

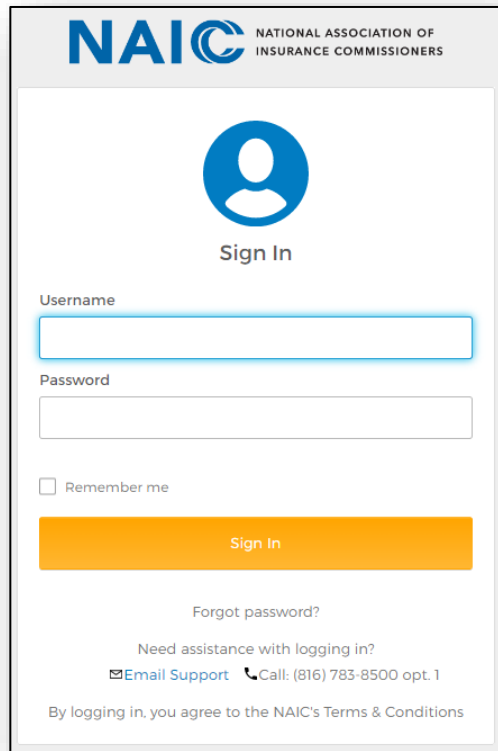
Forgot Password – Getting Started

Setting up Okta's Forgot Password security question and answer enables users to reset their password.

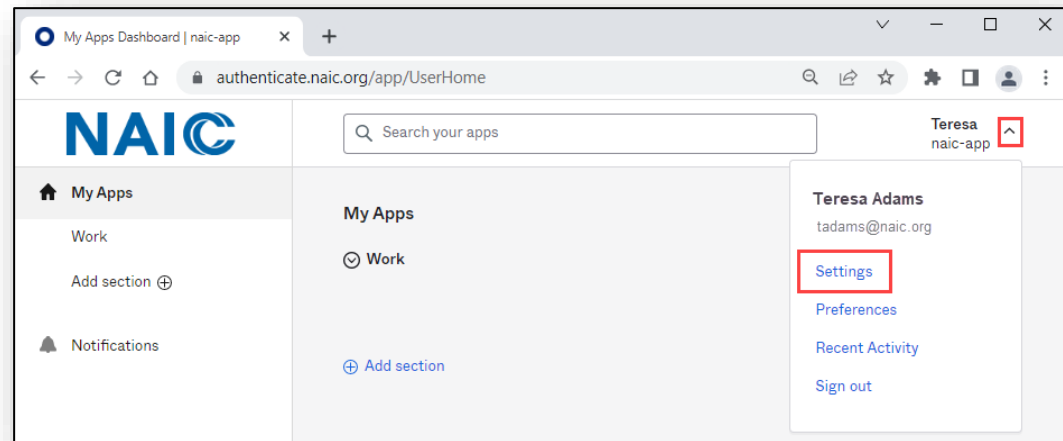
Open your internet browser and click or copy link below:

<https://authenticate.naic.org>

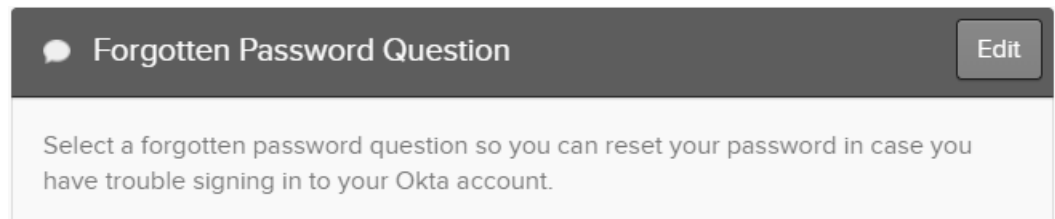
1. Enter your login credentials.
2. Click ▼ located upper right corner by name > then click on **Settings**



The image shows the NAIC (National Association of Insurance Commissioners) Sign In page. At the top, the NAIC logo is displayed next to the text "NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS". Below the logo is a large blue circular icon with a white person silhouette, followed by the text "Sign In". Underneath, there are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Remember me". A large orange "Sign In" button is positioned below the checkbox. At the bottom, there are links for "Forgot password?", "Need assistance with logging in?", "Email Support", and "Call: (816) 783-8500 opt. 1". A footer note states: "By logging in, you agree to the NAIC's Terms & Conditions".



3. Go to Forgotten Password Question

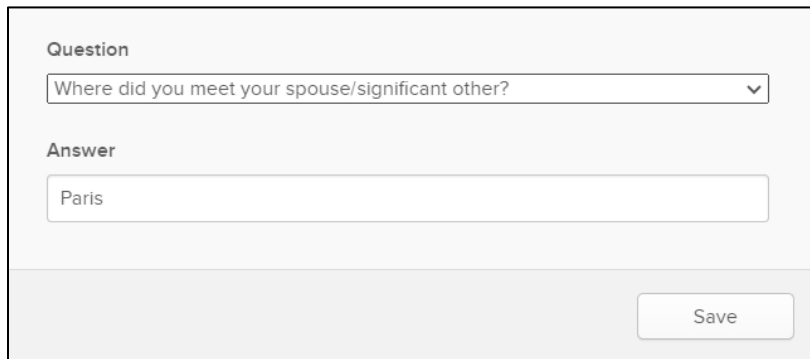


The image shows the "Forgotten Password Question" screen. At the top, there is a header bar with a speech bubble icon, the text "Forgotten Password Question", and an "Edit" button. Below the header, the text reads: "Select a forgotten password question so you can reset your password in case you have trouble signing in to your Okta account."

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4. Select your question using the drop down and input the answer.

5. Click the **Save** button



The screenshot shows a light gray rectangular form with a thin black border. Inside the form, the word "Question" is in a small, bold, dark gray font. Below it is a white dropdown menu with a thin gray border and a small downward arrow on the right. The text inside the dropdown is "Where did you meet your spouse/significant other?". Below the dropdown, the word "Answer" is in a small, bold, dark gray font. Below "Answer" is a white text input field with a thin gray border, containing the word "Paris". At the bottom right of the form is a light gray button with rounded corners and the word "Save" in a small, dark gray font.

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