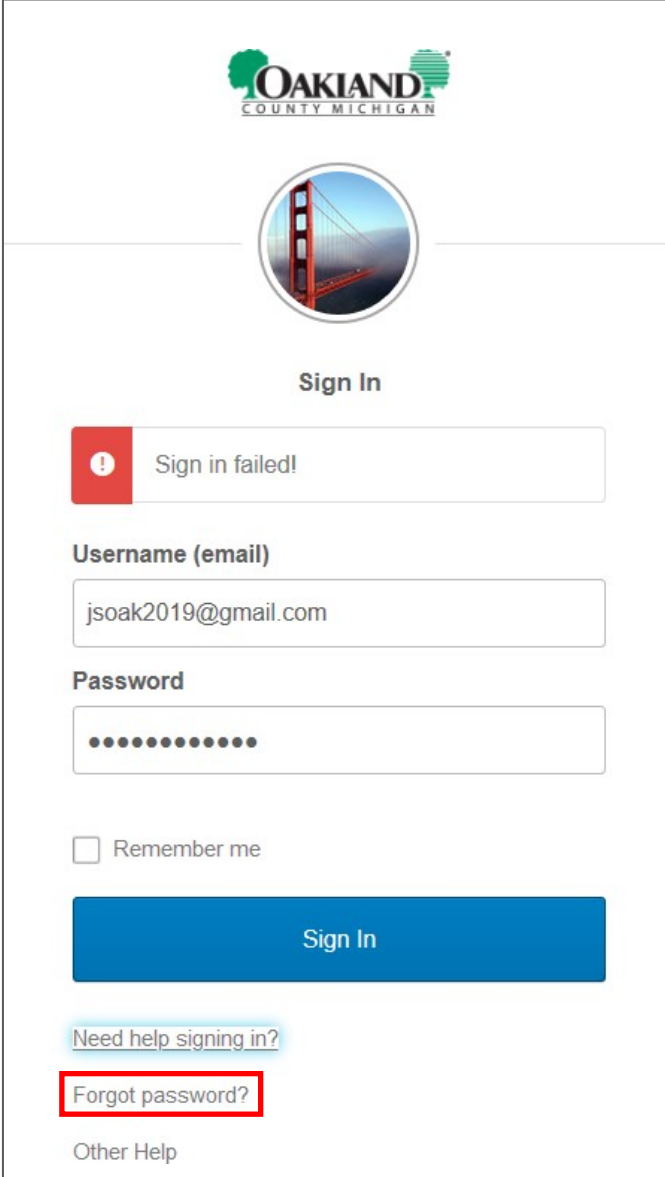


IAM – Change Password for External User

To Reset a Forgotten Password:

1. From any browser window, access <https://login.oakgov.com>. If you have forgotten your password and the message, **Sign in failed!** is displayed, click the **Need help signing in?** link on the bottom of the **Sign In** screen.

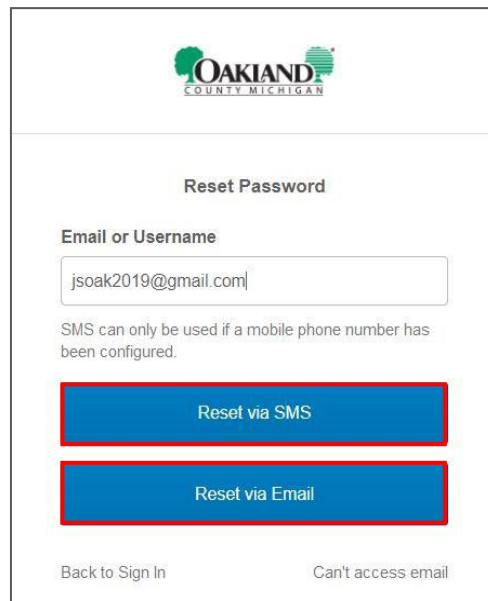


The screenshot displays the Oakland County Michigan Sign In interface. At the top is the Oakland County Michigan logo, followed by a circular image of the Golden Gate Bridge. Below this is the 'Sign In' heading. A red error box with a white exclamation mark icon contains the text 'Sign in failed!'. Underneath are input fields for 'Username (email)' (containing 'jsoak2019@gmail.com') and 'Password' (masked with dots). A 'Remember me' checkbox is present. A large blue 'Sign In' button is centered. At the bottom, there are two links: 'Need help signing in?' and 'Forgot password?'. The 'Forgot password?' link is highlighted with a red rectangular box. Below these links is an 'Other Help' link.

2. Click the **Forgot password?** link on the bottom of the **Sign In** screen.

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3. On the **Reset Password** screen, in the **Email or Username** field, type your *email address* and refer to the table below to click the applicable command button for verification and continue with your password reset.



Command Button	Description
Reset via SMS	<p>SMS password recovery MUST have been configured upon <i>Okta</i> registration in order to use this option. If you did not configure this safety feature or if you are not receiving SMS, select the Reset via Email command button instead (see below).</p> <p>If this option was configured, a text message containing a verification code will be sent to the mobile phone number you identified to receive SMS. Complete the following steps to reset your password:</p> <ol style="list-style-type: none">1. On the Enter verification code sent via SMS screen, enter the <i>code</i> received in the Enter Code field and click the Verify button.2. On the Reset your Okta password screen, type a New password meeting the following password requirements:<ul style="list-style-type: none">• At least 10 characters• Include a lowercase letter, an uppercase letter, a number, and symbol• Does not include any parts of your username, your first name, or last name• Cannot be any of you last 4 passwords3. In the Repeat password field, type your <i>new password</i> again to confirm and click the Reset Password button. Your password has been reset and the Application Dashboard will be displayed.

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Command Button	Description
Reset via Email	<p>An Account Password Reset email will be sent to the email address you just indicated. Open that email and complete the following steps to reset your password:</p> <ol style="list-style-type: none">1. Click the Reset Password button.2. On the Reset your Okta password screen, type a New password meeting the following password requirements:<ul style="list-style-type: none">• At least 10 characters• Include a lowercase letter, an uppercase letter, a number, and symbol• Does not include any parts of your username, your first name, or last name• Cannot be any of you last 4 passwords3. In the Repeat password field, type your <i>new password</i> again to confirm and click the Reset Password button. Your password has been reset and the Application Dashboard will be displayed.

7/28/2020