

Vendor & Affiliate First-Time VPN & Okta Verify - KB0010294

Company Impacted

SIE LLC -

Summary

As a Vendor or Affiliate using a personal (non-Sony issued) laptop, how to setup your first-time VPN and Okta Verify mobile app.

Environment Impacted

First-time VPN and Okta Verify setup for Vendors and Affiliates

Process Steps



In this article

[First-time VPN setup](#)

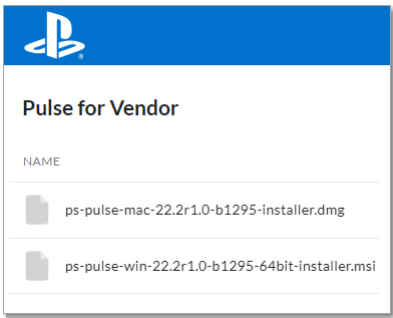

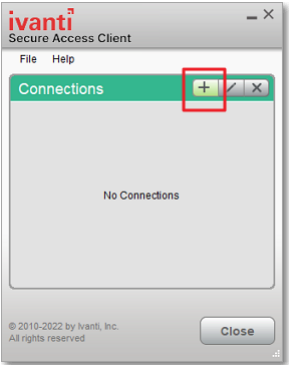
[How to connect to VPN](#)

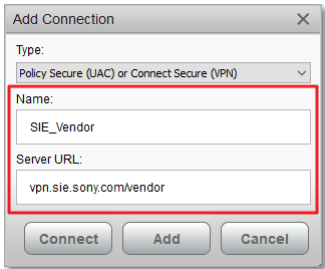
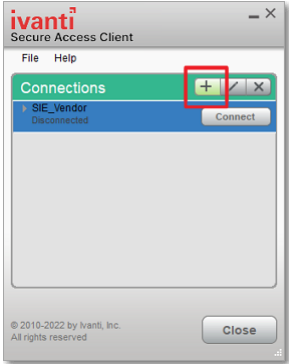
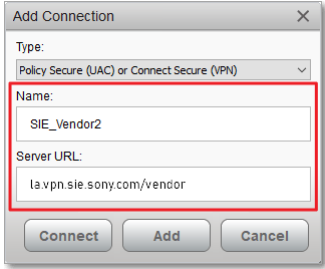
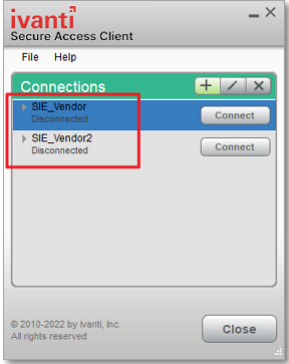
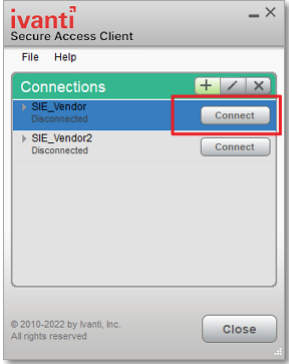
Prerequisites

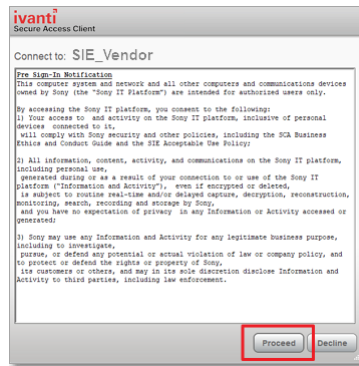
- As a Vendor or Affiliate, you **must** have your **Network ID** and **first-time temporary password** before proceeding.
 - You should have **received** an email from the Global Service Desk (GSD) with **instructions** to obtain your **first-time temporary password**.
- Your personal **macOS** or **Windows** laptop.
- Your personal **Android** or **iOS** mobile device to install the Okta Verify mobile app.



First-time VPN setup

<p>1. Go to the Box link here.</p> <p>2. Choose the appropriate VPN installer file for your operating system. Right-click on the file and click Download.</p>	
<p>3. Install and launch the app.</p>	 Ivanti Secure Access
<p>4. Click the "+" plus.</p>	
<p>5. In the Name and Server URL fields, type the information below: Name: SIE_Vendor Server URL: vpn.sie.sony.com/vendor</p> <p>6. Click Add.</p>	

	
7. Click the "+" plus again to add another VPN connection as a backup.	
8. In the Name and Server URL fields, type the information below: <ul style="list-style-type: none"> • Name: SIE_Vendor2 • Server URL: la.vpn.sie.sony.com/vendor 	
9. Click Add .	
10. Verify that Ivanti Secure has both connections you just added.	
11. Click Connect .	
12. Read the notification and click Proceed .	



