



## Password Reset via Okta

### Purpose:

This how-to guide provides the steps to reset your password via Remedi SeniorCare's MFA (Multi-Factor Authentication) security system. This is an automated process by Okta and should not require help desk or IT intervention.


### Prerequisites:


1. Enrolled in [Okta](#)
2. [MFA \(Multi-Factor Authentication\) has been set up in Okta](#)

### Process:

1. Navigate to [remedi.okta.com](https://remedi.okta.com) in Chrome or Microsoft Edge on a computer, tablet, or smart phone.

A screenshot of the Remedi SeniorCare sign-in page. At the top is the Remedi SeniorCare logo. Below it is a circular placeholder for a user profile picture. Underneath the picture is the text "Sign In". There are two input fields: "Email Address" and "Password". Below the password field is a checkbox labeled "Remember me". At the bottom is a blue button labeled "Sign In".



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Sign In

Email Address

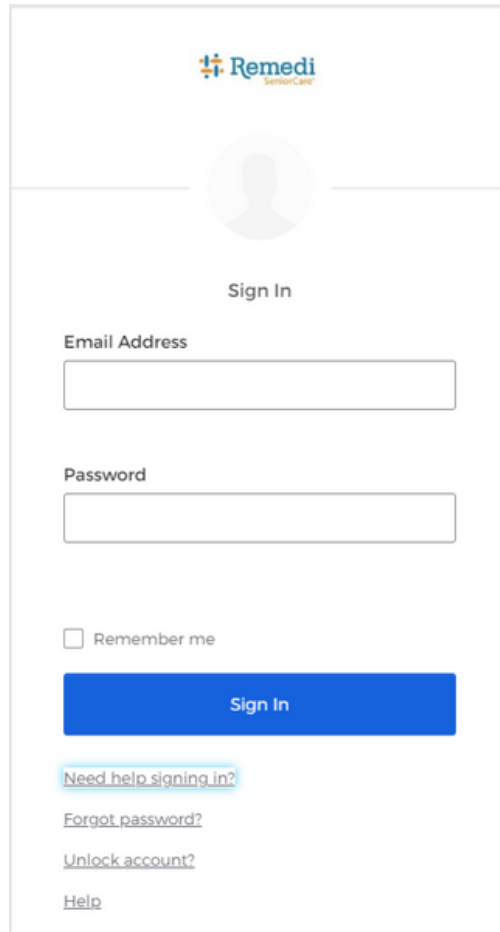
Password

Remember me

Sign In

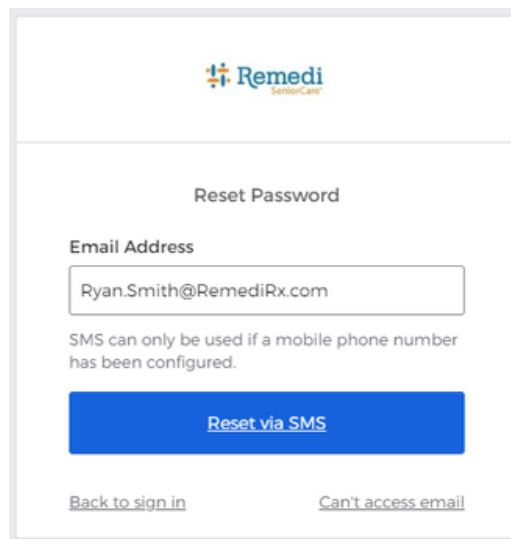
2. Click on [Need help signing in?](#)

3. Click on [Forgot password?](#)





The image shows the Remedi SeniorCare sign-in page. At the top is the Remedi SeniorCare logo. Below it is a placeholder for a user profile picture. The main heading is "Sign In". There are two input fields: "Email Address" and "Password". Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the checkbox. At the bottom of the form, there are four links: "Need help signing in?", "Forgot password?", "Unlock account?", and "Help".

4. Enter your Remedi email address.



The image shows the Remedi SeniorCare "Reset Password" screen. At the top is the Remedi SeniorCare logo. The heading is "Reset Password". There is an "Email Address" input field containing the text "Ryan.Smith@RemediRx.com". Below the input field is a note: "SMS can only be used if a mobile phone number has been configured." A blue button labeled "Reset via SMS" is located below the note. At the bottom of the screen, there are two links: "Back to sign in" and "Can't access email".

5. Click [Reset via SMS](#). You will receive a message on your mobile device with a code.
6. Enter the code received in the text message then click [Verify](#).



  
  

Enter verification code sent via SMS

Enter Code

  
  
[Back to sign in](#)

7. You will then be prompted to answer a security question. The answer to this question was configured during the MFA setup. Enter the answer and click [Reset Password](#).


  
  

Answer Forgotten Password Challenge

What street did you live on as a child?

  
 Show  
  
[Back to sign in](#)

8. You will now enter your new password into both fields. Please be mindful of the password requirements. After entering your new password, click [Reset Password](#).



**Reset your Okta password**

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name

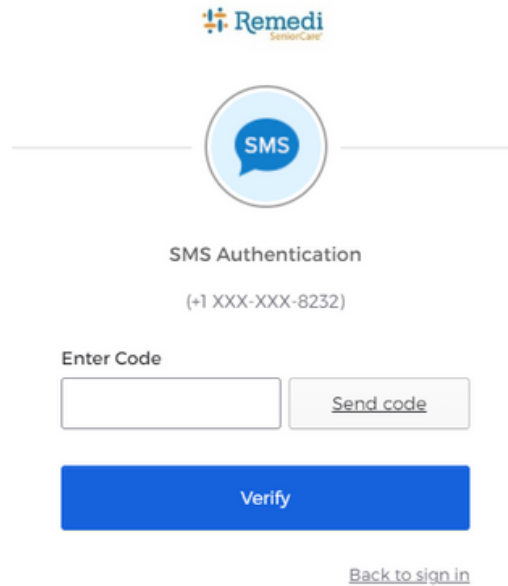
**New password**

**Repeat password**

Sign me out of all other devices.

**Reset Password**

9. You will once again be asked to verify with a code. Click [Send Code](#), enter the code received in the text message and click [Verify](#). Do not re-enter the same code from step 6.



The image shows a mobile application interface for SMS authentication. At the top is the Remedi SeniorCare logo. Below it is a circular icon with a speech bubble containing the text 'SMS'. The text 'SMS Authentication' is centered below the icon, followed by a phone number '(+1 XXX-XXX-8232)'. Underneath is the label 'Enter Code' above a text input field. To the right of the input field is a button labeled 'Send code'. Below these elements is a large blue button labeled 'Verify'. At the bottom right is a link labeled 'Back to sign in'.

10. At this point, you will be signed into Okta. You have finished resetting your password. You may now access your Windows desktop, Citrix and other Remedi applications.