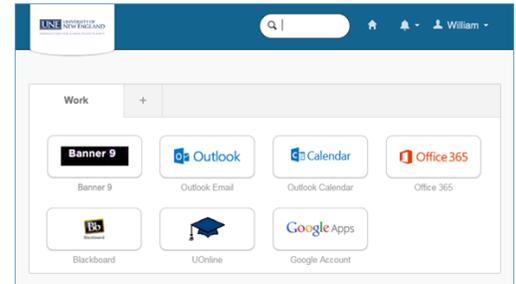


USING OKTA – STUDENTS

[Version 1.0 - Updated 08.16.2019]

Okta is UNE's authentication platform, meaning there is one landing page for all university-wide software, regardless of how you access that software. This service is also where you can reset your password on demand.



Starting Fall 2019, users will need to reset their passwords every 90 days (see "Reset Your Password").

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LOGIN TO OKTA

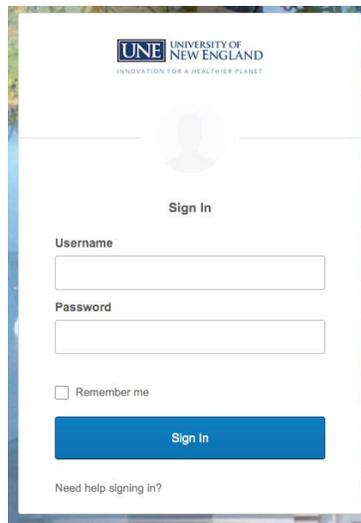
Okta is accessible through all major browsers (Chrome, Firefox, Safari, etc.) via the following URL:

<https://okta.une.edu/>

- NOTE: The "https://" is currently required. You may be redirected to <https://une.okta.com>. This is by design.

The Okta login screen contains the following items:

- **Username** - Your Nor'Easter ID or full UNE email (both are acceptable)
- **Password** - Your password (First-time users, see "First-time Login")
- **Remember Me** - Checking this box will save a cookie to the browser with your Username. IMPORTANT: Only do this if you are the only person to use the device in question.
- **Sign in** - Once the username and password are entered, click here to sign in
- **Need help signing in?** - Click this link if you've forgotten your password (see "Reset Password")

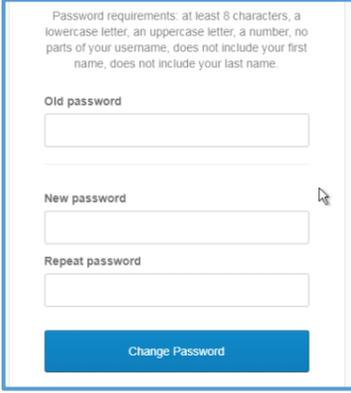


FIRST-TIME LOGIN

First-time users will be prompted to set a new password and a security question that will be used to reset their password. **ITS also strongly encourages all users also set a Security Image (see "Set a Security Image").**

1. Enter your Username
 - For all users, this is your Nor'Easter ID (e.g., wblais1, sdavis, etc.) or your full UNE email (e.g., wblais1@une.edu, sdavis@une.edu, etc.)
2. Enter your Password
 - **For first-time users, this is the last 6 digits of your PRN.**
 - You can obtain the last 6 digits of your PRN from your ID card. To do so, take the last 7 digits of the long number on the card, then drop the last number. In the example below the last 6 digits of your PRN would be 891234.
 - 1234567**891234**5

3. Click "Sign In" to create a new password
 - New passwords must follow the requirements listed on the login screen and be entered twice to ensure they have been typed correctly



Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username, does not include your first name, does not include your last name.

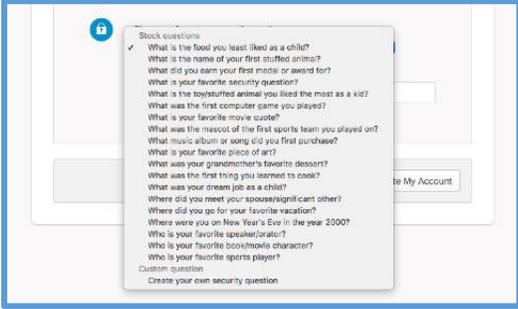
Old password

New password

Repeat password

[Change Password](#)

4. Click "Change Password" to save the new password
5. On the next screen, select one of the predefined questions to be used to reset their password or create your own custom question (see last option in list)



