

# 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.

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## 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.

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## 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
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### 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

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## 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](http://status.novatech.com)
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## Support

- Slack: #it-help
  - Email: [it-support@novatech.com](mailto:it-support@novatech.com)
  - Portal: <https://help.novatech.com>
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*Related Documents: Password Requirements (IT-ACC-001), New Employee Account Setup (IT-ACC-002), VPN Setup Guide (IT-ACC-003)*