



Okta MFA Enrollment and Setup Guide

Remedi SeniorCare Okta MFA Enrollment and Setup Guide

Purpose:

This guide provides steps to enroll in Remedi SeniorCare's MFA (Multi-Factor Authentication) security system. Multi-factor authentication is an authentication method in which a computer user is granted access only after successfully presenting a second form of information such as a fingerprint, security token, or a PIN.

General Usage

- Cisco Anyconnect VPN
- Office 365

Prerequisites

- Enrolled in OKTA
- MFA (Multi-Factor Authentication) has been setup in OKTA
- OKTA Verify Application is installed on your mobile device (optional, but recommended)

Get the OKTA Verify Mobile App on these platforms:



Initial Okta setup

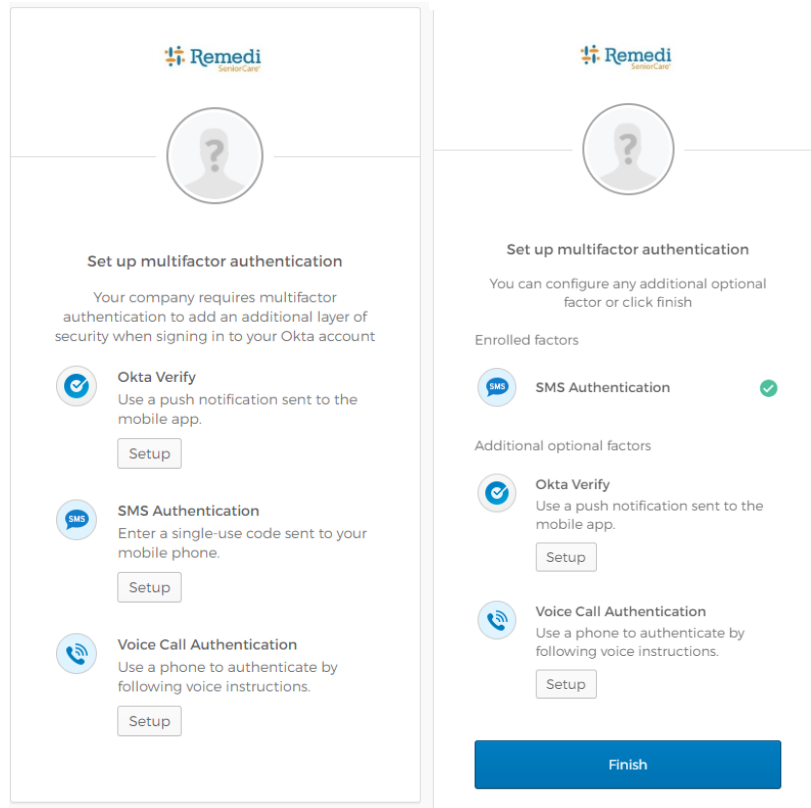
1. Navigate to <https://remedi.okta.com>
2. Login with your Remedi email address and Windows password

A screenshot of the Okta Sign In page. At the top, there is the Remedi logo. Below it is a "Sign In" button. Underneath, there are two input fields: "Username" with the value "jane.doe@remedix.com" and "Password" with the placeholder "[Windows Password]". There is a "Remember me" checkbox which is unchecked. At the bottom, there is a blue "Sign In" button and a link that says "Need help signing in?".

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3. Select your second method of authentication. SMS Authentication is recommended if you do not have the Okta Verify App installed on your phone.

Follow the steps provided to complete the setup. Once done you'll see the enrolled factors with a green check mark.



The image displays two sequential screenshots of the Okta MFA enrollment process for a user named Remedii SeniorCare.

