Password Reset Guide

Document ID: IT-ACC-010 **Last Updated:** February 2024 **Owner:** IT Support **Applies To:** All Employees

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Overview

This guide walks you through resetting your NovaTech password and troubleshooting common authentication issues.

Self-Service Password Reset

Via Okta (Recommended)

Most password resets can be done through Okta self-service:

1. Go to **okta.novatech.com**
2. Click **Need help signing in?**
3. Click **Forgot password?**
4. Enter your NovaTech email address
5. Complete MFA verification
6. Check your email for reset link
7. Click the link (expires in 15 minutes)
8. Enter new password following requirements
9. Click **Reset Password**

Password Requirements

Your new password must: - Be at least **16 characters** long - Contain at least 3 of these 4: - Uppercase letters (A-Z) - Lowercase letters (a-z) - Numbers (0-9) - Special characters (!@#$%^&*) - Not be one of your last 12 passwords - Not contain your name or username

Strong Password Examples: - `MyDog$Loves2RunInThe*Park!` - `Coffee-Mountain-Laptop-73!` - `Correct!Horse#Battery9Staple`

Reset Without MFA Access

Lost Phone/MFA Device

If you can't access your MFA device:

1. Go to **okta.novatech.com**
2. Click **Need help signing in?**
3. Click **Forgot password?**
4. Enter your email
5. Select **I can't access my MFA device**
6. Answer security questions (if set up)
7. IT will be notified for manual verification

IT-Assisted Reset

If self-service isn't working:

1. Contact IT Service Desk

   - Slack: #it-help
   - Email: it@novatech.com
   - Phone: For emergencies only

2. Provide verification:

   - Your full name
   - Employee ID
   - Manager's name
   - Last 4 of SSN (phone verification only)

3. IT will issue temporary password
4. Change immediately upon login

Specific System Passwords

Okta (Primary)

Okta password is your main NovaTech password. Most systems use Okta SSO, so resetting Okta fixes access to: - Gmail - Slack - Workday - Most internal tools

GitHub

If using SSO: - Password managed through Okta - Reset Okta password to regain access

If SSO isn't working: 1. Go to github.com 2. Click **Forgot password?** 3. Use your personal GitHub email 4. Then re-authenticate SSO at github.com/orgs/novatech

AWS Console

AWS uses Okta SSO: 1. Go to okta.novatech.com 2. Click AWS tile 3. If that doesn't work, reset Okta password

1Password

Master Password Reset: 1. Use your Emergency Kit (saved during setup) 2. If lost, contact it@novatech.com 3. IT will reset your account (you'll lose saved passwords)

Avoid This: - Store Emergency Kit securely at home - Never lose your master password

VPN (GlobalProtect)

VPN uses Okta credentials: 1. Reset Okta password 2. Open GlobalProtect 3. Sign out and sign back in 4. Use new credentials

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Account Lockout

Why Accounts Get Locked

- 5 failed login attempts: 15-minute lockout
- 10 failed attempts: 1-hour lockout
- 15 failed attempts: Locked until IT reset

Self-Service Unlock (After 15 min)

1. Wait for lockout period
2. Go to okta.novatech.com
3. Try logging in again
4. If still locked, use password reset

IT-Assisted Unlock

If locked out longer or self-service fails: 1. Contact #it-help on Slack (from personal device/phone) 2. Provide verification 3. IT unlocks your account 4. Log in with current password (or reset if forgotten)

Common Issues

"Invalid credentials"

Possible causes: - Wrong password (check caps lock) - Password recently changed - Account locked - Expired password

Solutions: 1. Check caps lock and num lock 2. Try password reset 3. Contact IT if persists

"MFA code incorrect"

Possible causes: - Clock not synced on phone - Wrong account in authenticator - Old MFA enrollment

Solutions: 1. Check phone time is automatic 2. Verify correct Okta account 3. Try backup MFA method 4. Contact IT to re-enroll MFA

"Password recently used"

Cause: New password matches one of last 12

Solution: Choose a different password. Try adding numbers or changing words.

"Password too weak"

Cause: Doesn't meet complexity requirements

Solution: - Add more character types - Make it longer (16+ characters) - Avoid common patterns

"Account disabled"

Possible causes: - Employment status change - Security concern - Administrative action

Solution: Contact HR and IT immediately

After Resetting Password

Update These Places

After resetting your Okta password:

1. **Browser saved passwords**

   - Chrome: Settings → Passwords → Update
   - Safari: Preferences → Passwords → Update

2. **Mobile devices**

   - Email app: Re-enter password
   - Slack: Sign out and back in
   - Okta Verify: May need re-verification

3. **1Password**

   - Update Okta entry
   - Check for other affected entries

Test Access

After reset, verify you can access: - [ ] Okta dashboard - [ ] Gmail - [ ] Slack - [ ] VPN - [ ] Any critical work systems

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MFA Re-enrollment

If MFA Stopped Working

1. Go to okta.novatech.com
2. Sign in with password
3. Click your name → **Settings**
4. Go to **Security Methods**
5. Remove old MFA method
6. Add new MFA method
7. Test the new method

Adding Backup MFA

Always have a backup MFA method: 1. In Okta, go to **Settings → Security Methods** 2. Set up additional method: - Second YubiKey - Different authenticator app 3. Test backup method works

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Security Reminders

Do's

- Use a unique password for NovaTech
- Store password in 1Password
- Keep Emergency Kit safe
- Use hardware security key when possible
- Report suspicious password requests

Don'ts

- Don't share your password with anyone
- Don't send passwords via email or Slack
- Don't reuse passwords from other sites
- Don't write passwords on sticky notes
- Don't click password reset links you didn't request

Getting Help

Self-Service

- Okta self-service: okta.novatech.com
- This guide: IT-ACC-010

IT Support

- **Slack:** #it-help (fastest)
- **Email:** it@novatech.com
- **Portal:** it.novatech.com
- **Phone:** Emergency only

Hours

- Slack/Email: Response within 4 hours during business hours
- Emergency: 24/7 via escalation

Related Documents: Password Policy (IT-SEC-020), MFA Guide (IT-SEC-025), Okta SSO Guide (IT-ACC-002)