



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