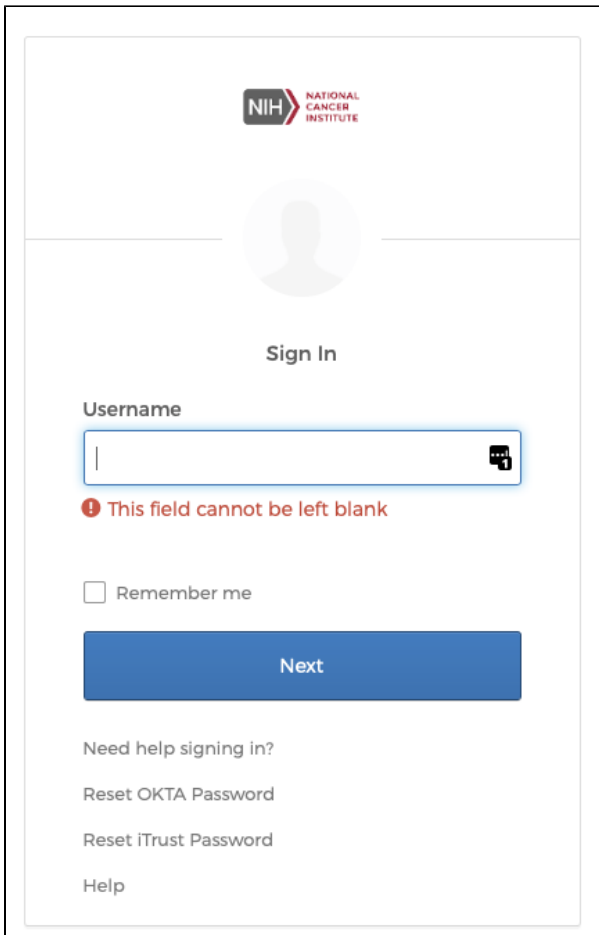


# Resetting Your STRAP Password - Include 20201014

Use the following steps below to reset your STRAP password.

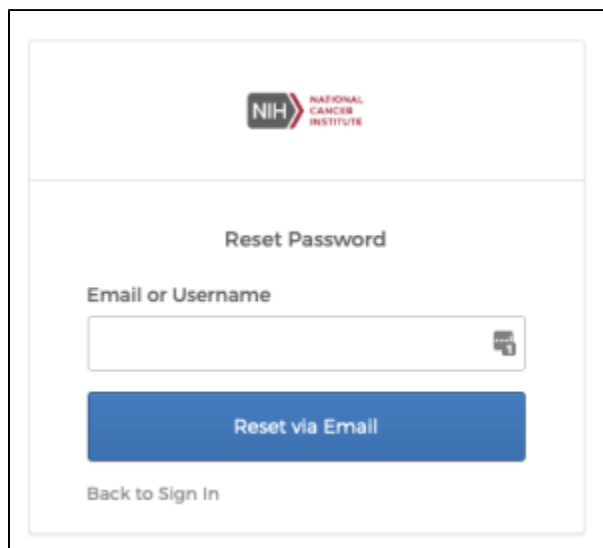
1. On the STRAP login page (<https://strap.trials.nci.nih.gov/login>), click 'Need help signing in'. The following options will be available: "Reset OKTA Password" and "Reset iTrust Password".



The screenshot shows the STRAP Sign In page. At the top is the NIH National Cancer Institute logo. Below it is a placeholder for a user profile picture. The heading "Sign In" is centered. There is a "Username" label above a text input field. The input field is empty and has a small icon of a document with a red '1' in the bottom right corner. Below the input field is a red error message: "This field cannot be left blank". Underneath the error message is a checkbox labeled "Remember me". A blue "Next" button is positioned below the checkbox. At the bottom of the form, there are four links: "Need help signing in?", "Reset OKTA Password", "Reset iTrust Password", and "Help".

Choose the desired option and enter the email address associated with your account.

## Reset Okta Password



The screenshot shows the STRAP Reset Password page. At the top is the NIH National Cancer Institute logo. Below it is the heading "Reset Password". There is a label "Email or Username" above a text input field. The input field is empty and has a small icon of a document with a red '1' in the bottom right corner. Below the input field is a blue button labeled "Reset via Email". At the bottom of the form, there is a link labeled "Back to Sign In".

1. Enter the Email or Username associated with your Okta account and click the "Reset Via Email" button. If the system finds an account with that email address, an email message is sent to that address with a link to change your password. Click the link inside that message. A page appears prompting for the new password.

<Add Screenshot here>

2. Enter your new password. The new password must meet the following requirements:
  - Must be 8 characters, minimum.
  - Must have at least one uppercase letter (A-Z), one lowercase letter (a-z), one digit (0-9), and one special character. Special characters include the following:  
! @ # \$ % ^ & \*
  - Must not match any of the previous 6 passwords for this account.
3. Once you have set your password, click on the drop-down arrow next to your name (located in the blue navigation bar at the top of the screen next to the person icon) then click on the 'Sign out' link  
<Add Screenshot here>
4. Click on the button on the application's login page once again.  
<Add Screenshot here>

**1. Reset iTrust Password (Internal Users to reset their NIH Account):**

You will be re-directed to <https://iam.nih.gov> to reset your NIH account using PIV card authentication. For more information on the NIH Account Lifecycle and Password Policy see the following: <https://ocio.nih.gov/InfoSecurity/Policy/Documents/NIHAccountLifecycleandPasswordPolicy.pdf>

If you have questions or want to report any issues, contact us at [ctrp\\_support@nih.gov](mailto:ctrp_support@nih.gov).