

Okta FAQ's

The Coast Community College District (CCC, GWC, OCC) has implemented Okta for multi-factor authentication. Below is a list of frequently asked questions and answers.

| | | |
|---------------------|--|---|
| 1. | Why didn't I receive a passcode when I logged in? | 2 |
| 2. | Why didn't I receive an email or SMS Txt message after pressing the SEND CODE? | 2 |
| 3. | I am entering my correct email address and password, but I keep receiving the following message. "Password is incorrect" | 2 |
| 4. | I attempted to log in but was locked out of my account. | 3 |
| 5. | How can I simplify the two-factor authentication login process? | 3 |
| 6. | How do I change my phone number for SMS Text Messaging? | 4 |
| 7. | received an acceptance letter from my college. Why can't I login? | 6 |
| 8. | Why did I receive a 403 Error message after login? | 6 |
| 9. | Why doesn't Okta allow me to reset my password? | 6 |
| 10. | What are the password requirements for Okta? | 7 |
| 11. | Can I change the email address associated with Multi-Factor Authentication? | 7 |
| 12. | How do I change my Multi-Factor Authentication method? | 7 |

1. Why didn't I receive a passcode when I logged in?

Answer: Press the **SEND CODE** option to receive a one-time password via SMS phone text messaging. When working on a secure personal computer check **“Do not challenge me on this device the next 30 days”**.

The screenshot shows a login verification interface. At the top, there is a text input field labeled "Enter Code". To the right of this field is a button labeled "Send code". Below the input field and button is a checkbox with the text "Do not challenge me on this device for the next 30 days". At the bottom of the form is a large blue button labeled "Verify". Below the "Verify" button is a link that says "Back to sign in".

2. Why didn't I receive an email or SMS Txt message after pressing the SEND CODE?

Answer: The email or phone number in the Okta system is incorrect. Contact the IT Service Desk at (714) 438-8111 for assistance.

3. I am entering my correct email address and password, but I keep receiving the following message. “Password is incorrect”

Answer: Okta does not recognize email address as a login name. Please remove @student.cccd.edu suffix and just enter your network name.

For Example: student123@student.cccd.edu will log in as student123.

4. I attempted to log in but was locked out of my account.

Answer: After 5 failed login attempts Okta will lock your account. The account will unlock after 15 minutes, or you can choose to manually unlock or reset your account.

Select [Click Here for Help & Maintenance Schedule](#) to manually reset your password or unlock your account.

Sign In

Username
Do Not Use Your Email Address.

Remember me

Next

[Click Here for Help & Maintenance Schedule](#)

[Reset Password \(Only supply USERNAME on next screen\)](#)

[Unlock account?](#)

[Maintenance Schedule](#)

[System Status](#)

[Help](#)

5. How can I simplify the two-factor authentication login process?

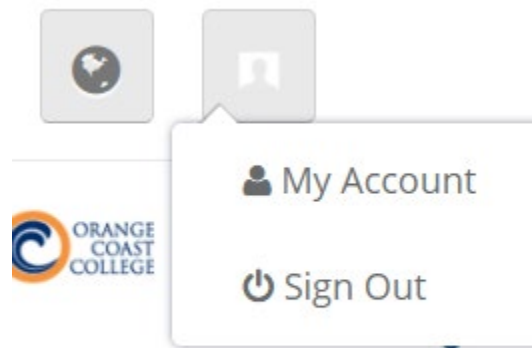
Answer: Download the Okta Verify app to your mobile phone to simplify the login process. Watch the following video for instructions.

<https://www.youtube.com/watch?v=3JWxnrqUq-0>

6. How do I change my phone number for SMS Text Messaging?

Answer:

Step 1. Log into the MyCoast portal, click the upper right profile name icon and select My Account.



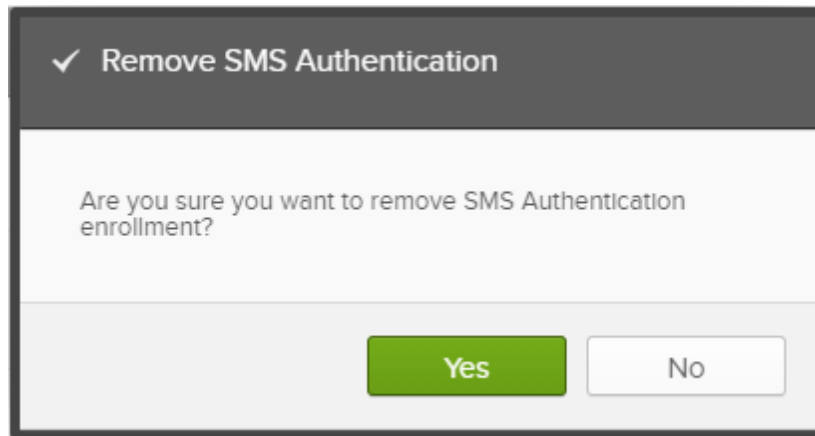
Step 2. Find the section labeled **Extra Verification**.

