



Password Self Service

BluePearl Password Self Service



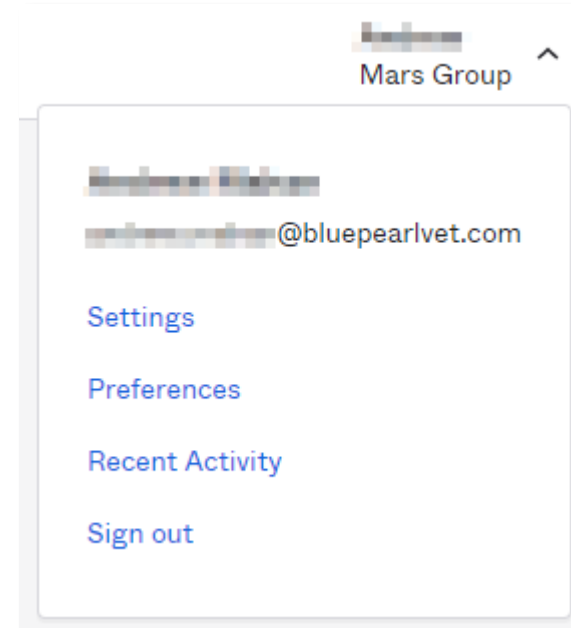
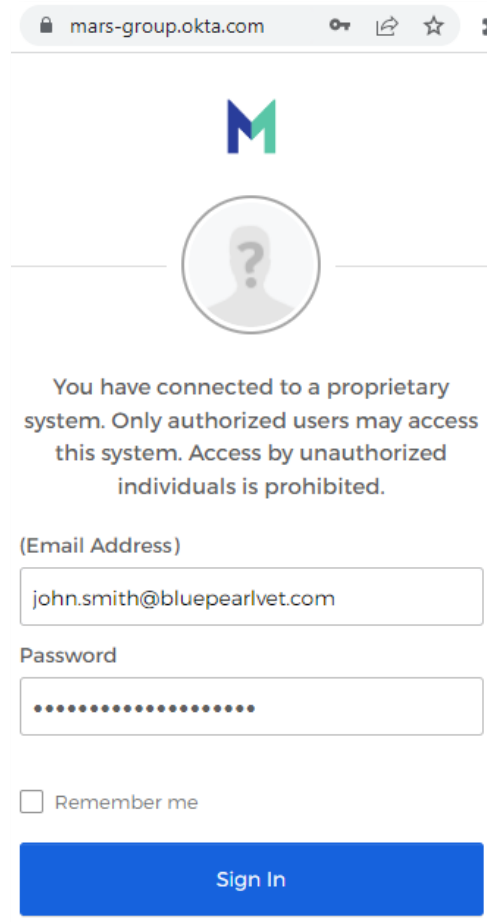
Password self service allows you to unlock your account or reset a forgotten password without assistance from the IT Service Desk.

** You must activate this service while your account is in good standing by following the remainder of this guide.*



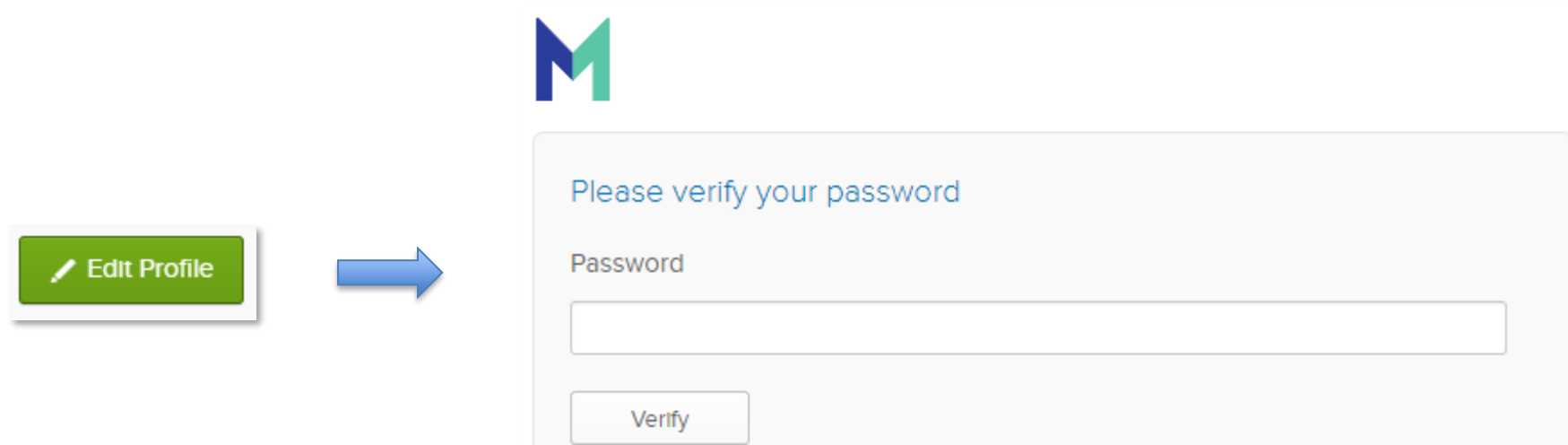
Activating the service – access your Okta profile

- Browse to <https://mars-group.okta.com>
- Select *Settings* under your user menu



Activating the service – access your Okta profile

- Click the green “Edit Profile” button
- Re-enter your password and complete verification, if prompted



Activating the service – verify/add your information

- Locate the *Forgot Password* sections
- Your profile must contain a *Forgotten Password Question*, and either *Forgot Password Text Message* or *Forgot Password Voice Call*.
- Add or update each of your forgotten password factors as needed.

Required in all cases

Forgotten Password Question Edit

Select a forgotten password question so you can reset your password in case you have trouble signing in to your Okta account.

Question

What is the food you least liked as a child?

One or both required

Forgot Password Text Message

Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

Country US

Phone number [REDACTED]

Edit Delete

Forgot Password Voice Call

Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.

Add Phone Number



Using the service

- Visit *passwordhelp.bluepearlvet.com*
- Select *Unlock Account* or *Forgot Password*
- Follow remaining prompts

- **Note:** You will not be able to unlock or reset via email

Reset Password

Email or Username

SMS or Voice Call can only be used if a mobile phone number has been configured.

Reset via SMS

Reset via Voice Call

~~Reset via Email~~

[Back to Sign In](#)

Unlock account

Email or Username

SMS or Voice Call can only be used if a mobile phone number has been configured.

Send SMS

Voice Call

~~Send Email~~

[Back to Sign In](#)



Please contact our IT Service Desk with any questions:

<https://snow.bluepearlvet.com>

