

PASSWORD RESET



Reset Your Password

Change

1

Go to saintleo.okta.com and click on 'Need help signing in' to create a new password.



Sign In

FirstName.LastName or full email

First time user? Please click "Need help signing in?" to claim account

 This field cannot be left blank

Keep me signed in

Next

[Unlock account?](#)

[Help](#)

[Need help signing in?](#)

2

Fill in the information and click submit.

- If you receive the error message 'Unable to verify your information,' double-check that all the information you entered is correct.
- If you are a **newly admitted student**, please contact the Admissions Office to confirm that the last four digits of your social security number are correct on file. International students should reach out to International Admissions at intladmission@saintleo.edu to verify their personal PIN number.
- For **continuing students**, please contact the Registrar's Office at (352) 528-5888 to verify your information on file.



Attention: If your name contains an apostrophe (ex. D'Agostino), please use the full name including the apostrophe in the last name field when verifying your information. If your information doesn't verify, then try without the apostrophe.

If you have any issues, please contact UTS Helpdesk at (352) 588-8888 or helpdesk@saintleo.edu.

Last Name	<input type="text"/>	
Date of Birth	<input type="text"/>	<input type="text"/>
SLU ID	<input type="text"/>	
AND		
Last 4 of SSN OR SLU Provided PIN #	<input type="text"/>	

I'm not a robot



reCAPTCHA
Privacy - Terms

Submit

Clear

3

Set up security questions and follow the instructions for the correct formatting of the answers.

- Refrain from using overly simplistic answers, such as 'cat' or 'dog,' as they will not meet the required criteria.



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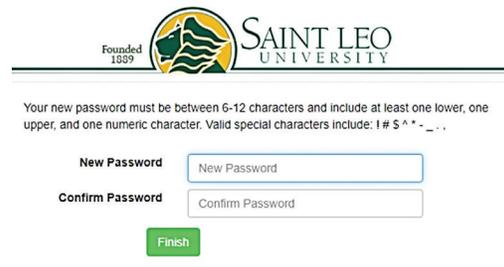
A security question answer is 4-30 alphanumeric characters only. No special characters are allowed.

Username	Your username here
Security Question	Select... <input type="text"/>
Answer	<input type="text"/>
Security Question	Select... <input type="text"/>
Answer	<input type="text"/>
Security Question	Select... <input type="text"/>
Answer	<input type="text"/>

Saint Leo University
33701 State Road 52 Saint Leo, FL 33574-6665
Call (800) 334-5532
Campus Switchboard (352) 588-8200
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4

Create a new password, following the format instructions. Avoid using any personal information in your password, as it will not be accepted.



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Your new password must be between 6-12 characters and include at least one lower, one upper, and one numeric character. Valid special characters include: ! # \$ ^ * - _ . ,

New Password	<input type="text"/>
Confirm Password	<input type="text"/>

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Password Reset

5

Click the link 'Back to My Saint Leo' to return to saintleo.okta.com.



Your information was updated successfully!

[Back to My Saint Leo](#)

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6

You will be directed back to the Okta portal login page saintleo.okta.com. If this is your first time signing in as a student, enter your full Saint Leo University school email address as your username (refer to the email format in the screenshot below). Then, press 'Next' and enter your new password.



Sign In

FirstName.LastName or full email

First time user? Please click "Need help signing in?" to claim account

Keep me signed in

Next

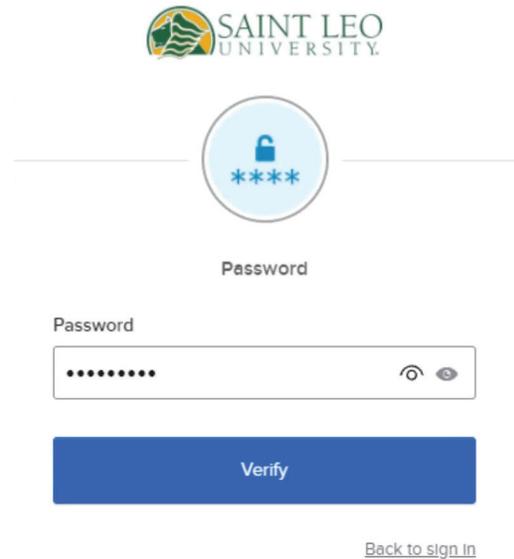
[Unlock account?](#)

