

# OKTA password policy and reset instructions

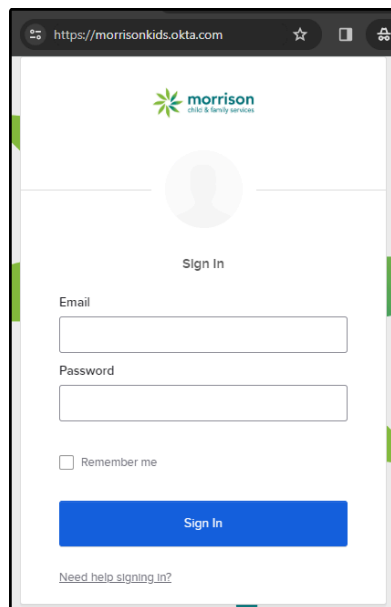
The password policy at Morrison Child and Family is listed below:

- Password cannot contain the user's account name or parts of the user's full name.
- Password must be at least **eight** characters in length - it can not be shorter.
- Contain characters from three of the following four categories:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Base 10 digits (0 through 9)
  - Non-alphabetic characters (for example, !, \$, #, %)
- Previous 10 passwords are remembered and cannot be used.
- You will be required to change your password every **90 days**.
  - You will get a pop-up on your computer that starts appearing **14 calendar days** before your account does expire. It is a countdown, in days, of when your password will expire.
  - *It would be best to not wait until the last day to change your password*
  - It would be best not to change your password on a Friday in case you forget it over the weekend.
  - Your password could expire during the day, while you are working. It may work fine in the morning but then during your day it could expire and stop your work.

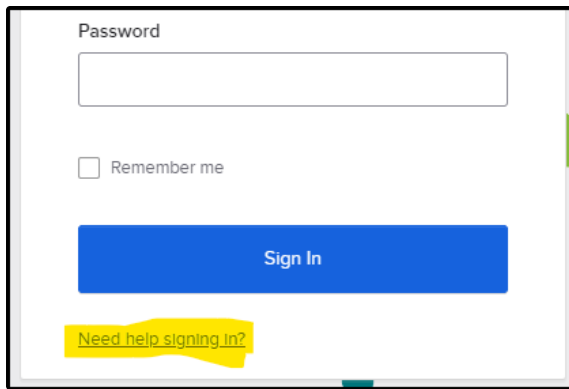
## Use the OKTA webpage to reset your own password

You should be able to go to OKTA and reset your password.

That web page is: <https://morrisonkids.okta.com/>

A screenshot of a web browser displaying the OKTA sign-in page for Morrison Kids. The browser's address bar shows the URL "https://morrisonkids.okta.com". The page features the Morrison logo at the top, followed by a "Sign In" heading and a circular profile icon placeholder. Below this are input fields for "Email" and "Password". A "Remember me" checkbox is located below the password field. A prominent blue "Sign In" button is positioned below the inputs. At the bottom left of the page, there is a link that reads "Need help signing in?".

Under the blue sign in button, there is a link: **Need help signing in?**



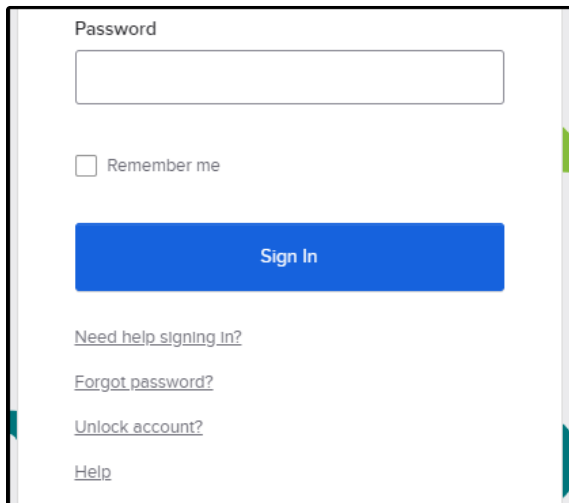
Password

☐ Remember me

Sign In

[Need help signing in?](#)

Click that link to see more options:



Password

☐ Remember me

Sign In

[Need help signing in?](#)

[Forgot password?](#)

[Unlock account?](#)

[Help](#)

Choose the best option for your situation and proceed through the steps.

***If you have reset a forgotten password, you'll need to use that newly set password to log into OKTA and to connect to the VPN.***