OKTA SERVICE AID

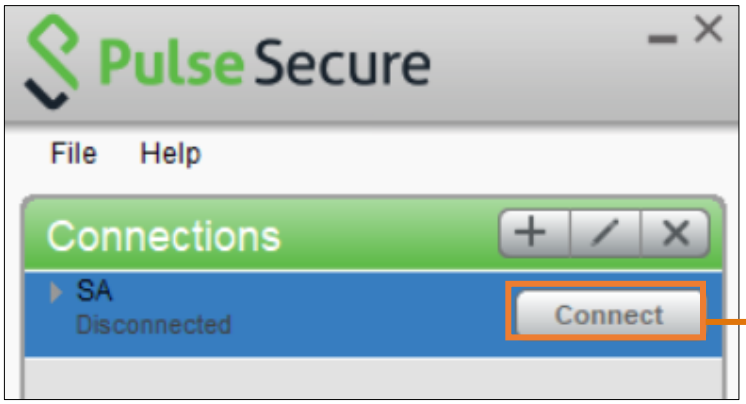
How to Download Okta Verify

Note:

- Okta Verify (SMS or Voice call) is replacing DUO as a multi-factor authentication. After you have been able to log into your VPN for the first time using Okta, DUO can be removed from your devices.

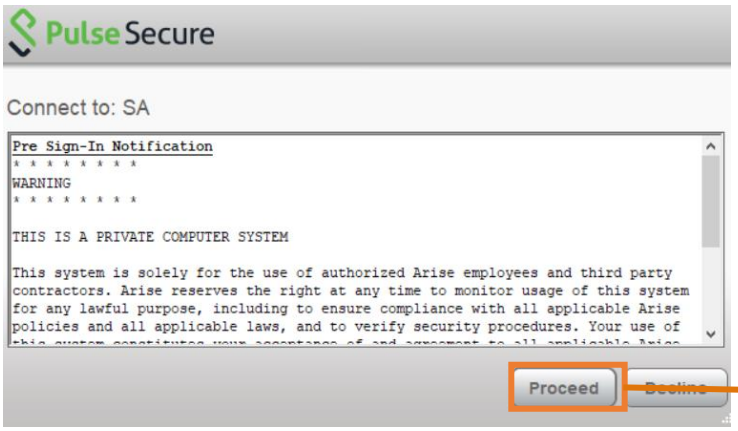
** When entering the Server URL leave the https:// off the front.
This - cclvpnarisevendor.net
NOT this - https://cclvpnarisevendor.net

Step 1



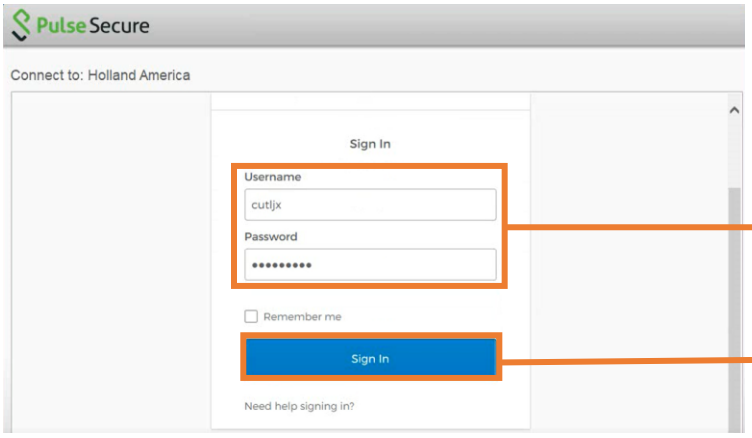
1. Enter Pulse Secure and click *Connect* to log into your VPN.

