Yubikey MFA Enrollment and Lost Yubikey

Purpose:

Follow this procedure when a user reports for

Yubikey MFA enrollmentLost Yubikey

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Note: For Internal Helpdesk information

Yubikey Guide: https://fmcna.sharepoint.com/sites/ICU2/SitePages/Yubikey.aspx

Steps to setup/enroll Yubikey MFA-

(Mobile devices are not supported for Yubikey enrollment)

1.

Open browser and login to FMC Okta (https://myaccess.freseniusmedicalcare.com/) by using FMC email address and password.

2.

Click on your Username (top right corner of the Okta dashboard).

3.

Click on Settings.

4.

On next page, click on Edit Profile and then enter your password and click Verify.

5.

If you are not in the FMC network, you will be prompted enroll in MFA for Okta Verify, Phone or Yubikey.

6.

Check Security Methods section and click on Setup next to Yubikey Authenticator.

Note: The Security Methods section will show "Remove" next to the enrolled factors.

7.

Now, you will be directed to Setup Yubikey page

As per the instruction, insert Yubikey into the USB port ("Y" letter will light up in green after inserting Yubikey).Place the cursor in the text box prior to placing finger (lightly) on the "Y" on the Yubikey.

Tap and hold your finger for 2 seconds on the "Y" letter.At this point, the blank text box where your cursor is placed should be filled with code and redirected to next page).Also, it will give message (on bottom right corner) that Yubikey Authenticator has been setup successfully.Then, click finish at the end of the registration.

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the incident.

4.

Open user's profile in Okta, check if Yubikey is setup or not (account should be in active state),

If Yubikey is not setup, then follow above steps and help user with Yubikey enrollment.If Yubikey is already setup, then inform the same to user,

if they want to setup new Yubikey, then inform user to report first, for lost Yubikey, link-

Report Theft or Lost Device - Fresenius Medical Care

Once user will report about Lost Yubikey, then concerned team will reset old Yubikey factor and then, user can setup new Yubikey.

5.

Follow the resolution process.

Incident Classification Requirements

Category

Inquiry / Help

Subcategory

Identity & Access

Service

Okta

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Inquiry / Help

Resolution Subcategory

Identity & Access

Resolution Service

Okta

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