13. Type your **username** and the provided **first-time temporary password**. Click **Connect**.

At first login, You will be prompted to change your password.

14. Type the provided **first-time temporary password** again, and a **new password**. Click **Connect**.

Important: Ensure that your new password **meets** the requirements.

Your password must meet the requirements below:

- At least **12 characters in length**.
- Contain **3 of the 4 characteristics** below:
 - at least one upper case letter.
 - at least one lower case letter.
 - at least one number.
 - at least one special character
- Cannot be 24 of your **previously used passwords**.
- Cannot contain your **username, first name or last name**.


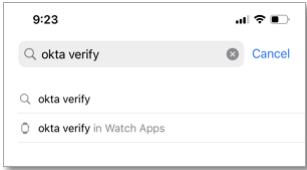
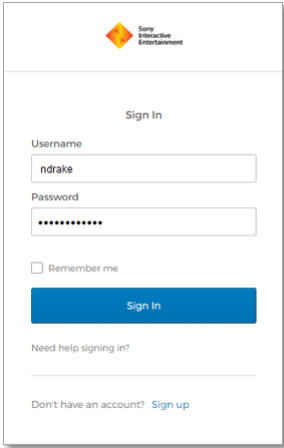
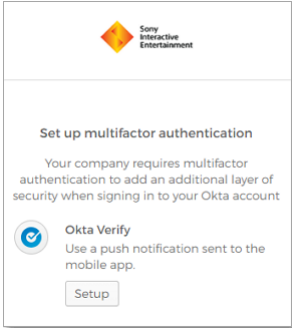
You will be prompted for a Secondary Password. This **requires** you to setup Okta Verify on your mobile device

15. Click **Cancel**.

Go to your **mobile device**.


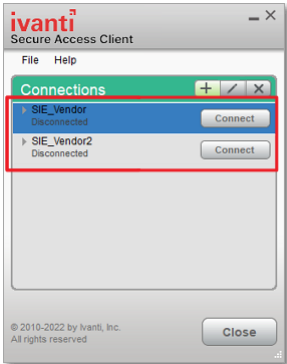
16. Open your **app store**:

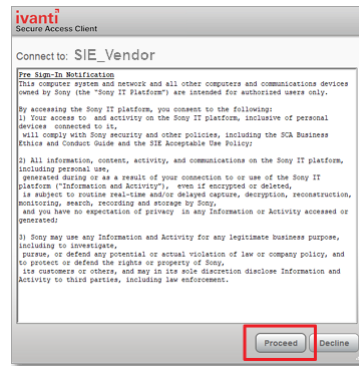
* For iOS, open the **App Store**.

<p>* For Android, open the Google Play Store.</p>	
<p>17. Search for "okta verify". Download and install the app.</p> <p>* For iOS, tap Get.</p> <p>* For Android, tap Install.</p>	
<p>Go to your computer.</p> <p>18. Open a browser and go to https://sie.okta.com.</p> <p>19. Type your username and new password that you created above. Click Sign In.</p>	
<p>20. Click Setup and follow the prompts to setup Okta Verify. You are done!</p> <p>* For more information, visit First Time Okta Verify Setup (KB0010609).</p>	

□

How to connect to VPN

<p>1. Launch Ivanti Secure Access VPN.</p>	 <p>Ivanti Secure Access</p>
<p>2. Choose any connection. Click Connect.</p>	
<p>3. Read the notification and click Proceed.</p>	



4. Type your **username** and **new password**. Click **Connect**.

Note: Click Save settings to save your info.

5. In the Secondary Password field, type "push" and press **Enter**.

Go to your mobile device.

6. **Acknowledge** the notification. Upon confirmation your VPN will proceed to connect.

You should now be connected to VPN!

Important: If you're having connection issues on your mobile phone, open the **Okta Verify app**. You'll see a **6-digit code**. Type this code into the Secondary Password field. Click **Connect**. You should now be connected to VPN.

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If the following information did not fix your issue, please contact the Global Service Desk.