Step 2



2. On the Pre Sign-In Notification window that appears, click *Proceed*.

Step 3 & 4

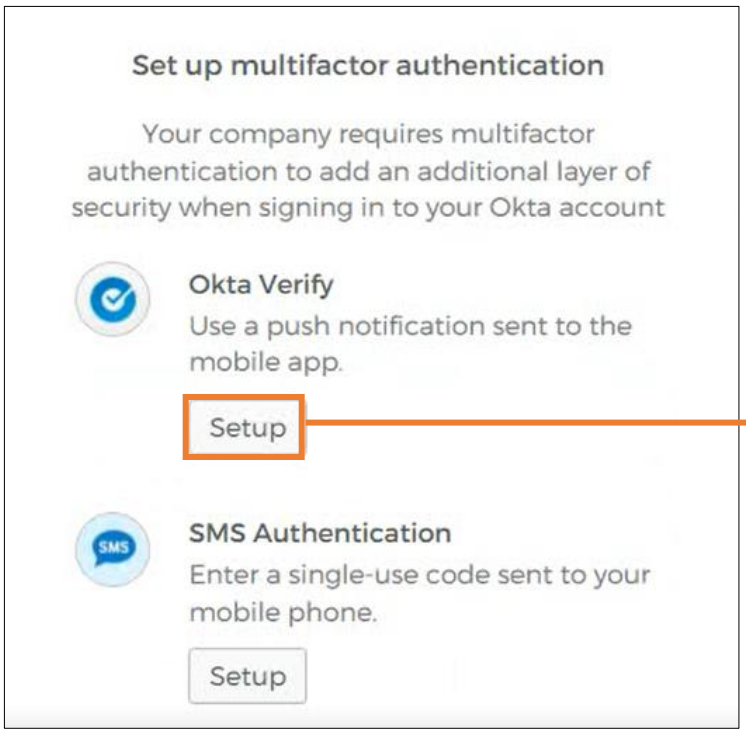


3. Enter your Arise username and password.

Use Portal Username and password. DO NOT use CSP ID

4. Click the *Sign In* button.

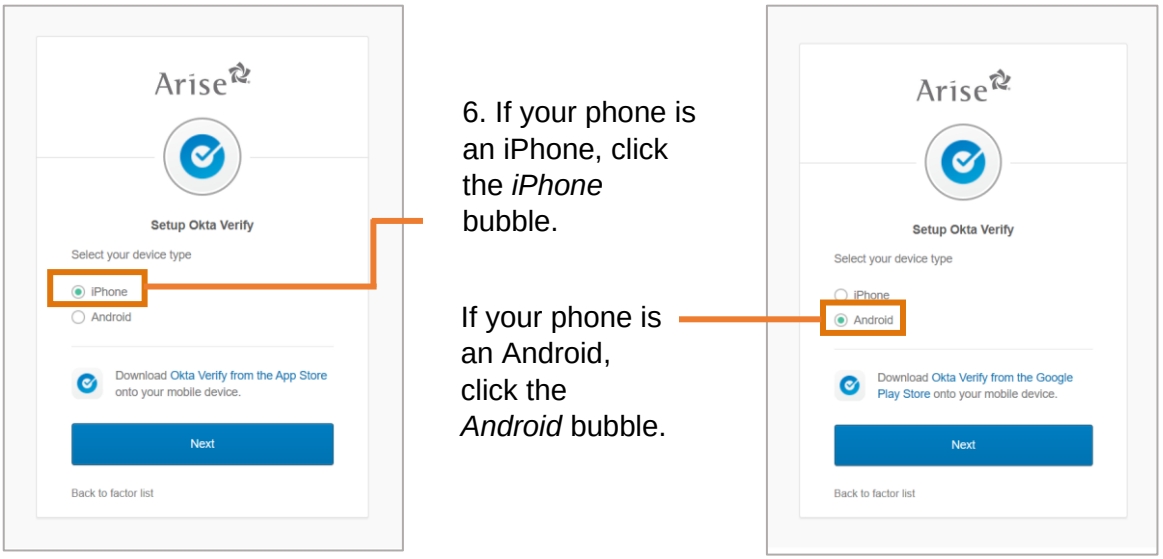
Step 5



5. Now it is time to set up the multifactor authentication. If you have a smart phone, click the *Setup* button under the "Okta Verify" option.

Note: Please see the end of this service aid if you do not have access to a smart phone.

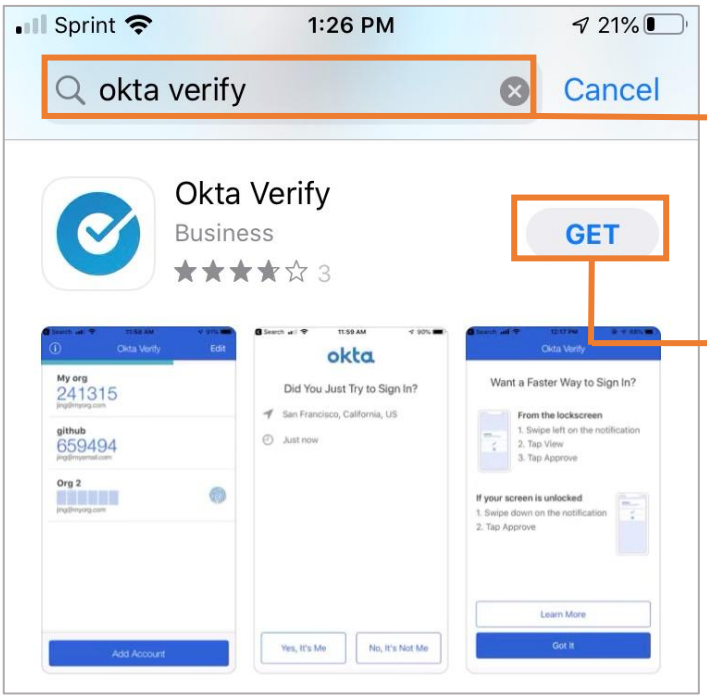
Step 6



6. If your phone is an iPhone, click the *iPhone* bubble.

If your phone is an Android, click the *Android* bubble.

Step 7 & 8

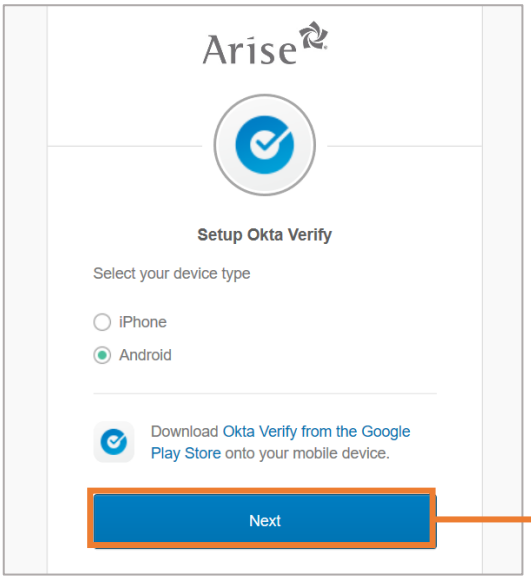


7. On your phone, open the App Store (if you have an iPhone) or the Google Play Store (if you have an Android). Search for Okta Verify.

8. Once you have found the Okta Verify app, download it.

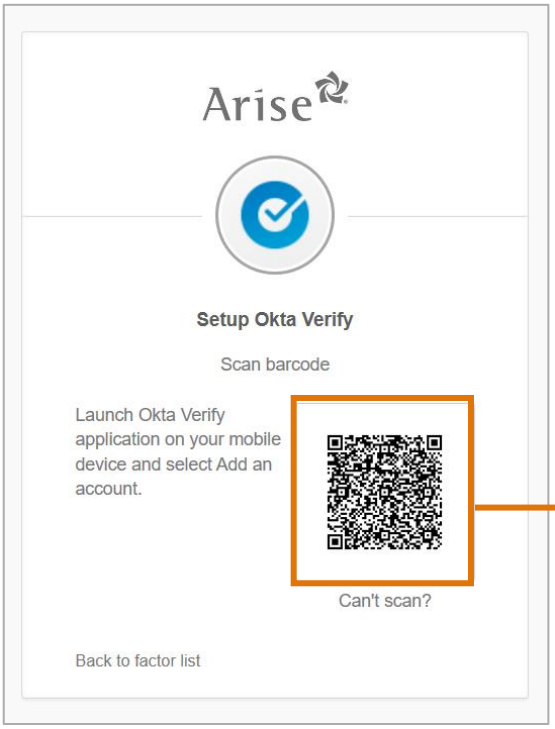
Please note: This screenshot shows the App Store. If you have an Android phone, Google Play Store's layout will look different, but the steps will be the same.

Step 9



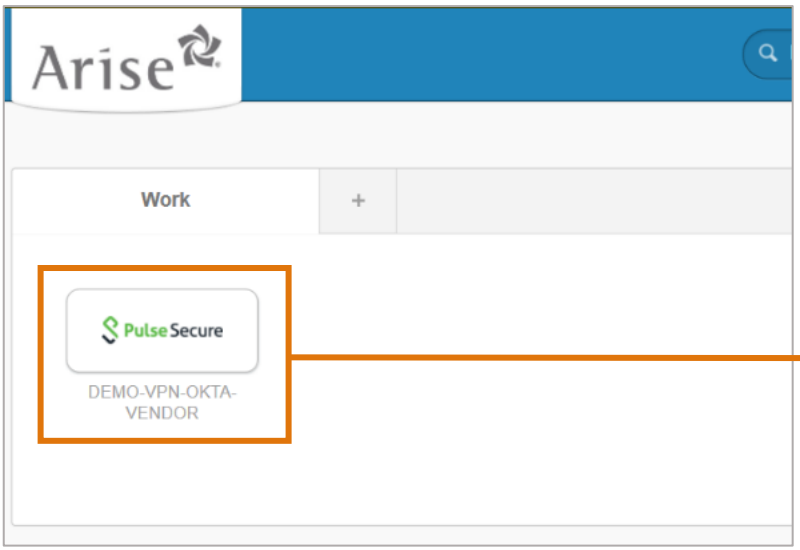
9. After you download the Okta Verify app on your phone, return to the Okta setup screen on your webpage. There, click the blue *Next* button.

Step 10



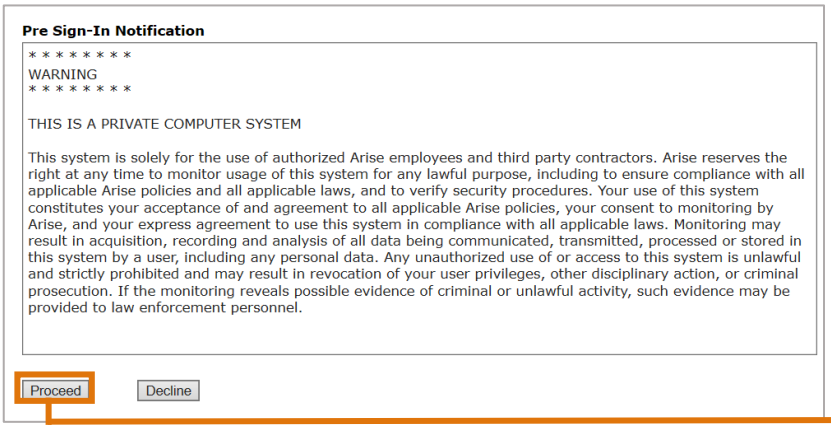
10. Open the Otka Verify app on your phone and select *Add an account*. Then, use your phone's camera to scan the bar code on the webpage.

Step 11



11. You will then see the PulseSecure icon. You can click this button to access Pulse Secure and the VPN.

Step 12



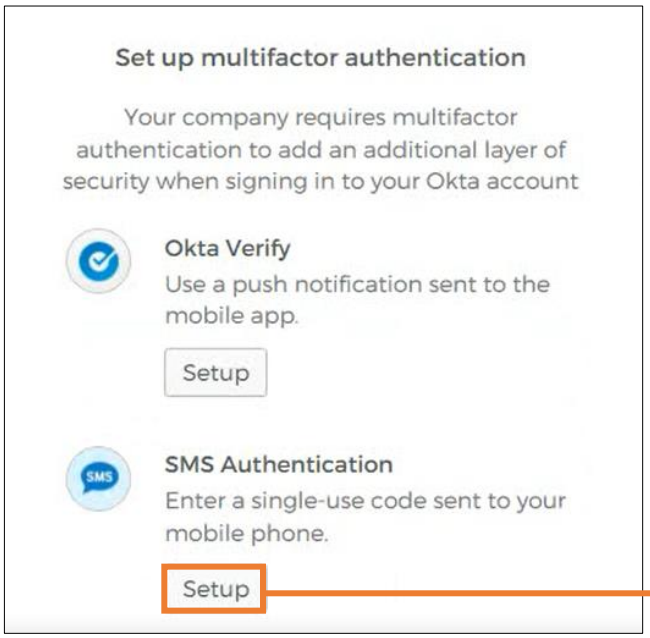
12. When you see this warning, click the *Proceed* button to access the VPN.

Accessing Okta Without a Smart Phone

Although the preferred method of using Okta is via the Okta Verify mobile app, there is an alternative option for multifactor authentication if you do NOT have a smart phone.

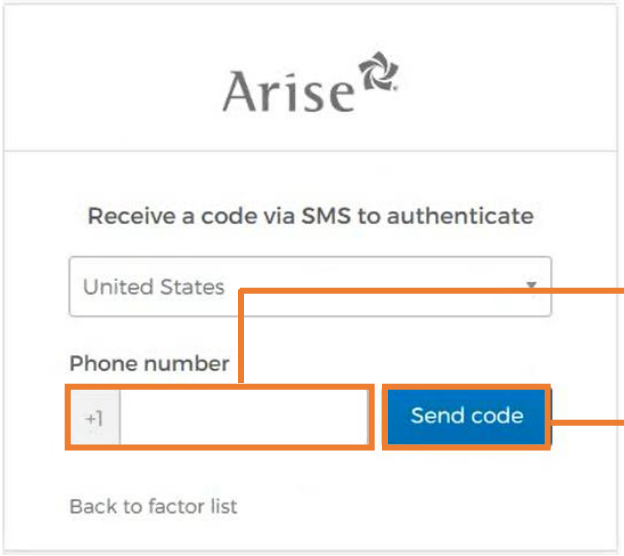
In the case you do not have a smart phone, please follow steps 1-3 above, but continue with the following alternative steps:

Step 5



5. Now it is time to set up the multifactor authentication. If you do NOT have a smart phone, click the *Setup* button under the "SMS Authentication" option.

