

Okta – How to Set Up or Remove Extra Verification Options

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Document Name

Contact Assistance Request Task

Author(s)

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Document Purpose

Okta – How to Set Up or Remove Extra Verification Options - 17059

Overview

Okta – How to Set Up or Remove Extra Verification Options

Purpose: Follow this procedure when a user wants to add a 2nd or 3rd authentication option for Okta.

Process:

The user must already be registered with Okta and have one form of authentication configured.

There are 3 authentication options:

- Okta Verify (Mobile App)
- SMS Text Message
- Voice Call

Only one authentication option is currently required for access but the end user can configure a 2nd or 3rd option for additional security and verification options.

1. Access Okta by going to <https://fmc.okta.com>
2. Have the user log in with their Fresenius e-mail address (If the user has not registered with Okta, follow the initial setup)
3. Once logged in, click the name of the user in the upper right corner and click Settings
4. Under Extra Verification, the user will then have the option to Remove or Set Up additional verification options. If all 3 options are removed, the user will be prompted to set up at least one verification method when signing back into Okta. If a user changes phones, we can follow this procedure for re-registering the device to the new number.

ServiceNow Required Fields/Product Categorization

- Category: Software & Applications
- Subcategory: Infrastructure Applications & Services
- Service: Okta

Keywords: Okta, Okta Verify, Extra Verification, SMS Authentication, Voice Call Authentication

Required information

The following information is required when creating the Contact Assistance Request Task:

1. Caller Name – Name of person you are trying to reach.
2. Contact Number – Phone number of the person you are trying to reach.
3. E-Mail Address – E-Mail address of person you are trying to reach.
4. EMP ID – EMP id of person you are trying to reach.
5. Reason for request – Short description of why you are attempting to reach the caller and what information you require from the caller.

Other Information

NA

Process

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