Left Screenshot: Selection Screen

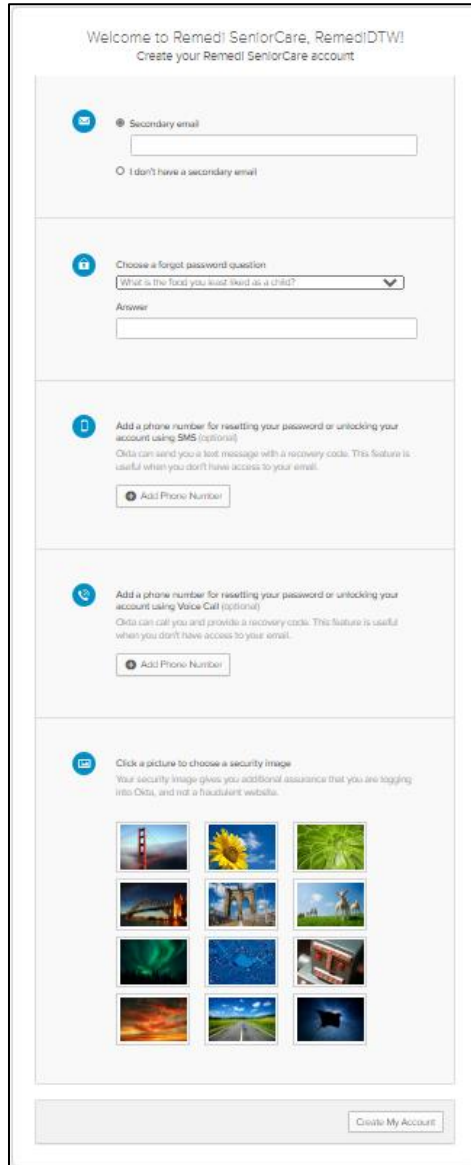
- Header:** Remedii SeniorCare logo and a user profile icon with a question mark.
- Title:** Set up multifactor authentication
- Text:** Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account
- Options:**
 - Okta Verify:** Use a push notification sent to the mobile app. [Setup]
 - SMS Authentication:** Enter a single-use code sent to your mobile phone. [Setup]
 - Voice Call Authentication:** Use a phone to authenticate by following voice instructions. [Setup]

Right Screenshot: Completion Screen

- Header:** Remedii SeniorCare logo and a user profile icon with a question mark.
- Title:** Set up multifactor authentication
- Text:** You can configure any additional optional factor or click finish
- Enrolled factors:**
 - SMS Authentication:** [SMS icon] [Setup] [Green checkmark]
- Additional optional factors:**
 - Okta Verify:** Use a push notification sent to the mobile app. [Setup]
 - Voice Call Authentication:** Use a phone to authenticate by following voice instructions. [Setup]
- Bottom:** [Finish button]

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- The first time you log into Okta, you will be presented with options to setup your account. (If you have already setup your Okta account, skip to “**Okta MFA Setup**” section). It is recommended to enter your cell phone number for mobile authentication. **You do not need to setup a secondary email.**

A screenshot of the Okta account creation setup page. The page is titled "Welcome to Remedi SeniorCare, RemediDTW! Create your Remedi SeniorCare account." and contains several sections for user setup. The first section is for a secondary email, with a radio button selected for "Secondary email" and a text input field. The second section is for a forgot password question, with a dropdown menu showing "What is the food you most liked as a child?" and an "Answer" input field. The third section is for adding a phone number for SMS, with a radio button selected for "Add Phone Number" and a text input field. The fourth section is for adding a phone number for Voice Call, with a radio button selected for "Add Phone Number" and a text input field. The fifth section is for choosing a security image, with a grid of 12 images and a "Click a picture to choose a security image" instruction. At the bottom right, there is a "Create My Account" button.