[Help](#)

[Need help signing in?](#)

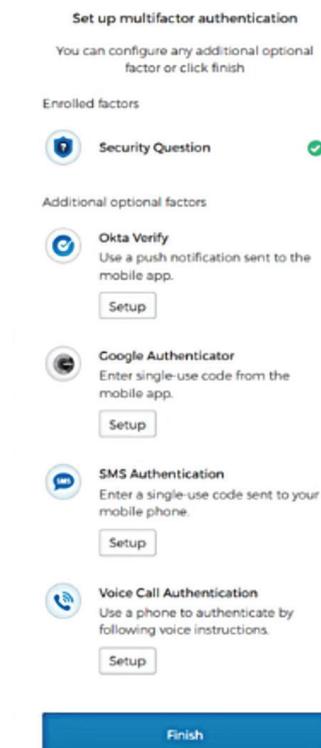
Password Reset

- 7 Click 'Verify' to continue setting up multi-factor authentication.



The screenshot shows the Saint Leo University logo at the top. Below it is a circular icon with a padlock and four asterisks. The word "Password" is centered below the icon. A text input field labeled "Password" contains seven dots and has a toggle icon on the right. A blue "Verify" button is positioned below the input field. At the bottom right, there is a link that says "Back to sign in".

- 8 To proceed with multi-factor authentication (MFA), at least one security question and one authenticator must be set up. When completed, click the 'Finish' button.

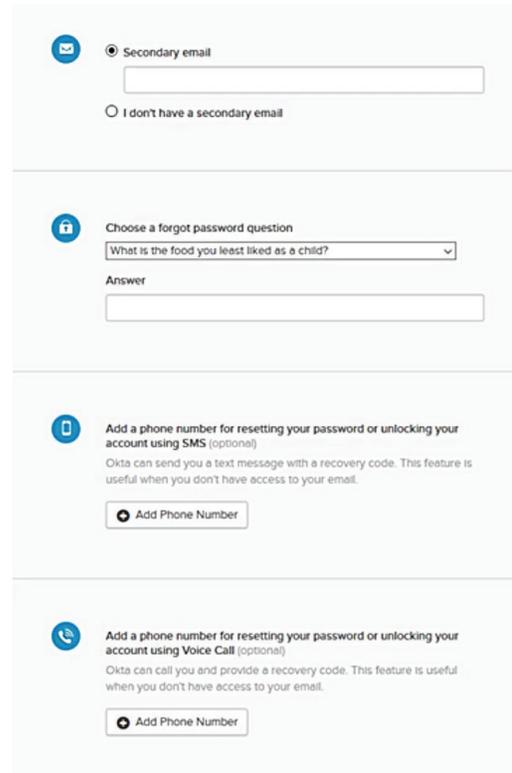


The screenshot displays the "Set up multifactor authentication" screen. It includes the heading "Set up multifactor authentication" and the instruction "You can configure any additional optional factor or click finish". Under "Enrolled factors", "Security Question" is listed with a green checkmark. Under "Additional optional factors", there are four options: "Okta Verify" (Use a push notification sent to the mobile app.), "Google Authenticator" (Enter single-use code from the mobile app.), "SMS Authentication" (Enter a single-use code sent to your mobile phone.), and "Voice Call Authentication" (Use a phone to authenticate by following voice instructions.). Each option has a "Setup" button. A blue "Finish" button is located at the bottom of the screen.

Password Reset

9

You will be prompted to set the required Okta account settings, some of which are optional. When you have completed this, click 'Create my account'.



The screenshot shows a multi-step form for setting up an Okta account. It includes sections for adding a secondary email, choosing a forgot password question, and adding phone numbers for SMS and voice call recovery.

Secondary email

 I don't have a secondary email

Choose a forgot password question
What is the food you least liked as a child?
Answer

Add a phone number for resetting your password or unlocking your account using SMS (optional)
Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

Add a phone number for resetting your password or unlocking your account using Voice Call (optional)
Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.