

Okta Single Sign-On (SSO) Guide

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Overview

NovaTech uses Okta as our identity provider for Single Sign-On (SSO). Okta provides secure access to all company applications with one set of credentials.

Accessing Okta

- **URL:** <https://novatech.okta.com>
 - **Username:** Your NovaTech email address
 - **Password:** Your NovaTech password
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First-Time Setup

Step 1: Account Activation

1. Check your email for “Welcome to NovaTech” from Okta
2. Click the activation link (valid for 7 days)
3. Set your password following the Password Requirements (IT-ACC-001)

Step 2: MFA Enrollment

Multi-factor authentication is mandatory. Enroll at least two methods:

Recommended Methods: - **Okta Verify (Required):** Download app, scan QR code - **Security Key:** Register a hardware key (YubiKey) - **SMS (Backup only):** Add phone number for backup codes

Step 3: Security Questions

Set up 3 security questions for account recovery.

Daily Usage

Logging In

1. Go to <https://novatech.okta.com>
2. Enter email and password
3. Complete MFA verification
4. Access your application dashboard

Application Access

- Click any app tile to launch it
 - Frequently used apps appear first
 - Use search bar to find specific applications
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Available Applications

Category	Applications
Productivity	Google Workspace, Slack, Notion, Zoom
Engineering	GitHub, AWS Console, Datadog, PagerDuty
HR	Workday, Lattice, Greenhouse
Finance	Ramp, NetSuite, Expensify
Sales	Salesforce, Gong, LinkedIn Sales Navigator

Mobile Access

Okta Mobile App

1. Download “Okta Mobile” from App Store/Play Store
2. Sign in with novatech.okta.com
3. Access applications on the go

Okta Verify App

- Used for push notifications for MFA
 - Generates TOTP codes when offline
 - Required for VPN and sensitive systems
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Session Management

- Sessions expire after **12 hours** of inactivity
 - Maximum session length: **24 hours**
 - Sensitive apps may require re-authentication
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Account Recovery

Forgot Password

1. Click “Need help signing in?” on login page
2. Select “Forgot password”
3. Verify identity via MFA or security questions
4. Create new password

Locked Account

Accounts lock after **5 failed login attempts**. Wait 30 minutes or contact IT Support for immediate unlock.

Lost MFA Device

1. Click “Need help signing in?”
 2. Select “I don’t have access to my MFA device”
 3. Use backup method or contact IT Support
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Security Best Practices

- Never share your Okta credentials
 - Always log out when using shared computers
 - Report suspicious login attempts immediately
 - Review your recent activity regularly (Settings > Recent Activity)
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Troubleshooting

“Invalid Credentials” Error

- Verify caps lock is off
- Check that you’re using your NovaTech email
- Reset password if unsure

MFA Not Working

- Ensure device time is synchronized
- Try backup MFA method
- Contact IT Support if all methods fail

Application Not Loading

- Clear browser cache
- Try incognito/private browsing
- Check application status at status.novatech.com

Support

- Slack: [#it-help](#)
- Email: it-support@novatech.com
- Portal: <https://help.novatech.com>

Related Documents: Password Requirements (IT-ACC-001), New Employee Account Setup (IT-ACC-002), VPN Setup Guide (IT-ACC-003)