Stock questions

- ✓ What is the food you least liked as a child?
- What is the name of your first stuffed animal?
- What did you earn your first grade or award for?
- What is your favorite security question?
- What is the toy/stuffed animal you liked the most as a kid?
- What was the first computer game you played?
- What is your favorite movie quote?
- What was the mascot of the first sports team you played on?
- What music album or song did you first purchase?
- What is your favorite piece of art?
- What was your grandmother's favorite dessert?
- What was the first thing you learned to cook?
- What was your dream job as a child?
- Where did you meet your spouse/significant other?
- Where did you go for your favorite vacation?
- Where were you on New Year's Eve in the year 2000?
- Who is your favorite speaker/orator?
- Who is your favorite book/movie character?
- Who is your favorite sports player?

Custom question
[Create your own security question](#)

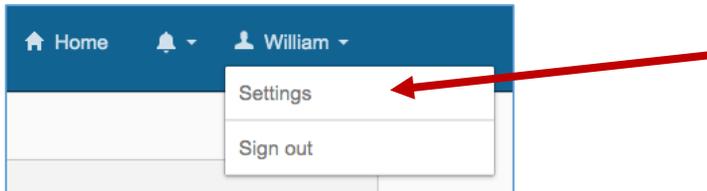
6. Once you have chosen a security question and answer, click "Create My Account" to be brought to the Okta Home Page (See "Okta Home Page")

NOTE: ITS strongly encourages all users also to set a Security Image for an extra layer of security/validation (see "Set a Security Image")

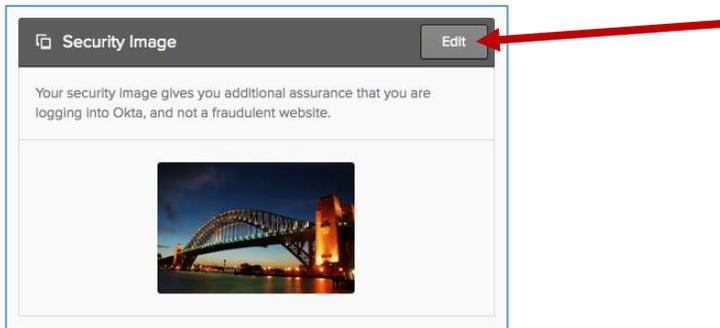
SET A SECURITY IMAGE

Using a security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

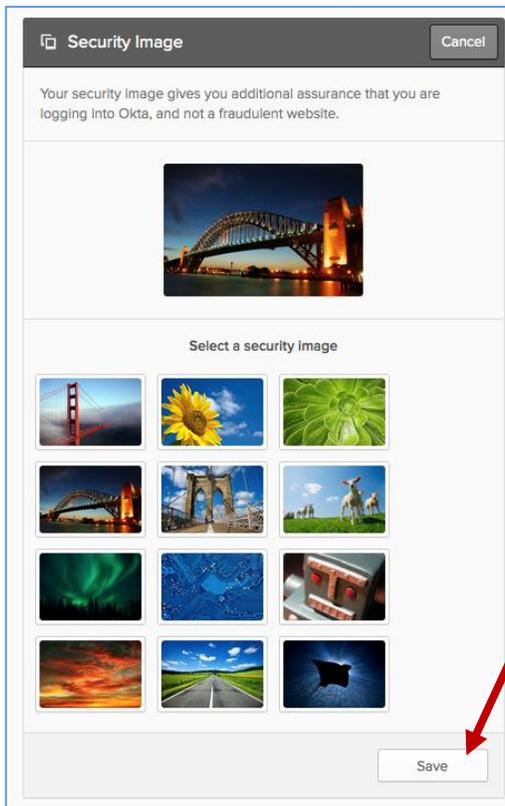
1. Login to Okta
2. Click your name in the upper navigation bar and click "Settings"



3. On the Settings screen, scroll down to "Security Image" and click "Edit"



4. Select one of the available images and click "Save"



CHANGE/RESET YOUR PASSWORD

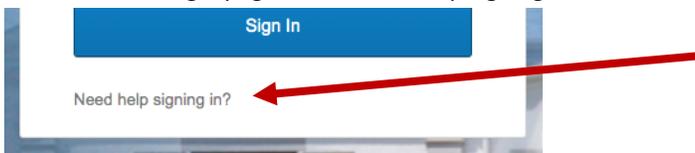
Use the instructions below based upon your situation:

