How to Reset Your Password

1. From the Okta sign-in page (account.wsu.edu):

Click “Need help signing in?” and select the “Forgot Password?” link located at the bottom of the page.
2. There are two ways you can recover your password with Okta:

- Enter the email address you used to register your Okta account
- OR
- If you've registered a device like a cell phone or tablet, you can enter the mobile device number. If you've set up a mobile number to reset your password, enter that mobile number in the user name field and select the "Reset via SMS" button.

![Okta Password Reset](image)

3. The next step, outlined below, is based on your preferred method of recovering your password.

<table>
<thead>
<tr>
<th>Using Email to Recover Password</th>
<th>Using Text to Recover Password</th>
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<tbody>
<tr>
<td>After entering your email address, select &quot;Reset via Email&quot; &amp; follow the instructions in the email you received to reset your password.</td>
<td>After receiving the text verification number, enter it in the window below and select &quot;Next&quot; &amp; follow the instructions to create a new password.</td>
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![Okta Password Reset](image)