

Resetting Your Password

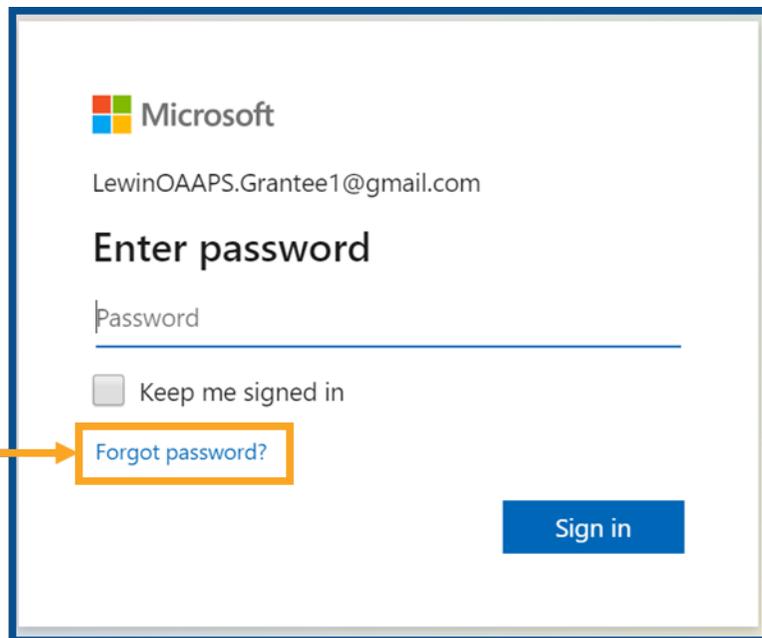
This guide shows you how to reset your password if you do not remember it while logging in. If you know your password and want to change it, please see the “How-To Guide: Changing Your Password.”

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

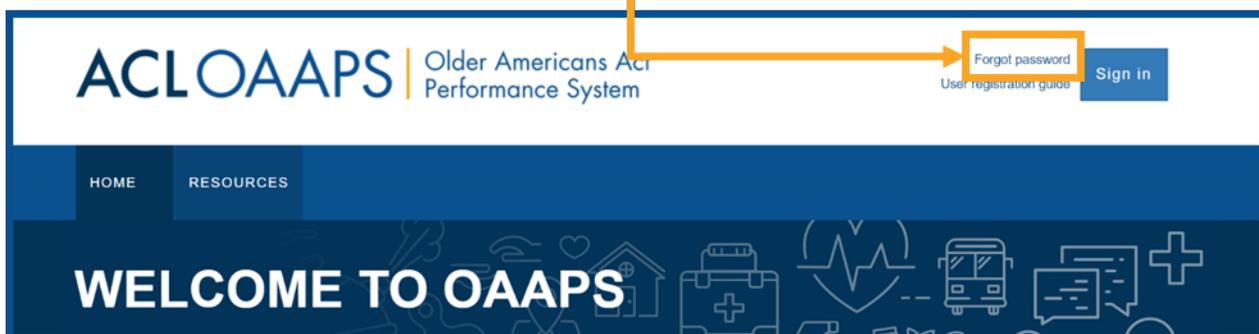
Resetting from the OAAPS Home Page

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.

Do NOT use this link. This link does NOT allow you to reset your password.



1. Select “Forgot password” on the front page near the “Sign in” button.



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2. Select “Need help signing in?”

The screenshot shows the ACL login page. At the top is the ACL logo (Administrator for Community Living). Below the logo is a warning message: "WARNING You are accessing a U.S. Government System intended for authorized use only. Unauthorized access or use of the system may subject violators to administrative action, civil, and/or criminal prosecution under the Criminal Code (Title 18 USC 1030)." Below the warning are two input fields: "Username" and "Password". Below the password field is a blue "Sign In" button. At the bottom of the form is a link that says "Need help signing in?". An orange box highlights this link, and an orange arrow points from the text box above to it.

This screenshot shows the ACL login page with the "Need help signing in?" link highlighted in blue. Below the "Sign In" button, there are several links: "Need help signing in?", "Forgot password?", "Unlock account?", and "Help". An orange box highlights the "Forgot password?" link, and an orange arrow points from the text box above to it.

3. Select “Forgot Password”

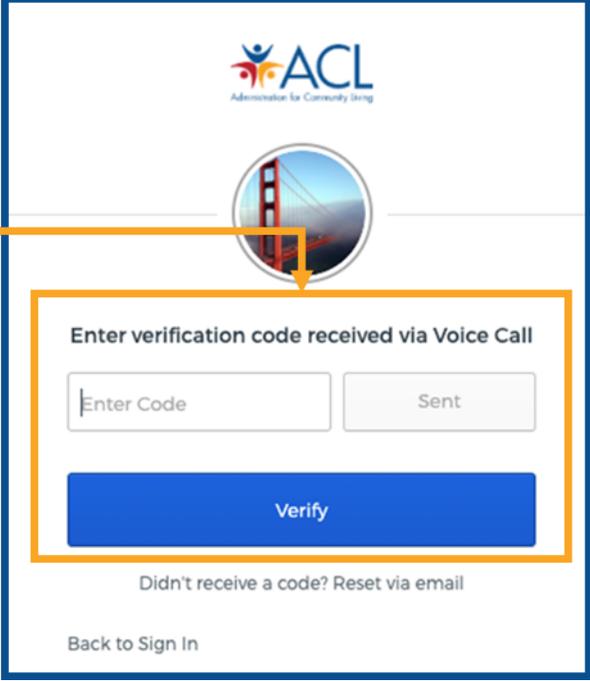
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4. Enter the email that you use to sign into OAAPS. Then select one of the three options to reset your password: SMS (text message), Voice Call, or Email. If you did not enter a phone number for text messages or voice calls when you activated your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