- Forgotten password
- Expired password
- Manually change password

FORGOTTEN PASSWORD

If you forget your password, you can reset your password on-demand:

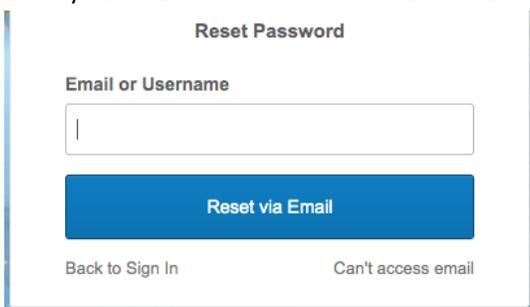
1. From the Okta login page, click "Need help signing in?"



2. Click "Forgot password?"

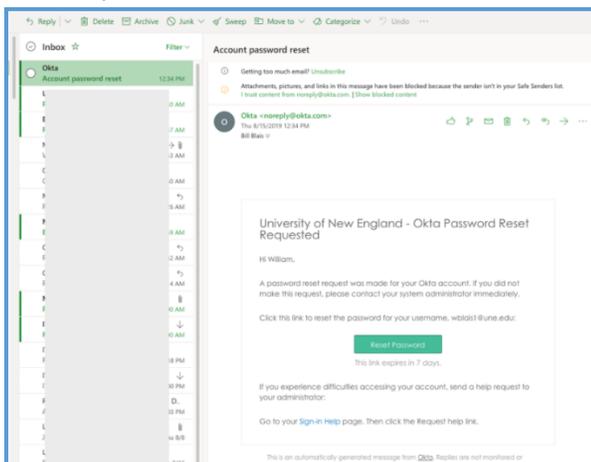


3. Enter your UNE email address or Nor'Easter ID and click "Reset via Email"



4. Follow the instructions in the automated email from Okta (see example below)

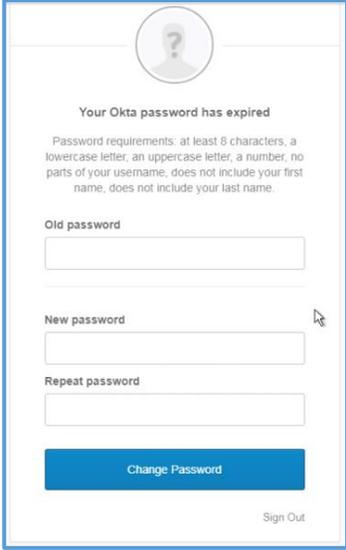
NOTE: If you do not see an email within 3 minutes, check your spam, junk, clutter or trash folders.



EXPIRED PASSWORD

Your Okta password automatically expires every 90 days and will need to be reset at that time.

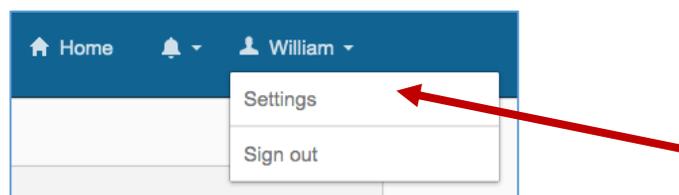
If your current password has expired, you will be required to reset it the next time you log in:



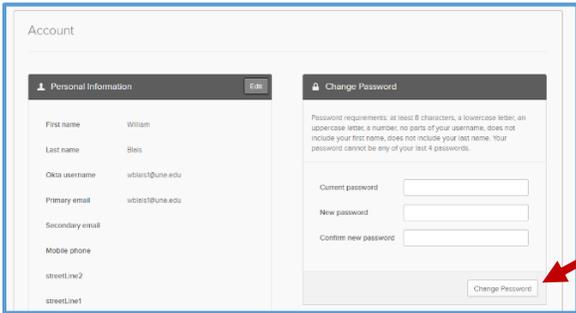
NOTE: Starting a week before your password expires, the Okta login screen will ask if you would like to reset your password. You may choose not to update until the expiration date.

MANUALLY CHANGE PASSWORD

To manually change your password at any time, click your name in the upper navigation bar and click "Settings".



