

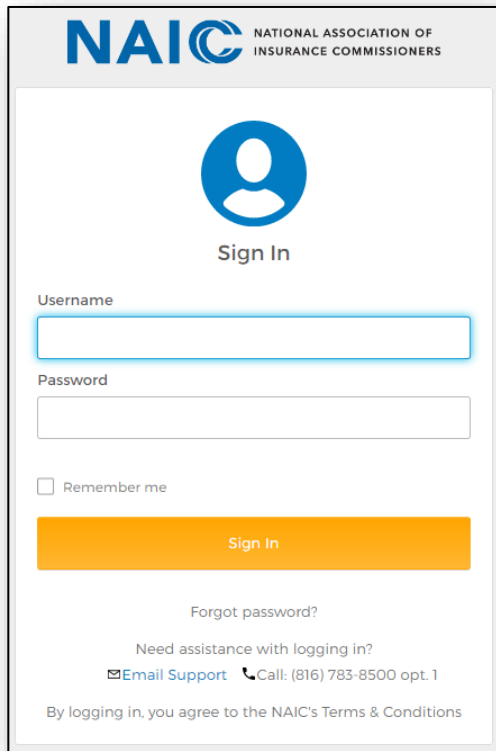
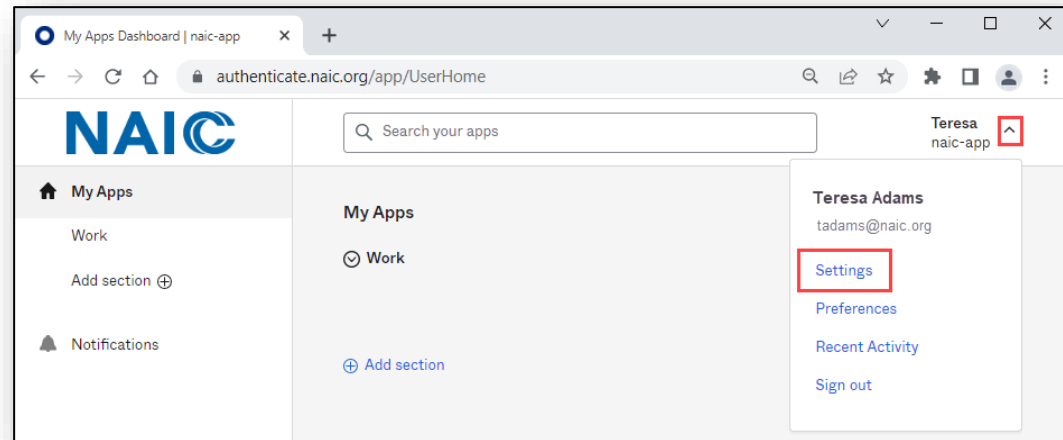
Forgot Password – Getting Started

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

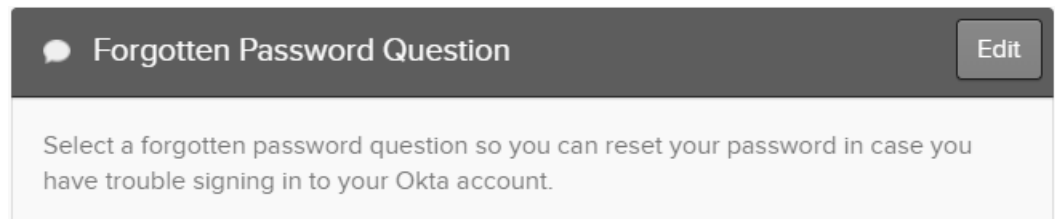
Open your internet browser and click or copy link below:

<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, and the text "Sign In" underneath it. 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 a phone number "(816) 783-8500 opt. 1". A footer note states "By logging in, you agree to the NAIC's Terms & Conditions".

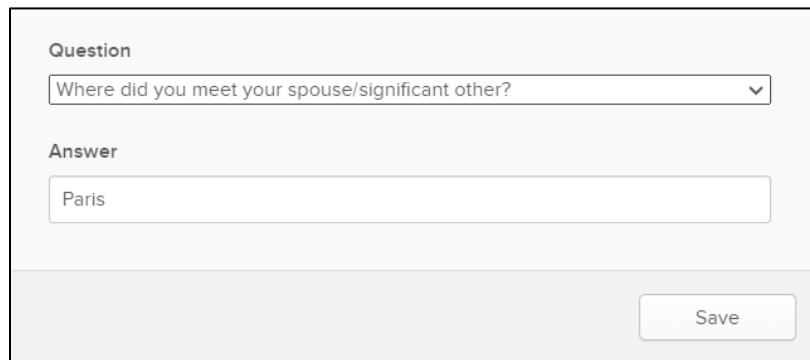
3. Go to Forgotten Password Question

The image shows a screen titled "Forgotten Password Question" with an "Edit" button in the top right corner. The main text on the screen 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. At the top, the word "Question" is in a small, bold font. Below it is a dropdown menu with the text "Where did you meet your spouse/significant other?" and a small downward arrow on the right. Below the dropdown, the word "Answer" is in a small, bold font. Below "Answer" is a text input field containing the word "Paris". At the bottom right of the form is a button labeled "Save".

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