



Unlock Account - Office Steps

1. In a web browser (Internet Explorer, Firefox, Safari, Edge, or Chrome), go to bayada.okta.com.
2. Type your username and click **Unlock Account**.
3. Choose your verification method:
 - Email: Receive an **Unlock account** link to your secondary email address (if provided). Click the link to unlock your account. The email will also include a code to enter as an alternate option.
 - Okta Verify: Open the Okta Verify app and **select the number that matches the number on the screen**.
 - Phone: Click **Receive a code** via SMS Text or Voice call. Enter code and click **Verify**.
4. Account is Unlocked. **Click Back to sign in** and **Enter your Password** to proceed.