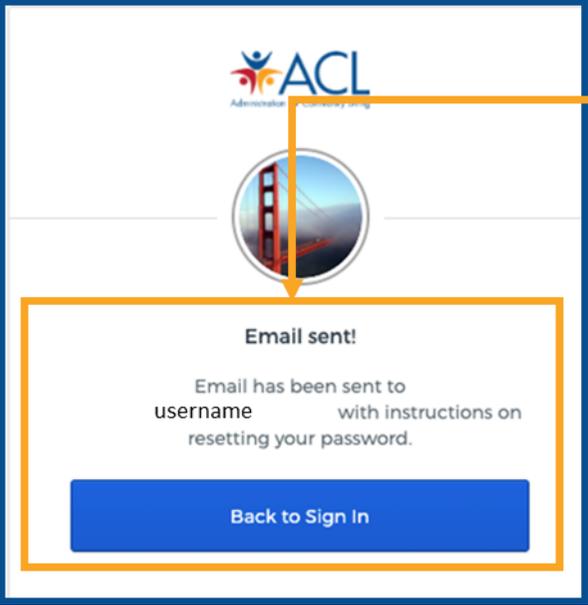
5. If you selected “Reset via SMS”, check your cell phone for a text message and enter the code you received. Then select “Verify” and move onto step 7.

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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.



The screenshot shows the ACL logo at the top, followed by a circular image of the Golden Gate Bridge. Below this is a form titled "Enter verification code received via Voice Call". The form contains a text input field labeled "Enter Code" and a "Sent" button. A large blue "Verify" button is positioned below the input field. At the bottom of the form, there is a link that says "Didn't receive a code? Reset via email" and a "Back to Sign In" link.

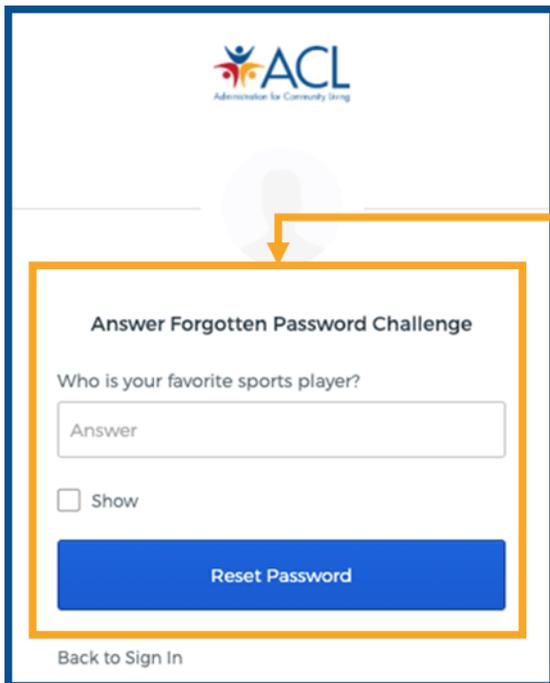
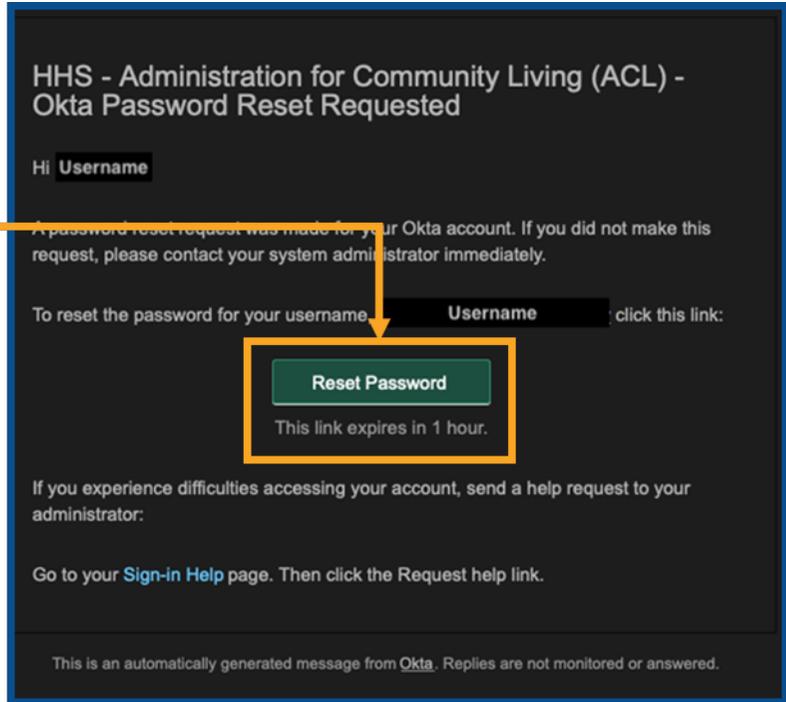


The screenshot shows the ACL logo at the top, followed by a circular image of the Golden Gate Bridge. Below this is a confirmation message: "Email sent! Email has been sent to username with instructions on resetting your password." At the bottom of the message is a blue "Back to Sign In" button.

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.”

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8. Enter your new password twice. The password requirements are:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- Does not include parts of your username
- Does not include your first name
- Does not include your last name
- Cannot be any of your last 5 passwords

9. Select “Reset Password.”

10. Return to <https://oaaps.acl.gov/app/welcome> to log in. See “How-To Guide Logging Into OAAPS” for instructions if needed.

ACL
Administration for Community Living

Reset your Okta password

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, 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 5 passwords. At least 1 day(s) must have elapsed since you last changed your password.

New password ?

Repeat password ?

Reset Password

Sign Out