Reset Okta verification prior to new mobile device activation and setup

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Author: {'link':
'https://fmcnadev.service-now.com/api/now/table/sys_user/fc3e5dd71b226810d19f74c51a4bcb2b',
'value': 'fc3e5dd71b226810d19f74c51a4bcb2b'}
Category: {'link':
'https://fmcnadev.service-now.com/api/now/table/kb_category/5b6bc4091ba10290525442e1b24bcbf8',
'value': '5b6bc4091ba10290525442e1b24bcbf8'}

Have user reset Okta verification

From a separate device, Desktop or laptop, the user will access
https://myaccess.freseniusmedicalcare.com

Click on your nameSettingsUser should have new email address on the Okta UsernameEdit
ProfileOkta – RemoveUser may receive a verification callOkta – SetupGet the screen set on the QR
code

Have user open Okta App (Mobile Device)

Remove AccountAdd accountChoose OrganizationScan QR code from Step 1 (Above)Ensure user is
setup on device for Okta

Additional information on Okta can be found on iT clinic University at the link provided below.

https://fmcna.sharepoint.com/sites/ICU2/SitePages/OKTA.aspx