If it is greyed out, please click **Edit Profile** in the upper right-hand corner to **Set up SMS Authentication**.

If a previous SMS phone number is set up, click **Remove** next to **SMS Authentication**.

Step 3. Enter your password when prompted to verify your identity.

Step 4. Click **Yes** to continue the remove operation.



Step 5. Click **Set up** next to **SMS Authentication** to add the new number.

Step 6. Enter a number, then click **Send Code**. a text message will be sent to that number for validation.

Receive a code via SMS to authenticate

United States ▼

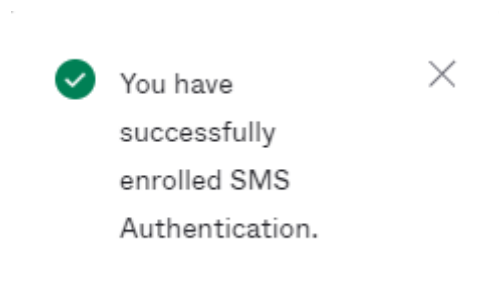
Phone number

+1

Send code

Step 7. Type the code in and click **Authenticate**.

Step 8. You will receive a message stating, "You have successfully enrolled in SMS Authentication."

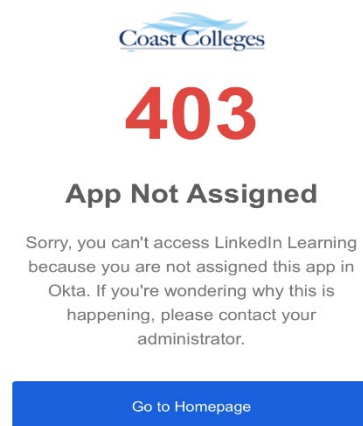


7. I received an acceptance letter from my college. Why can't I login?

Answer: It takes at least 2 hours after receiving the college acceptance letter before the account becomes active and usable.

If you are unable to log in at least 4 hours after receiving the acceptance letter, contact the IT Service Desk at (714) 438-8111 for assistance.

8. Why did I receive a 403 Error message after login?



Answer: The application you are trying to access is not assigned to your account. This could be related to your account not being fully enabled. Please wait and try to login 2 hours after receiving your acceptance letter.

If you are still receiving this error 4 hours after receiving your acceptance letter, contact the IT Service Desk at (714) 438 – 8111 for assistance.

9. Why doesn't Okta allow me to reset my password?

Answer: There are 3 potential reasons for this problem.

- The email or SMS phone number is incorrect in the system. Contact the IT Service Desk at (714) 438-8111 for assistance.
- You are a new or returning student, and the account has not been fully enabled yet. Please wait and try to login at least 2 hours after receiving your acceptance letter.
- Your password has been reset within the last 24 hours. For security reasons, the system does not allow more than one password reset in a 24-hour period.

10. What are the password requirements for Okta?

Answer: The passwords in Okta cannot be any of your prior 24 used passwords and must be at least 12 characters. The password must include an upper-case, lower-case, number and symbol must be present. Lastly, your password cannot contain certain words, such as:

- Any part of your name or email.
- Common words (i.e., school, campus, spring, summer, fall, 2021, 2022) that are often found in passwords.

11. Can I change the email address associated with Multi-Factor Authentication?

Answer: No, email addresses cannot be changed. We recommend students and employees use Okta Verify or Google Authenticator for MFA. If you cannot access these apps, please use SMS as the primary MFA method.

Note: Email will be removed as an MFA option prior Summer Semester 2022.

12. How do I change my Multi-Factor Authentication method?

Answer: Log into your account. Before you send a code, select the drop-down box displayed in the screenshot below. Choose your preferred method for MFA.

Coast Colleges

Select an authentication factor

- Okta Verify (VS995)
- SMS Authentication

Or enter code

Send push automatically

Do not challenge me on this device for the next 30 days

[Back to sign in](#)