Welcome to Remedi SeniorCare, RemediDTW!
Create your Remedi SeniorCare account

Secondary email

 I don't have a secondary email

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

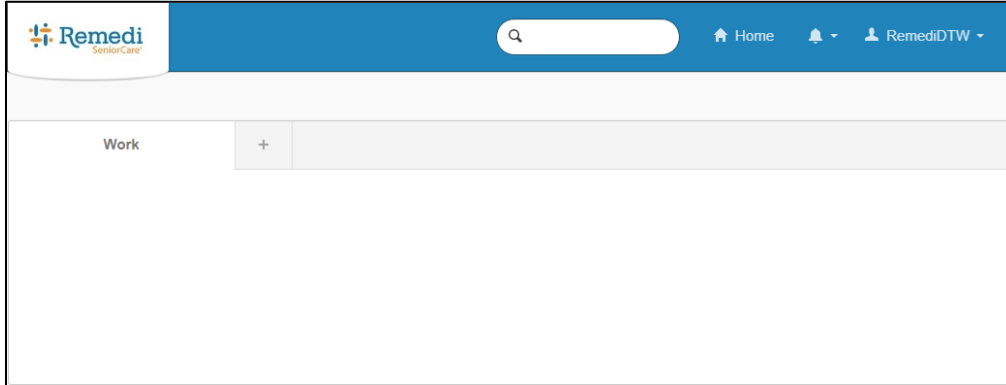
Add a phone number for resetting your password or unlocking your account using SMS (optional)
Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.
 Add Phone Number

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.
 Add Phone Number

Click a picture to choose a security image
Your security image gives you additional assistance that you are logging into Okta, and not a fraudulent website.

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5. After clicking 'Create My Account', you will see be presented with the Okta dashboard.

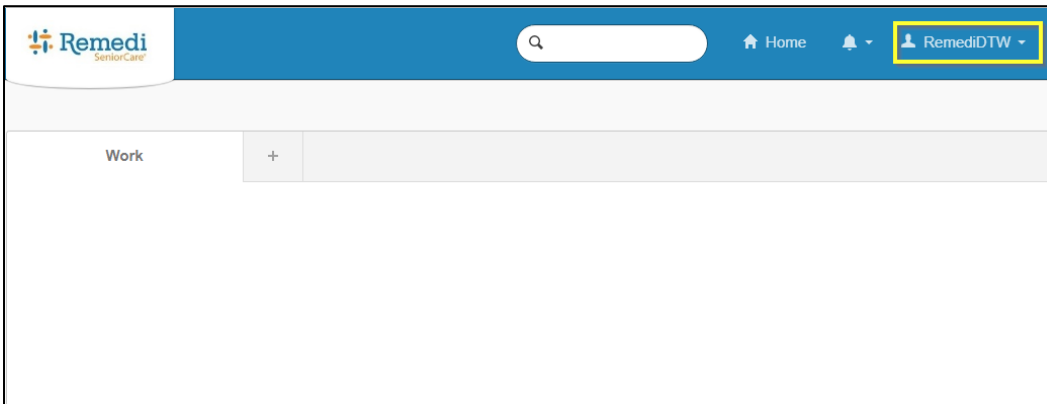


Note: If you see the following in Google Chrome, "Needs Plugin" (preferred browser); you will need to install the plugin. Get it [HERE](#) and choose "Add to Chrome". Done!



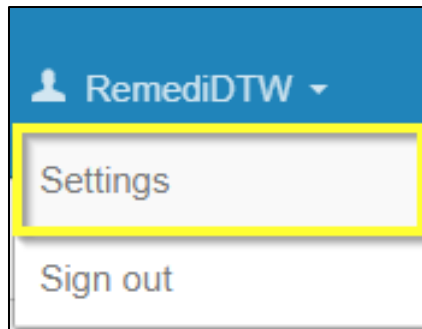
Okta MFA setup

1. From the Okta dashboard, click on your account name on the upper right.



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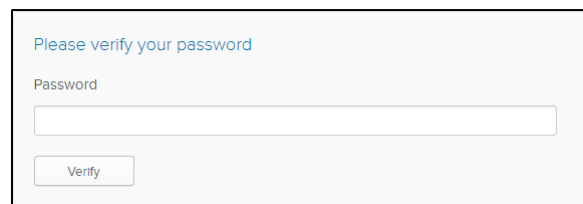
2. Select "Settings".