In the "Change Password" block, enter your current password, your new password twice, and click "Change Password"



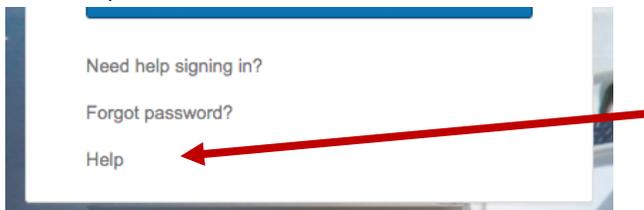
HELP WITH SIGNING IN OR GENERAL QUESTIONS

If you have issues in Okta other than resetting your password, please use the Okta Help interface to report the issue:

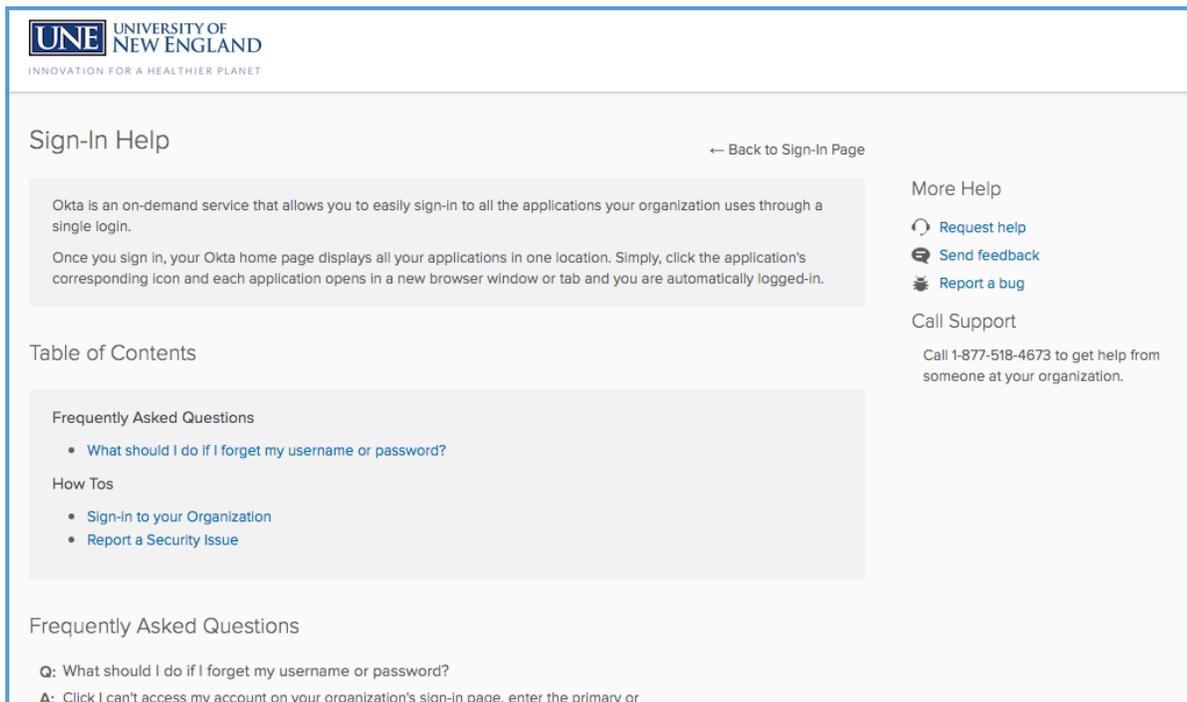
1. Click "Need help signing in?"



