to continue
- 9. Your new password is set up

BAYADA:	BAYADA	BAYADA:
		Reset Password
Sign In	Sign In	Email or Username
Username	Username	ahofmann@bayada.com
ahofmann	ahofmann	
Password	Password	SMS or Voice Call can only be used if a mobile phone number has been configured.
••••••	Remember me	Reset via SMS
Remember me	Sign In	
Sign In		Reset via Voice Call
	Need help signing in? Forgot password?	Reset via Email
Need help signing in?	Unlock account?	Reset via Email
Don't have an account? Sign up	Privacy Policy Call the Help Desk - 215-757-9000	Back to sign in Can't access email
Don't have an account? Sign up	Help	
	Don't have an account? Sign up	
BAYADA PREVIEW		BAYADA*
		PREVIEW
Enter verification code received via Voice Call		Answer Forgotten Password Challenge
Enter Code		What is the name of your first stuffed animal?
93931 Sent		
Sent		Answer
		Show
Verify		Reset Password
Didn't receive a code? Reset via email		