3. On the settings page, click on the "Edit Profile" button.

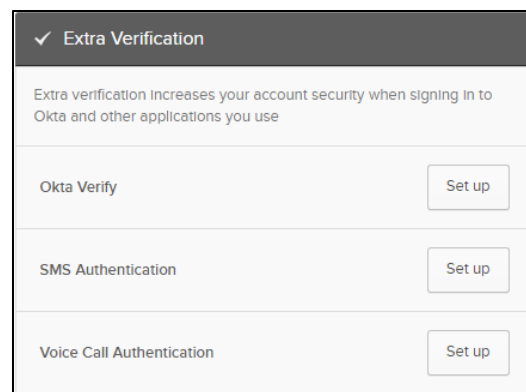


4. You will need to verify your account by re-entering your Windows password.



A screenshot of a password verification form. The form has a title 'Please verify your password' and a label 'Password'. Below the label is a text input field. At the bottom of the form is a 'Verify' button.

5. Scroll down and look for "Extra Verification" and choose which extra verification you want. **It is recommended to setup both Okta Verify and SMS Authentication.**

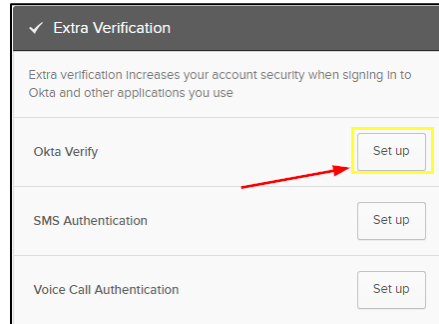


A screenshot of the 'Extra Verification' settings page. The page has a title 'Extra Verification' with a checkmark icon. Below the title is a description: 'Extra verification increases your account security when signing in to Okta and other applications you use'. There are three rows of settings, each with a 'Set up' button: 'Okta Verify', 'SMS Authentication', and 'Voice Call Authentication'.

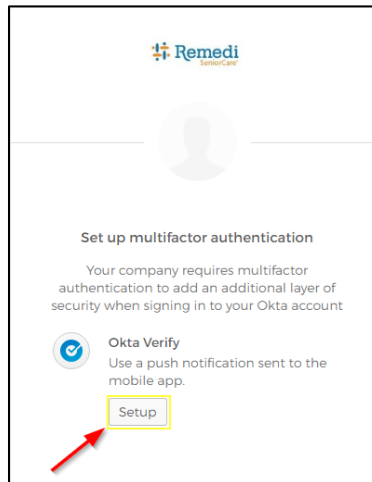
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Okta Verify setup

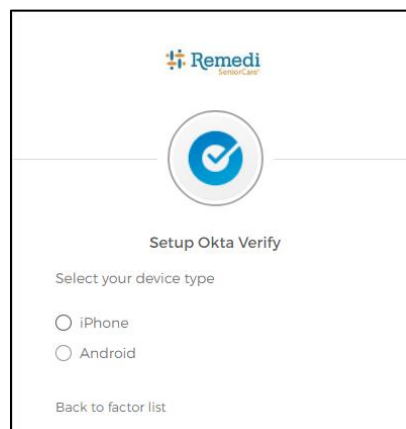
1. Click on “Set up”.



