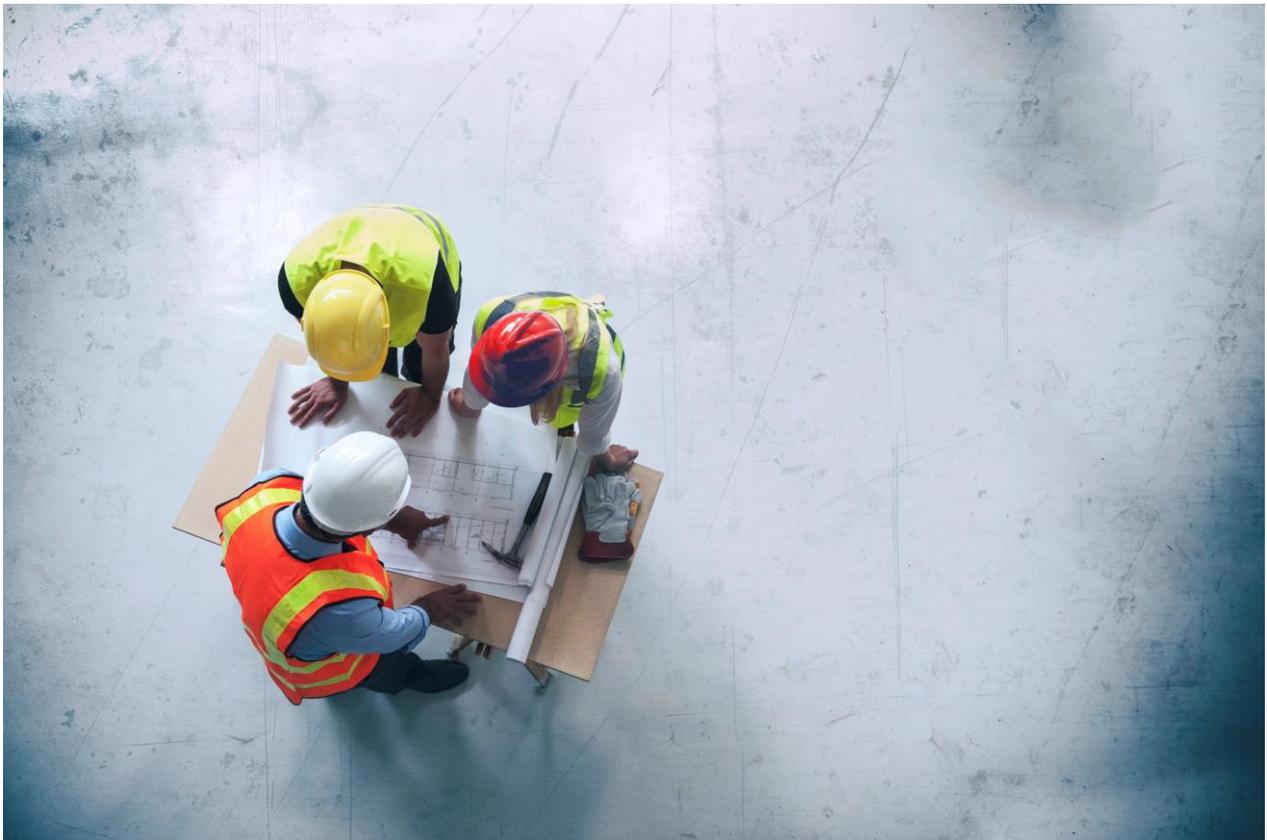




# OKTA Process Flow

-Forgot Password

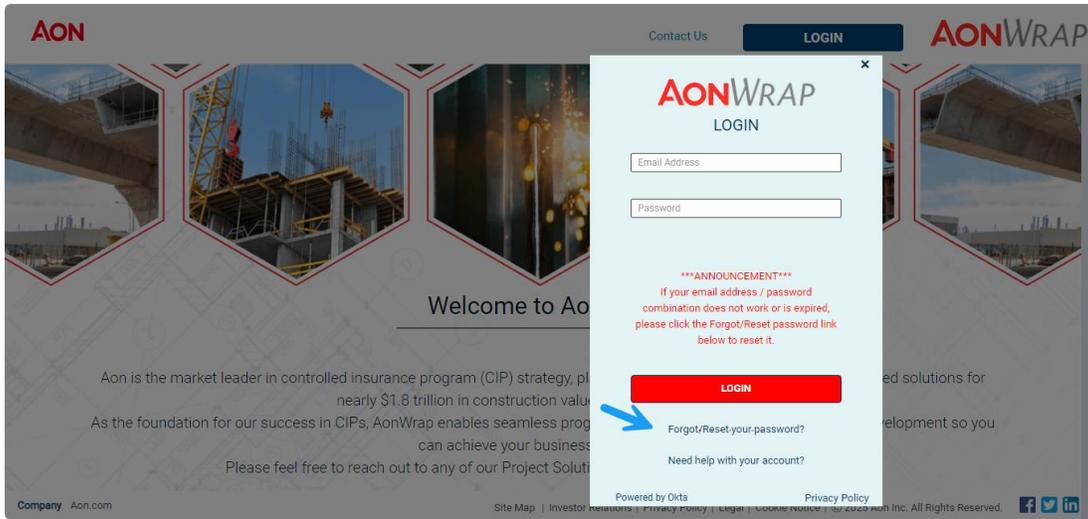




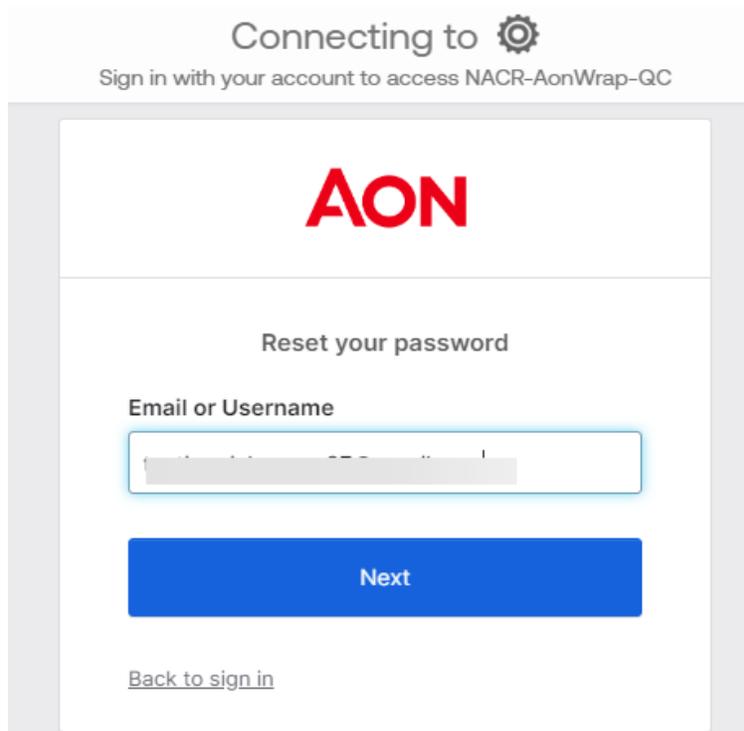
## Forgot Password.

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

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

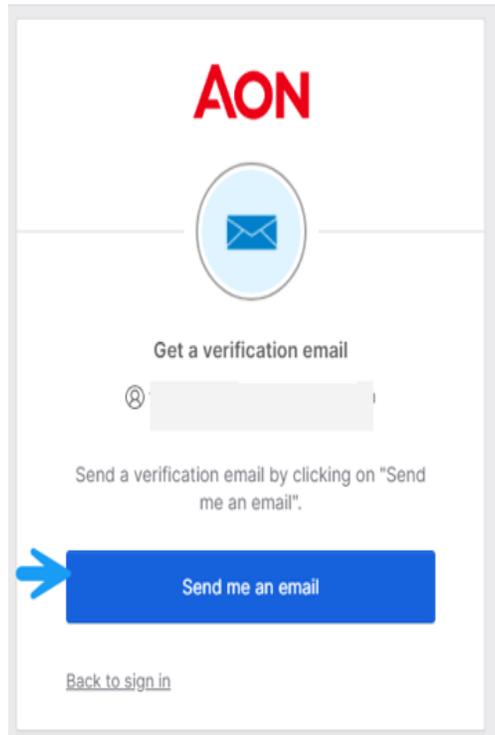


2. Enter your Email or Username, then click "Next."

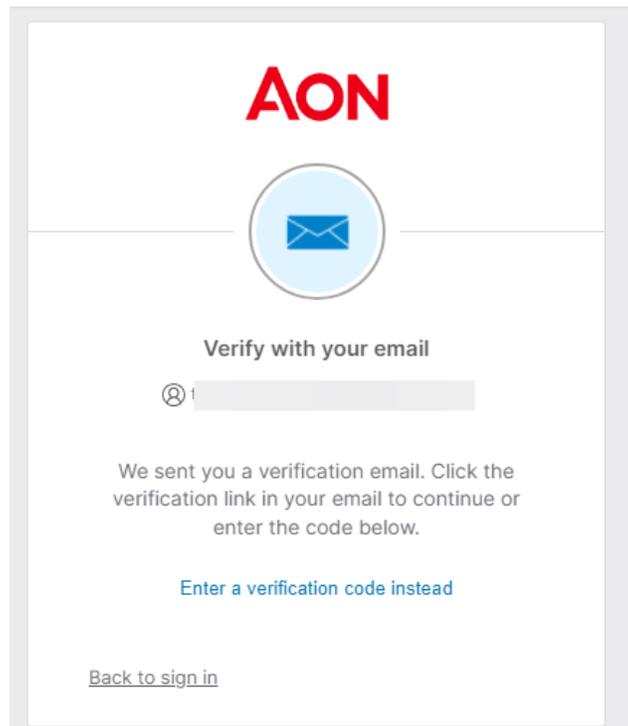




3. Click on "Send me an email".

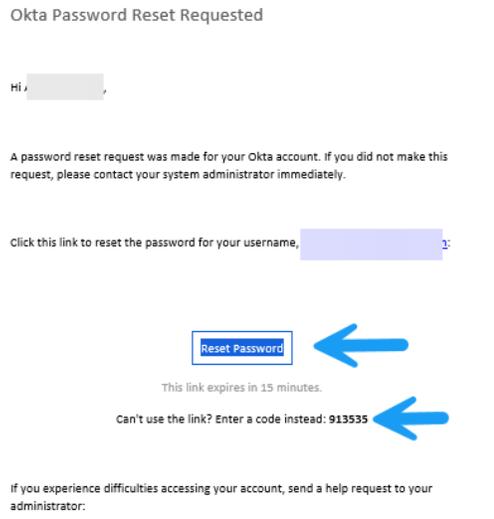


4. User will see following screen.





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



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



Reset your AonWrap QC password

 [redacted]

Password requirements:

- At least 12 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
- Password can't be the same as your last 12 passwords

New password



 This field cannot be left blank

Re-enter password



Sign me out of all other devices.

[Reset Password](#)

[Back to sign in](#)



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

