

# Adding Group in OKTA

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

**Category:** {'link':

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'value': 'd48a0fb31be45150aa10dd36bc4bcbf9'}

Purpose:

Follow this procedure when a user report that

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error

Details/Scenarios/Notes

App not assigned

Access needed /remove

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

How to add OKTA group

Service Desk Process for Adding/removing Group/Application Access in Okta

Access Admin Console

Search for and select Group/application

Search for and select the Group/Application that the user needs access (Note: Groups/Apps start with "Okta\_" – Example: "Okta\_Jira\_Prod\_Users")

Search for and select the user needing access by name or e-mail address

To add a group/application – Under the Groups tab, type the name of the Group/App that the user needs access to and select the Group/App – This will automatically add the Group/App to the profile.

To remove a group/application – Click the X next to the group/app in the list that needs to be removed.

Note: Please only remove groups if directly requested by a Manager or if a user is specifically needing to be removed from a group/application.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot Login

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 Remotely (Permanent

Resolution Category

Identity & Access

Resolution Subcategory

Cannot Login

Resolution Service

Should generally be identical to Service

Escalation Process

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

Escalation Group

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