2. Click on Setup again.

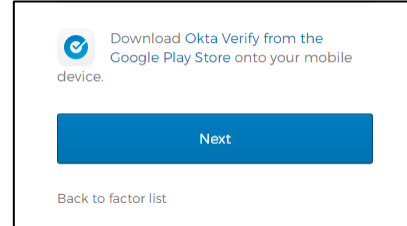
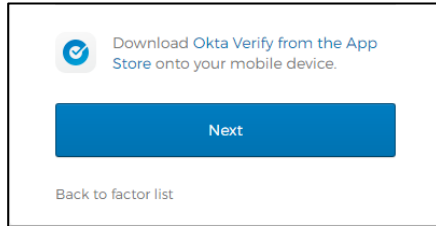


3. Then select which smart phone you have, iPhone or Android.

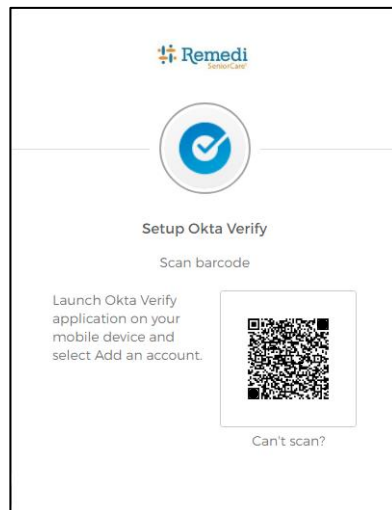


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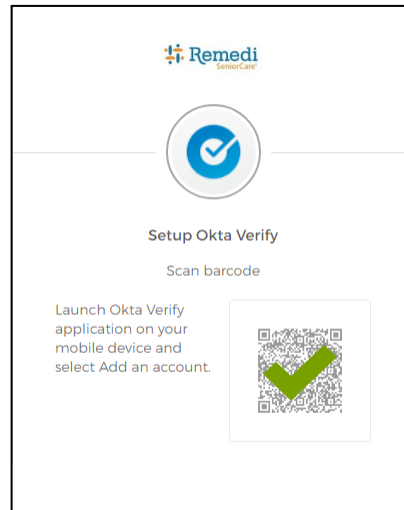
- The next screen will provide a link to download the iPhone or Android app. Click 'Next' to enroll.



- Use the Okta app and scan the QR code to register your phone.

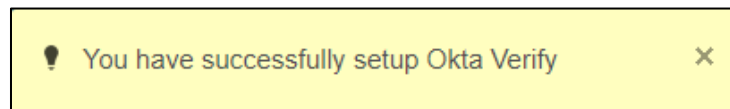


Before you registered



After you registered

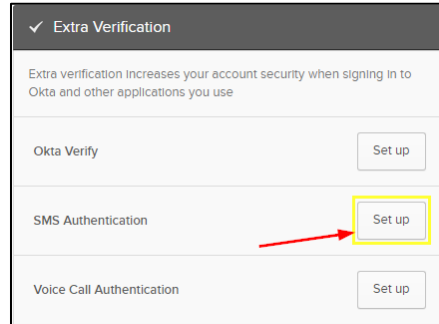
- After registering you will be taken back to the account page with the following message:



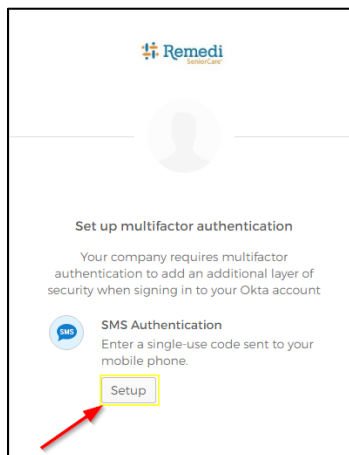
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SMS Authentication setup

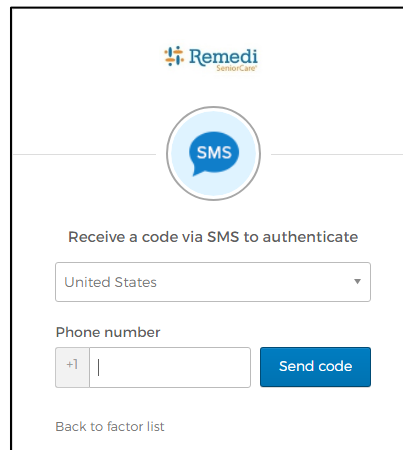
1. Click on “Set up”.



