# How to use Okta to access the Annual Water Use Survey

The TWDB partnered with Okta to provide more secure user access to all TWDB applications with a single sign-on allowing Multi-Factor Authentication (MFA) functionality for accessing sensitive applications and data.

To access the portal, **new users** must:
- **Sign up to create a new account** with our login application Okta.
- **Use your email address** as a username.
  If you previously had access to surveys, **use the same email address** registered with your old account to maintain access to the same water use surveys, water loss audits, and conservation reports.

How to set up a new Okta account

1. Access the application here: **https://apps.twdb.texas.gov/**

2. Scroll to the bottom of the screen and **click Sign up** (see image below).
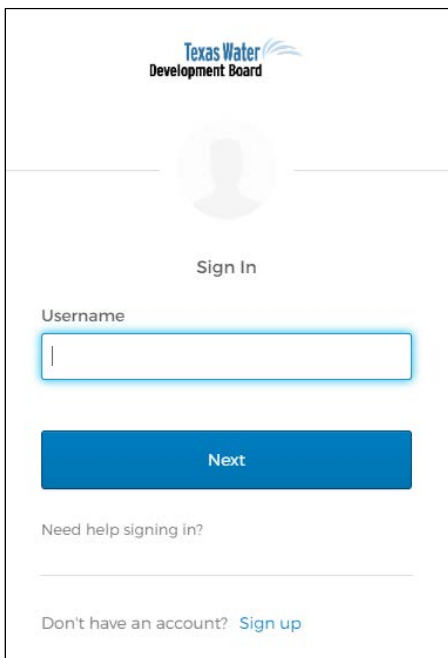

3. You will be re-directed to a screen where you will enter your email, new password, first name, last name, and phone number. At the bottom of the page select if you want to turn on multi-factor authentication (MFA) and then **click Register**.

4. Once you've completed your sign up, an activation email will be sent. IN THE SAME BROWSER, go to your email and open the "Texas Water Development Board Application Portal - Activate Account" email from Okta.

5. **Click Activate Account** in the email.

6. Next you will be asked if you want to add a phone number in case you need to reset your password or unlock your account (optional but recommended). You will receive a text message with a code that you will enter to confirm your phone number is correct.

7. Once you are logged in to Okta, you will be able to see the LUC application along with other TWDB applications (see image below). **Click** on the **LUC** tile to be taken to the Water Loss, Use and Conservation homepage.
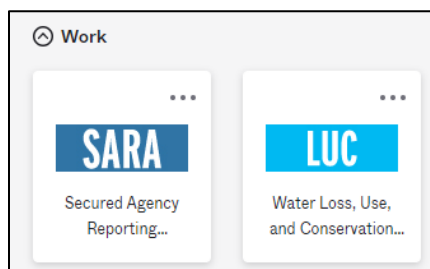
8. Then **click** on the **Water Use Survey** tab at the top left of the page to access the Water Use Survey application.
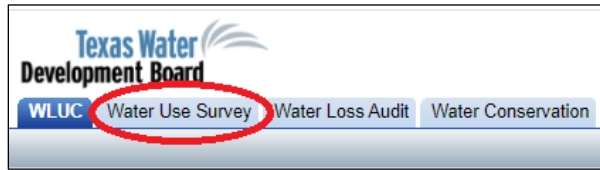

Note: If you do not see the surveys you had access to last year listed or if you used a new email address to create your Okta account, please request access to your survey(s) using the **Request Access to Surveys** link at the top left corner of the **Survey List** page. Requests are generally approved within one business day. Once you receive an email indicating you are approved access to a survey, log back in and the surveys will appear.

9. If you chose to turn off MFA, before completing your survey, please log out and log back in. You will be prompted to select a **security question and image** that will be REQUIRED to reset your password or unlock your account.

How to get help with Okta log-in problems

1. **Forgot (reset) password**: click **Need help signing in** to view the help options, then select the **Forgot password** link (see image below). For more information please visit: https://www.twdb.texas.gov/apps/okta-how-to/reset-your-okta-password.asp.
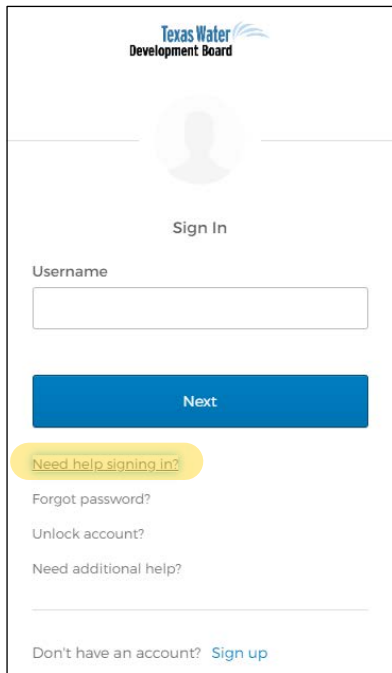
2. **Unlock your account**: You may either select **Unlock account** under the sign in help, or after five unsuccessful sign-in attempts, your Okta account will be locked and you should receive an email. For more information please visit: https://www.twdb.texas.gov/apps/okta-how-to/unlock-your-okta-account.asp.

3. **Request help**: If you are not able to reset your password, unlock your account, or forgot your security answers, please request help with Okta by either selecting **Need additional help?** or by visiting https://apps.twdb.texas.gov/help/login and clicking **Request help** (see image below).
Note: TWDB IT staff will contact you via email within one or two business days.
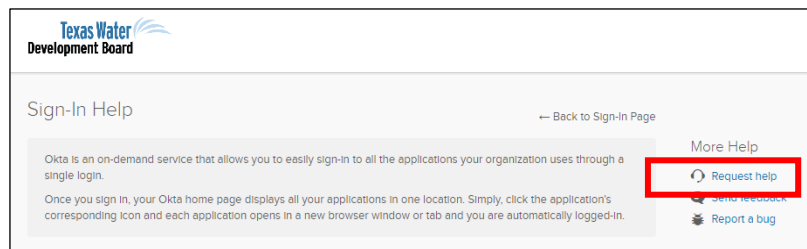
Online Okta User Guide

For additional help with user login (**create your account**, **reset your password**, **unlock your account**, **update your user profile,** and **set up Multi-Factor Authentication**) please visit: https://www.twdb.texas.gov/apps/okta-how-to/index.asp.