Passwordless troubleshooting

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Document Name

Password less Troubleshooting for YubiKey/Band

Author(s)

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Document Purpose

To support users with YubiKey device/ Band

Required information

1. Caller Name – Name of user

2. Contact Number – Phone number of user

3. E-Mail Address – E-Mail address of user

4. EMP ID – EMP id of person.

5. Issue – Short description of Issue the Caller is experiencing.

Other Information

NA

Process

Symptom:

Details of issue:

Resolution:

User attempts to register YubiKey and authenticate in Okta but does not receive expected authentication message.

Trouble logging in to Okta. May have enrolled via text message and does not have cell phone, may have used an old phone number, may have used QR code or may have used another clinic's phone #.

Okta needs to be reset and user needs to select another MFA device/method.

User receives error on Chairside "your password has expired. Please reset your password in the Intranet Help Center.

User's network password is expired

Password needs to be reset. (See if Trish has job aid.)

User receives error message at Chairside: "Account Locked out"

User attempted multiple times to log into Chairside but used incorrect password and got locked out.

Network account needs to be unlocked. Okta may need to be unlocked. (Does Okta automatically 'unlock' after a set period of time?)

User unable to log in to Chairside either manually or with the Yubikey. User's email address recently changed.

Email changed, revoked. User unable to sign off in CS.

1. Check in OOB to see if email account is Provisioned and Active. (If not active, send to Collaborative Solutions.) 2. If account is active, verify in CoreView that email license is still active. If not active, create ticket, send to Collaborative Solutions. 3. New email must be verified on back side to ensure it matches what is in Okta (Manivannan Malaichamy is able to "refresh chairside" when this happens. We need to document the process for the helpdesk.) If email is verified, may need to remove the YubiKey registration and reset MFA for the Okta account.

User unable to log in to Chairside either manually or with the Yubikey. (No recent email address change.)

User not able to log into Chairside

Verify user is enrolled in Okta. Verify if user has a Colon(:) in their password as the special character, have them reset the password without the colon. If they have enrolled in Okta, walk user through logging into Okta, selecting their name on top right of window, select 'Settings' then ensure yubikey is marked 'Enabled' in the Extra Verification section of Okta.

New User or Existing User with a new YubiKey unable to register YubiKey 1. message: "YubiKey is not recognized in the system. Try again or contact your administrator."

Yubikey is recognized by the computer and when you press on the "Y" button characters show up but they then receive a message that the "YubiKey is not recognized in the system"

1. The Yubikey serial number is was previously assigned and not reset or is not in the pool of authorized serial numbers.

User unable to register YubiKey. When User clicks on 'Enable YubiKey" and the 'Setup YubiKey'window pops up, they insert the YubiKey, and touch the 'Y' on the YubiKey, nothing happens.

(Moved down from Line above)When user plugs in the yubikey, "Setup YubiKey" window does not pop up, they do not see a thumbdrive icon in the tray, or do not hear a tone when plugging in YubiKey.

1. ensure user is using USB port on desktop or laptop. (Should not use USB port on docking station.) If the docking station is working it should be fine we don't need this line. 2. Try using a different USB port. 3. Key may be inserted upside down. Try flipping key over and inserting again. 4. If using a desktop PC, try using a laptop. (It should work fine on a desktop just more likely they have it upside down or in the wrong port) 5. If those steps don't work, try another YubiKey.

Existing User reports YubiKey is not working. User can still manually log in to Chairside.

YubiKey stops working.

1. Inspect YubiKey for damage (e.g. corrosion on contacts, chipping on key). If damaged, YubiKey needs to be replaced. Create Service Now ticket to have user unregistered from YubiKey, then have user register a new YubiKey.

Existing User reports YubiKey is not working and cannot manually log in to Chairside.

See Item #5 "User unable to log in to Chairside either manually or with the Yubikey. User's email address recently changed." or Item #6 "User unable to log in to Chairside either manually or with the Yubikey. (No recent email address change.)"

YubiKey from departing staff needs to be wiped and reassigned to incoming staff

User needs to create a Service Now ticket

Clinic needs to order more YubiKeys (clinics should keep a minimum of 3 spares on hand)

User lost YubiKey and can still log in manually. Needs to be assigned a new YubiKey.

Create a Service Now ticket requesting the original YubiKey be unregistered from user. Once the User is unregistered from the old key, User can register a new YubiKey.(This should not be necessary if they can logon to Okta they can remove the key themselves)

User lost YubiKey and cannot log in manually. Needs to be assigned a new YubiKey.

See Item #5 "User unable to log in to Chairside either manually or with the Yubikey. User's email address recently changed." or Item #6 "User unable to log in to Chairside either manually or with the Yubikey. (No recent email address change.)"

See Item #5 "User unable to log in to Chairside either manually or with the Yubikey. User's email address recently changed." or Item #6 "User unable to log in to Chairside either manually or with the Yubikey. (No recent email address change.)" Once those steps completed, go to Item #10 "User lost YubiKey and can still log in manually. Needs to be assigned a new YubiKey."

User did not have email and enrolled in Okta with their name instead of EID

Passwordless will work if a user activates their key while logged on to Okta as EmpID@corp.ad.fmcna.com if they do not have an email address. If they do have an email address they should use their email.

I cannot sign off on early termination of treatment more than 15 minutes with Yubikey.

This must be a safety issue and it requires you to sign off manually.

I lost my Yubikey and do not want to get a new one because there are so many issues.

Dialysis machine will not read any Yubikey

Holding a Yubikey wristband in front of the reader gets no response, no lights.

1. Unplug and reset the USB reader from the USB port on the back of the machine. The reader should light up when it's plugged in but does not need to stay illuminated. 2. If still not responding restart chairsdide and try again. 3. if still not responding, restart the CDX on the dialysis machine using the (CTRL+FN(Lock)+Z) key combination. 4. if it's still not responding try to plug a mouse in the rear USB port to confirm if the port is active. If the port is not active ask the technical services team to check the USB cable on the machine. Part #190715 ASSEMBLY, 2008T USB FRONT PORT BOARD W/CABLE* - IN ITEM 1, PLUGS INTO P41 OF FUNCTION BOARD

Chairside logon screen missing the passwordless icon

Initial logon screen only has a username and password and no passwordless icon.

1. Ensure the clinic has been activated for chairside and the machine has received it's updates by checking CSD Manager. 2. Do a soft restart of Chairside by tapping the top middle of the Chairside screen and select Restart several times. 3. If the Passwordless icon still doesn't appear activate the FN Lock then select F11 (exit full screen). Hit the X in the top right corner to close Firefox. Reopen Firefox. 4. if still not responding, restart the CDX on the dialysis machine using the (CTRL+FN(Lock)+Z) key combination. s