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").
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.
       - 12345678912345
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](image)

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).

![Predefined questions](image)

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 "Rest 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.

If you have any questions, please contact the Help Desk (x2487 or helpdesk@une.edu).
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:

![Image showing Okta password reset page]

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".

![Image showing Settings option]

In the “Change Password” block, enter your current password, your new password twice, and click “Change Password”.

If you have any questions, please contact the Help Desk (x2487 or helpdesk@une.edu).
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.

If you have any questions, please contact the Help Desk (x2487 or helpdesk@une.edu).
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”
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.

If you have any questions, please contact the Help Desk (x2487 or helpdesk@une.edu).