This guide shows you how to reset your password if you do not remember while logging in. If you know your password and want to change it, please see the “How-To Guide: Changing Your Password.”

Go to https://oaaps.acl.gov/app/welcome. The best browsers to access OAAPS are Chrome, Firefox and Safari.

**Resetting from the OAAPS Home Page**

Note: There is a “Forgot password?” link during the login process. This link does **NOT** work. You cannot reset your password by following this link. Go back to the OAAPS home page and follow the step 1 instructions below to reset your password.

1. Select “Forgot password” on the front page near the “Sign in” button.
2. Select “Need help signing in?”

3. Select “Forgot Password”
4. Enter your email that you use to sign in to OAAPS. Then select one of the three options to reset your password: SMS (text message), Voice Call, or Email. If you did not enter a phone number for text messages or voice calls when you activated your account, select “Reset via Email.”

5. If you selected “Reset via SMS”, check your cell phone for a text message and enter the code you received. Then select “Verify” and move onto step 7.
5. If you selected “Reset via Voice Call”, answer your phone when it rings and listen for the code. Then, enter the code you received. Next, select “Verify” and move onto step 7.

5. If you selected “Reset via Email”, check your email for a message from Okta.
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6. The email from Okta will include a link to reset your password. Select “Reset Password” and follow the instructions to create a new password.

7. Next, the system will display your security question. Enter the answer to your security question and then select “Reset Password.”
8. Enter your new password twice. The password requirements are:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Not include your first name
- Not include your last name
- Cannot be any of your last 5 passwords

9. Select “Reset Password.”