2. Click on Setup again.

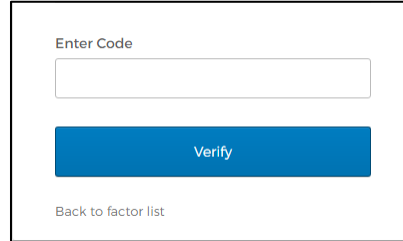


3. You will be prompted to enter the phone number you want Okta to send SMS messages for authentication. Click “Send code” to receive Okta SMS to verify.

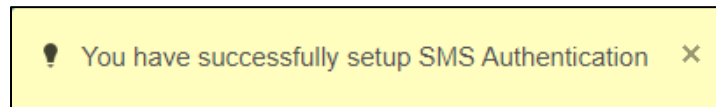


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4. Enter the code that you received from Okta.

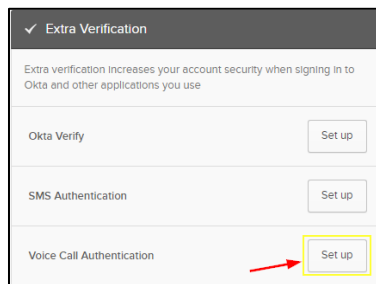


5. After clicking on “Verify” and varication pass, you will be taken back to the account page with the following message:

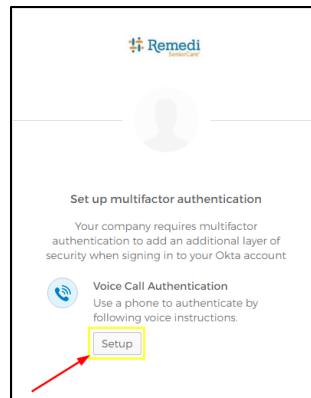


Voice Call Authentication setup

1. Click on “Set up”

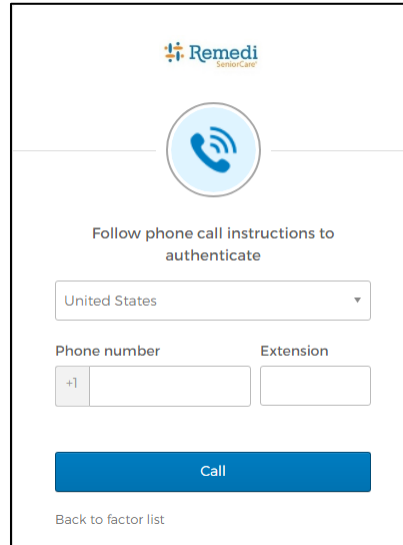


2. Click on “Setup”

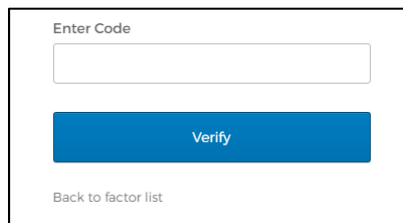


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3. Enter a phone number that you want Okta to call you on for verification. Click on "Call" to verify phone number.

A screenshot of a web form for phone verification. At the top is the Remedi SeniorCare logo. Below it is a circular icon with a blue telephone handset and signal waves. The text "Follow phone call instructions to authenticate" is centered. A dropdown menu shows "United States". Below are two input fields: "Phone number" with a "+1" prefix and "Extension". A blue "Call" button is at the bottom, with a "Back to factor list" link below it.

4. Okta will call the phone number you provided and give you a code to enter for verification.

A screenshot of a web form for entering a verification code. It has a title "Enter Code" and a single text input field. Below the field is a blue "Verify" button. At the bottom is a "Back to factor list" link.

5. After clicking on "Verify" and verification pass, you will be taken back to the account page with the following message:

