

Enroll/Set Up Okta Verify MFA Factors

Part 1. Enroll/Set Up the First Factor: **Voice Call**

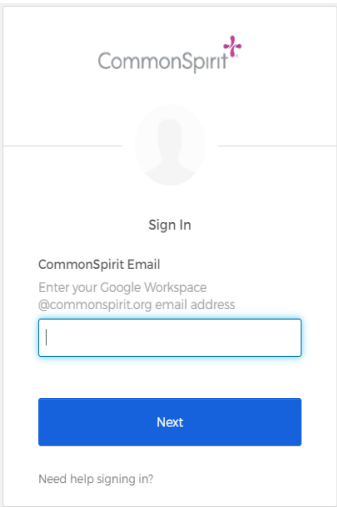
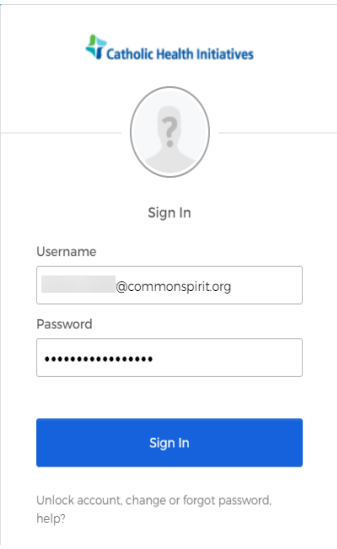
Enroll your mobile device via a code provided over a phone call.

“Voice Call Authentication” allows the use of any one phone number that can receive calls to be used as an MFA factor within Okta. When prompted, the phone number, assigned to your Okta Verify MFA profile during enrollment, will receive an automated phone call. You will need to type the passcode, provided during the phone call, into the *Enter Code* field on your workstation.

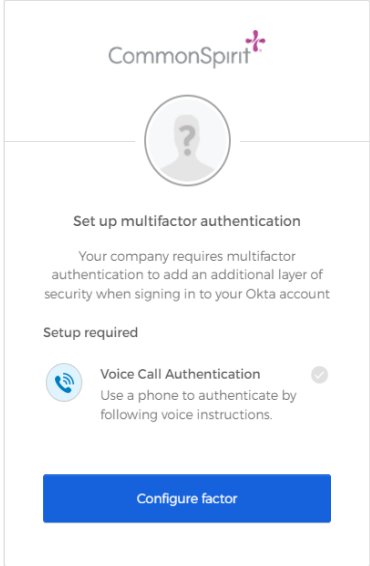
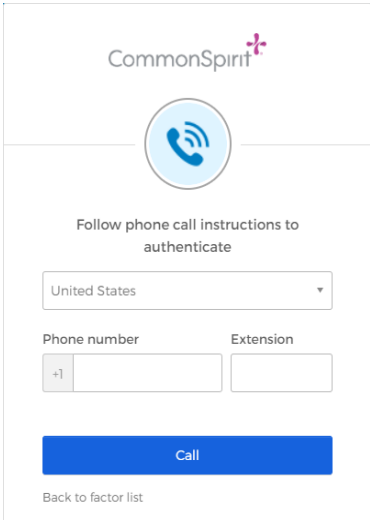
Enroll/Set up Your Phone Number with the Voice Call Factor

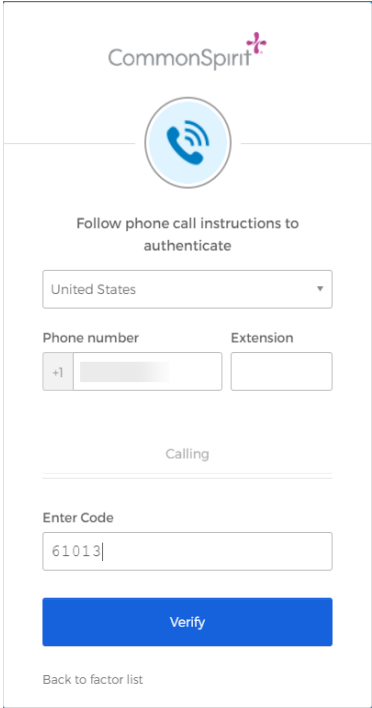
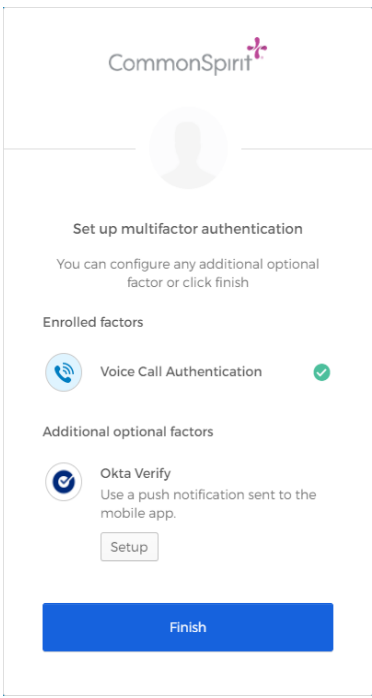
If you need to enroll/set up your phone number, use these instructions.

First, on your workstation, sign into your Okta Profile.

#	Instructions	Image
1	In a new web browser window (Chrome preferred), go to https://commonspiritcorp.okta.com	
2	Type your <i>full CommonSpirit Health email address</i> and click Next .	
3	Type your <i>password</i> and click Sign In .	

Then, enroll/set up your phone number.

#	Instructions	Image
1	Click Configure Factor .	
2	Type your phone number and click Call .	

3	<p>Type the passcode in the <i>Enter Code</i> field received from the phone call and click Verify.</p>	
4	<p>Click one of the following options: Option A - Click Setup to set up the second factor: Push Notification. Option B - Click Finish if you only want the Voice Call factor enabled.</p> <p>NOTE: If Setup is selected, then continue to the Part 2.</p>	

Part 2. (Optional but Recommended) Set up a Second Factor: Push Notification / Manual Code Entry

NOTE: Only one device may be enrolled with one account at one time.

The standard approach to setup a second factor of a *Push Notification Factor / Manual Code Entry Factor* is to:

- First, download the app onto an easily accessible mobile device.
- Then, activate the factor with the app on the mobile device.

NOTE: The owner of the mobile device is responsible for configuring the mobile device's settings to support notification preferences.

For users who do not want to download the Okta Verify MFA app on a mobile device, the option to use the Voice Call factor to answer a phone call is available.

Step 1. On your device, Download the App.

Download the Okta Verify MFA app on your mobile device. NOTE: The Okta Verify MFA app is supported by the following operating systems (OS):

1. Android
2. Apple iOS

For more information about the Okta Verify MFA app, visit:

1. [Okta Verify in Google Play](#)
2. [Okta Verify in the Apple App Store](#)

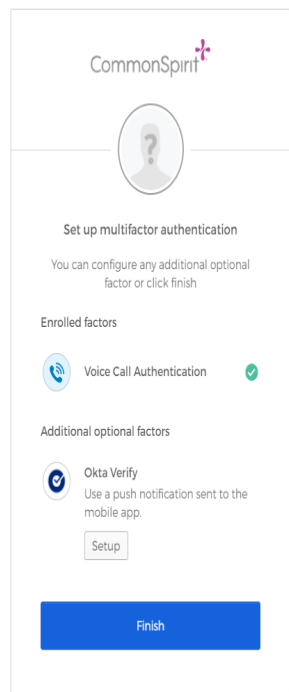
Step 2. Using both your workstation and your device, enroll your mobile device.

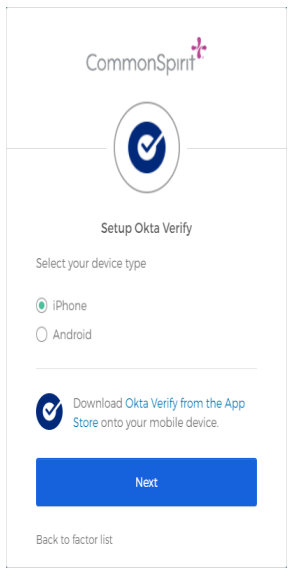
The following options are available to use to enroll your mobile device:

1. Enrollment Option: **QR code** - Take a picture using the device
2. Enrollment Option: **Email** - Click a URL received via email
3. Enrollment Option: **Manual Code** - Type a code from the app
4. Enrollment Option: **SMS** - Receive a text message

Enrollment Option: QR Code

Enroll a mobile device by taking a picture, with the selected mobile device, of a QR code provided on the workstation.

#	Instructions	Image
1	Click Setup .	

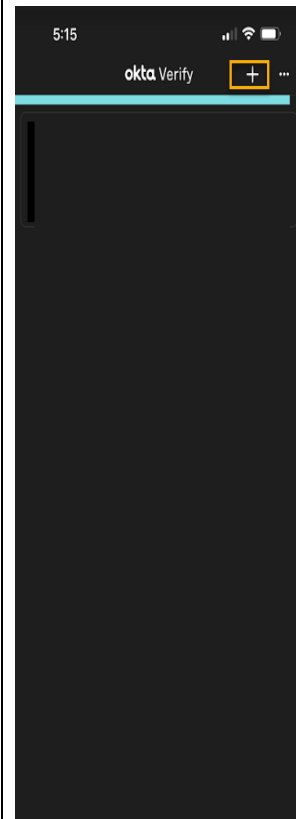
2	Select the <i>device type</i> . Note: This example uses an iPhone.	
3	Click Next .	

4 Using your Device...

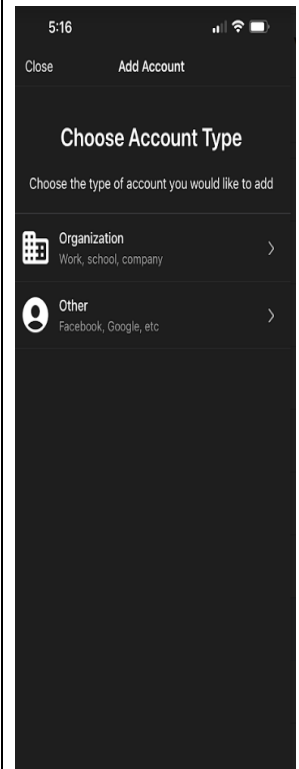
NOTE: This example uses an iPhone.

1. Open the *Okta Verify MFA app*.
2. Click the **+** icon in the upper right corner.
3. Click **Organization**.
4. Click **Yes, Ready to Scan**.
5. Point the device camera at the *QR code* presented on the workstation.
6. Click **Done**.

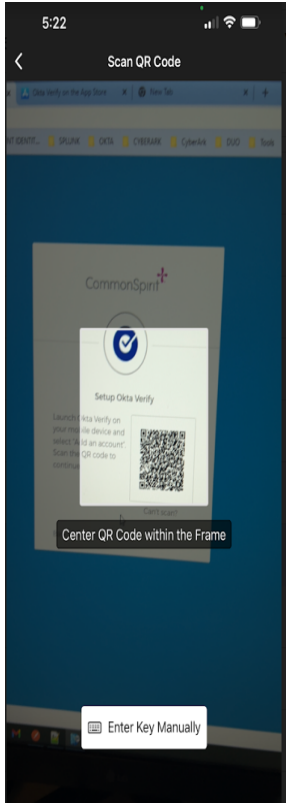
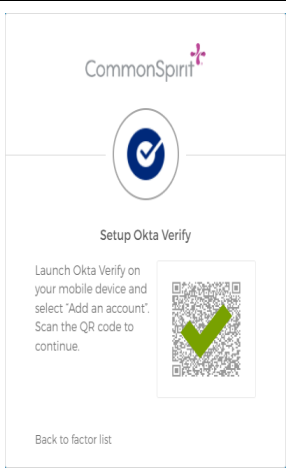
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3.



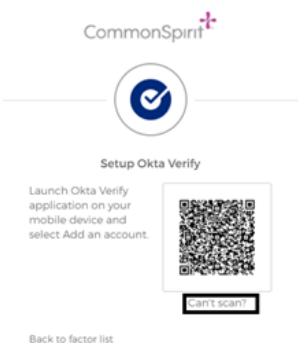
5.

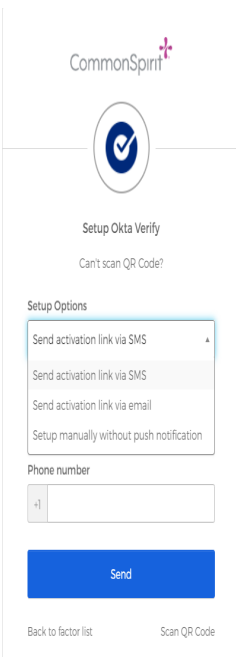
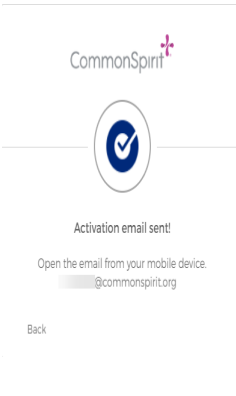
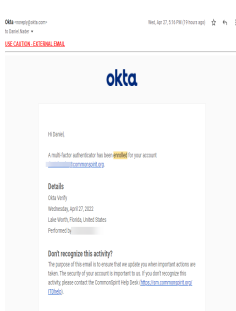
		
5	<p>On the workstation, the <i>green checkmark</i> indicates your device is now enrolled/set up with the Okta Verify MFA app.</p> <p>AWARENESS NOTE: An automated confirmation email will be sent to your company email to confirm your enrollment. No action is required.</p>	

*Enrollment Option: **Email** (Resolution if a QR code scan issue occurs)*

Enroll your mobile device via the URL received in an email.

NOTE: This is also helpful when your mobile device encounters an issue while attempting to scan the QR code: From the QR code screen, click **Can't scan?** Located below the QR code.

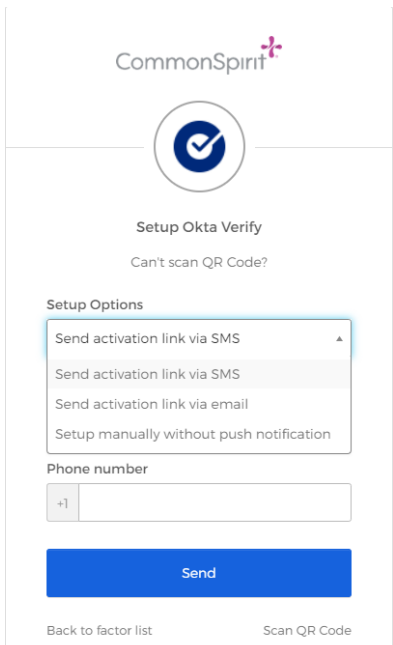
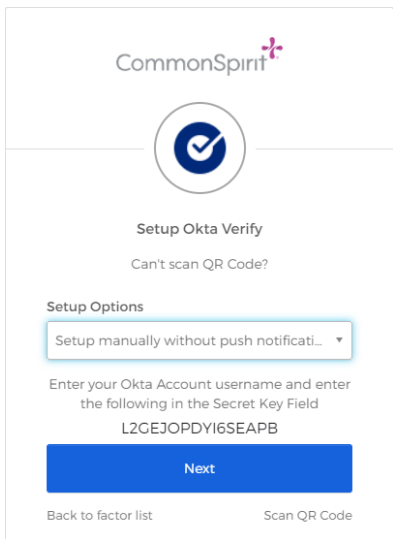


#	Instructions	Image
1	Click the drop-down and select Send activation link via email then click Send .	
2	A confirmation prompt will appear.	
3	An email will arrive in your company email inbox. <i>NOTE: If you do not receive an email within 30 minutes, check your spam folder. If issue persists, then open a ticket and add the note "I did not receive an Okta Verify enrollment email in my <type your full email address>" in the ticket description.</i>	
4	Open the email and click the link provided.	
5	Confirm your preferences and then click Configure Factor .	

Enrollment Option: SMS

Enroll a mobile device by receiving a text message, with the selected mobile device.

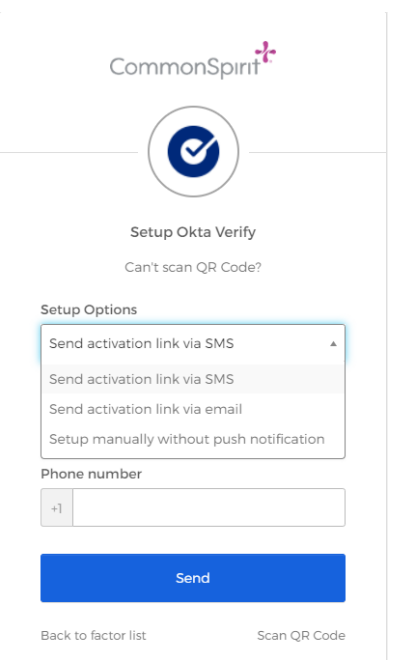
#	Instructions	Image
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1	Click the drop-down and select Send activation link via SMS then click Send .	 <p>CommonSpirit</p> <p>Setup Okta Verify</p> <p>Can't scan QR Code?</p> <p>Setup Options</p> <ul style="list-style-type: none"> Send activation link via SMS Send activation link via SMS Send activation link via email Setup manually without push notification <p>Phone number</p> <p>+1</p> <p>Send</p> <p>Back to factor list Scan QR Code</p>
2	Enter the code provided on your screen and click Next .	 <p>CommonSpirit</p> <p>Setup Okta Verify</p> <p>Can't scan QR Code?</p> <p>Setup Options</p> <ul style="list-style-type: none"> Setup manually without push notificati... <p>Enter your Okta Account username and enter the following in the Secret Key Field</p> <p>L2GEJOPDYI6SEAPB</p> <p>Next</p> <p>Back to factor list Scan QR Code</p>

*Enrollment Option: **Manual Code***

Enroll a mobile device by receiving a text message, with the selected mobile device.

#	Instructions	Image
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1	Click the drop-down and select Setup manually without push notification .	
2	Type your <i>phone number</i> and click Send .	

TBS: I did not receive a Voice Call/Push Notification/Manual Code factor from Okta Verify MFA.

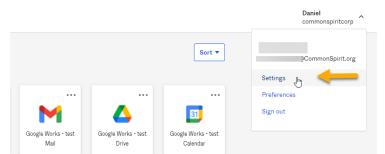
#	Instructions	Image
1	Call the CSH IT Service Desk Phone Numbers - Dignity Health: 888-307-0222 CHI: 866-236-0441	
2	If an issue occurs, then open a ticket and add the note “Reset my Okta Verify Factor.”	

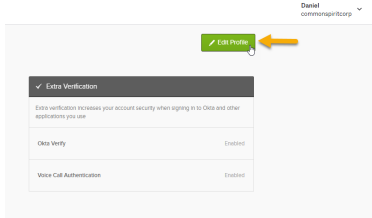
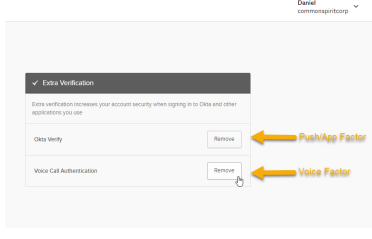
Modify/Remove a Factor or Mobile Device

Okta Verify MFA Settings are nested within the Okta SSO Profile settings and can be modified from the Okta App Dashboard: <https://commonspiritcorp.okta.com/>

Modify/Remove a Factor

Note: To change your active phone number enrolled/set up with the Voice Call factor, you will need to remove and re-enroll/set up the new phone number.

#	Instructions	Image
1	Go to your Dashboard at https://commonspiritcorp.okta.com/	
2	Click the <i>drop-down button</i> under your name and choose Settings .	

3	Click Edit Profile .	 <p>A screenshot of a user profile page for 'Daniel commongroupcorp'. At the top right, there is a dropdown menu with the name 'Daniel commongroupcorp'. Below it, there is a green button labeled 'Edit Profile' with a white checkmark icon. A yellow arrow points to this button. Below the button is a section titled 'Extra Verification' with a checkmark icon. Underneath, there is a list of authentication factors: 'Okta Verify' and 'Voice Call Authentication', both with a status of 'Enabled'.</p>
4	Under <i>Extra Verification</i> , next to the <i>Voice Call Authentication</i> and click Remove .	 <p>A screenshot of the same user profile page. The 'Extra Verification' section is expanded. Next to 'Okta Verify' and 'Voice Call Authentication', there are 'Remove' buttons. A yellow arrow points to the 'Remove' button next to 'Voice Call Authentication'. Another yellow arrow points to the 'Remove' button next to 'Okta Verify', with the text 'Push/App Factor' written next to it. The 'Voice Call Authentication' button is labeled 'Voice Factor'.</p>
5	Follow the Enroll/Set up instructions to add the new phone number.	
6	If an issue occurs, then open a ticket and add the note “Reset my Okta Verify Factor.”	