

OKTA Process Flow

-Forgot Password





Forgot Password.

Note: Only external users have the option to reset their password using the "Forgot/Reset Password" feature.

1. Click on "Forgot/Reset your Password".



2. Enter your Email or Username, then click "Next."





3. Click on "Send me an email".

AON
Get a verification email
®
Send a verification email by clicking on "Send me an email".
Send me an email
<u>Back to sign in</u>

4. User will see following screen.

AON
Verify with your email
® 1
We sent you a verification email. Click the verification link in your email to continue or enter the code below.
Enter a verification code instead
<u>Back to sign in</u>



5. From your e-mail, user can either choose to click on "Reset Password" or use the verification code in the screen from step 4.



6. Create a new password that meets the specified password requirements.

Reset your AonWrap QC password
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Password requirements: • At least 12 characters • A lowercase letter • An uppercase letter • A symbol • No parts of your username • Does not include your first name • Does not include your last name • Password can't be the same as your last 12 passwords New password
This field cannot be left blank
Re-enter password
٥
Sign me out of all other devices.
Reset Password
Back to sign in



7. Page will be redirected to AonWrap external site <u>https://www.aonwrap.aon.com</u>.User will now be able to login using their new password.

