

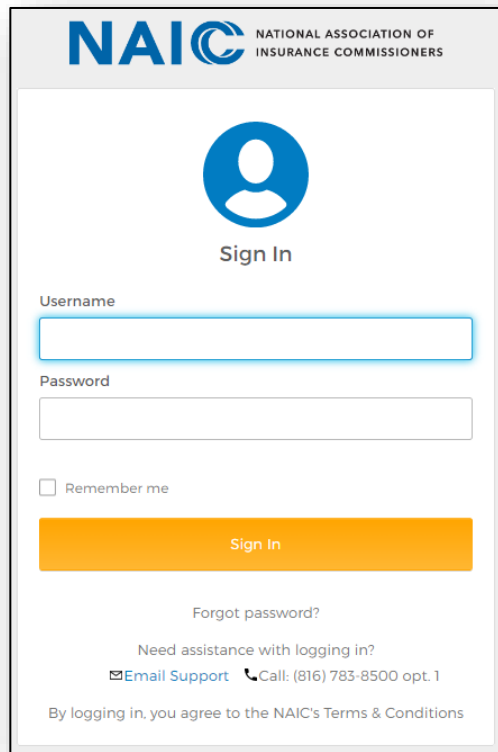
Forgot Password – Getting Started

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

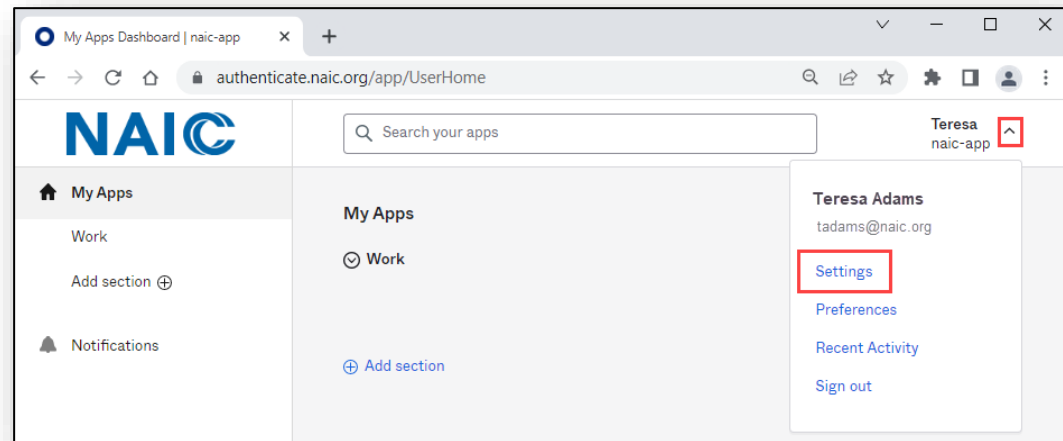
Open your internet browser and click or copy link below:

<https://authenticate.naic.org>

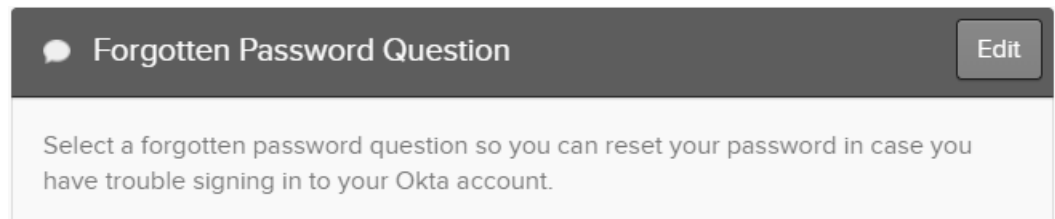
1. Enter your login credentials.
2. Click ▼ located upper right corner by name > then click on **Settings**



The image shows the NAIC (National Association of Insurance Commissioners) Sign In page. At the top, the NAIC logo and name are displayed. Below is a large blue circular icon with a white person silhouette, followed by the text "Sign In". 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 at the bottom. Below the button, there are links for "Forgot password?", "Need assistance with logging in?", "Email Support", and "Call: (816) 783-8500 opt. 1". At the very bottom, it says "By logging in, you agree to the NAIC's Terms & Conditions".



3. Go to Forgotten Password Question

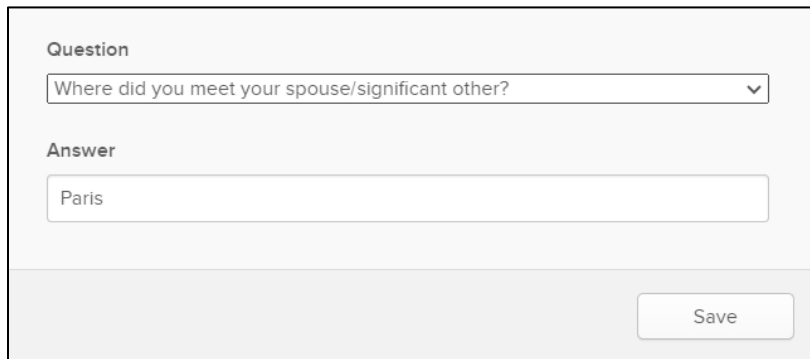


The image shows the "Forgotten Password Question" screen. It has a dark header with a speech bubble icon and the text "Forgotten Password Question", and an "Edit" button. The main content area says: "Select a forgotten password question so you can reset your password in case you have trouble signing 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 written in a small, dark font above a white dropdown menu. The dropdown menu displays the text "Where did you meet your spouse/significant other?" and has a small downward-pointing arrow on its right side. Below the dropdown, the word "Answer" is written in a small, dark font above a white text input field. The input field contains the word "Paris". At the bottom right of the form, there is a light gray button with the word "Save" written in a small, dark font.

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