2. Click "Help"



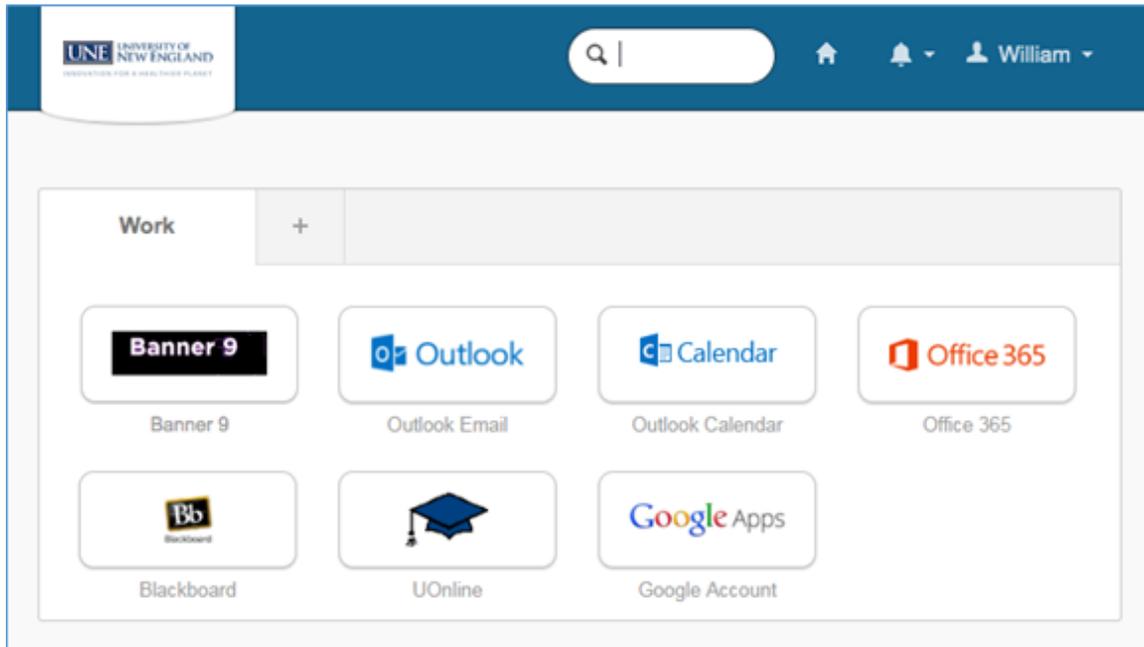
3. The Okta Help screen will open in a new tab. Follow the instructions for the issue in question.



The screenshot shows the Okta Sign-In Help page. At the top left is the UNE University of New England logo. The main heading is "Sign-In Help" with a "← Back to Sign-In Page" link. Below the heading is a text box explaining Okta as an on-demand service. To the right, there are links for "More Help" (Request help, Send feedback, Report a bug) and "Call Support" (1-877-518-4673). A "Table of Contents" section lists "Frequently Asked Questions" and "How Tos" with sub-links. At the bottom, there is a "Frequently Asked Questions" section with a Q: and A: format.

OKTA HOME PAGE

The Okta Home Page provides tiles that link to various university-wide software applications. Clicking a tile will open the selected application in a new browser tab.

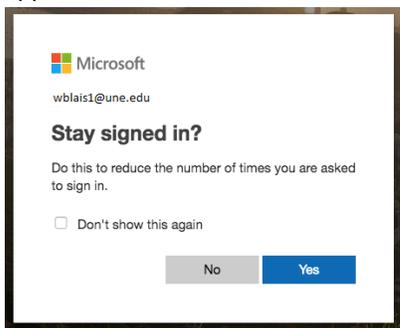


You may change the order of the tiles by dragging and dropping them. You may also create custom 'tabs' by clicking the "+" icon, giving it a name, and dragging tiles onto it.

NOTE 1: The selection of tiles may change over time and will vary by user (e.g., users with access to Banner will see the Banner tile, but other users will not).

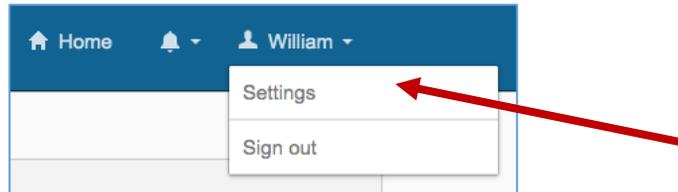
NOTE 2: While Okta provides Single Sign-On (SSO) functionality, not all software applications currently support SSO. This means that clicking some tiles (e.g., Banner) will automatically sign you in to that application, while other tiles (Blackboard, U-Online) will still require you to enter your Nor'Easter ID and Okta password (as these applications support SSO at UNE, their tiles will be updated).

NOTE 3: Microsoft products may prompt you to choose whether or not to 'Stay signed in?' before passing you through to the selected application.