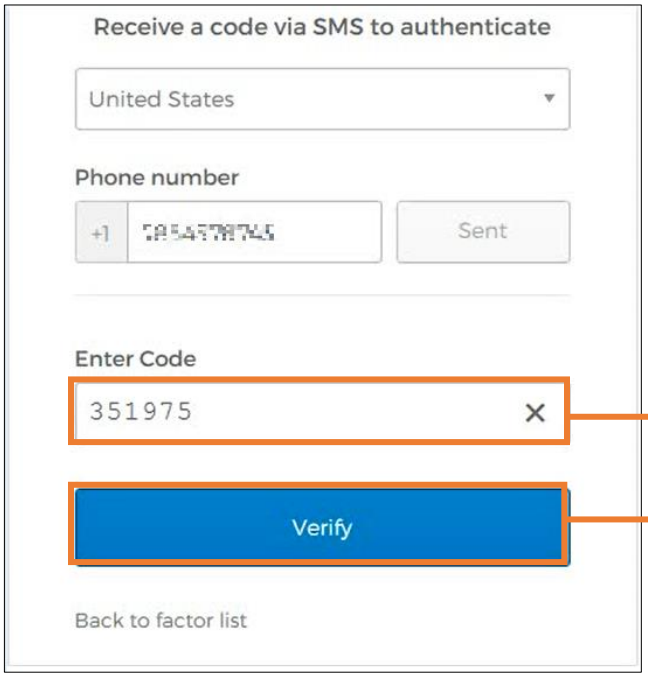
Step 6 & 7



6. Enter your cell phone number in the *Phone Number* field.

7. Click the *Send Code* button.

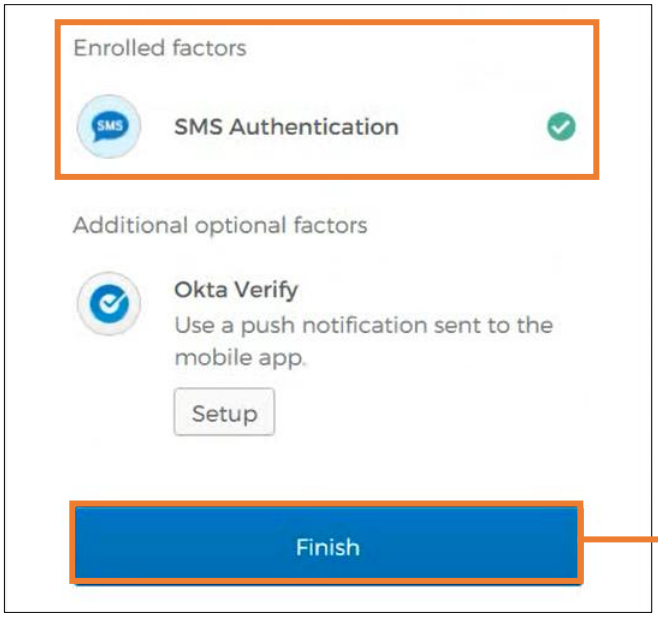
Step 8 & 9



8. Once you have received a text with a code, enter it in the *Enter Code* field.

9. Click the *Verify* button.

Step 10

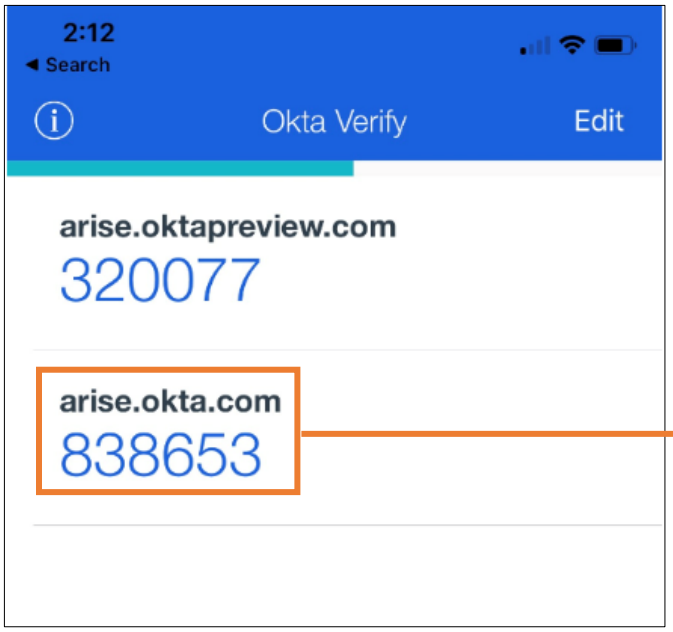


On the following screen, you will see a green check mark next to "SMS Authentication" that indicates you have successfully been enrolled in Okta.

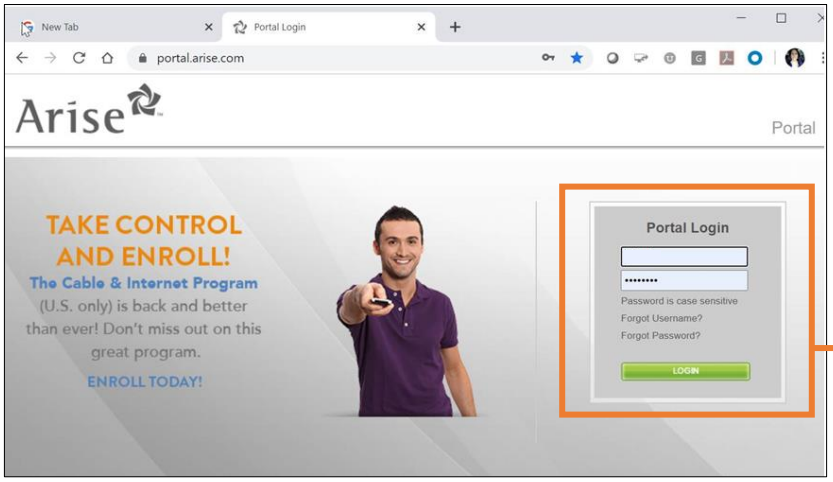
10. Click the *Finish* button.

You may then proceed to log into the VPN through Pulse Secure. Every time you log in again, you will be sent another code from Okta to enter after you attempt to log into the VPN.

Important Notes:



When you authenticate on your phone via a Push, you will see some numbers (or a token) on the Okta app. You do not need to do anything with this number, it can be ignored.



The password you will use to log into Okta is your Arise Portal password. If you need to reset it, please go to Arise Portal and do a self-service password reset. After password is changed, wait two minutes and try logging in again.