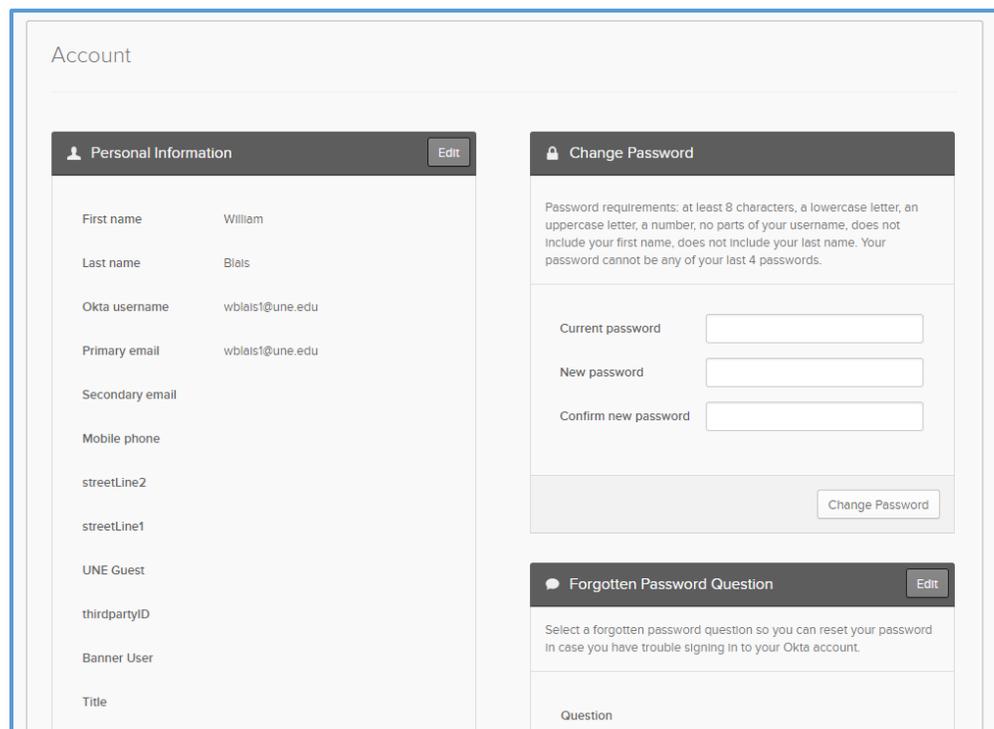
OKTA SETTINGS

To change your password, security question or security image, click your name in the upper navigation bar and click "Settings".



Scroll to the desired section (Password, Question, Security Image, etc) and select Change or Edit, as appropriate.

NOTE: You are unable to make changes to the listed "Personal Information"



Account

Personal Information		Edit
First name	William	
Last name	Blais	
Okta username	wblais1@une.edu	
Primary email	wblais1@une.edu	
Secondary email		
Mobile phone		
streetLine2		
streetLine1		
UNE Guest		
thirdpartyID		
Banner User		
Title		

Change Password

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username, does not include your first name, does not include your last name. Your password cannot be any of your last 4 passwords.

Current password

New password

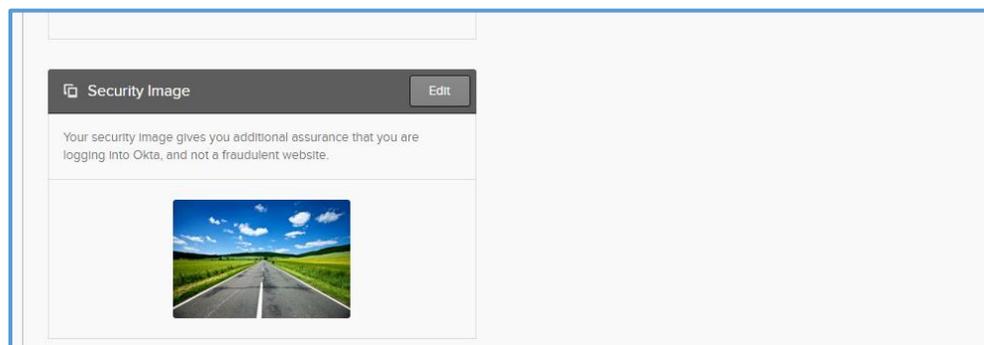
Confirm new password

Change Password

Forgotten Password Question

Select a forgotten password question so you can reset your password in case you have trouble signing in to your Okta account.

Question



Security Image

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.



EXIT OKTA

To sign out of Okta, click your name in the upper navigation bar and click "Sign out".

NOTE: Signing out of Okta will also sign you out of all other SSO application sessions in your browser.

