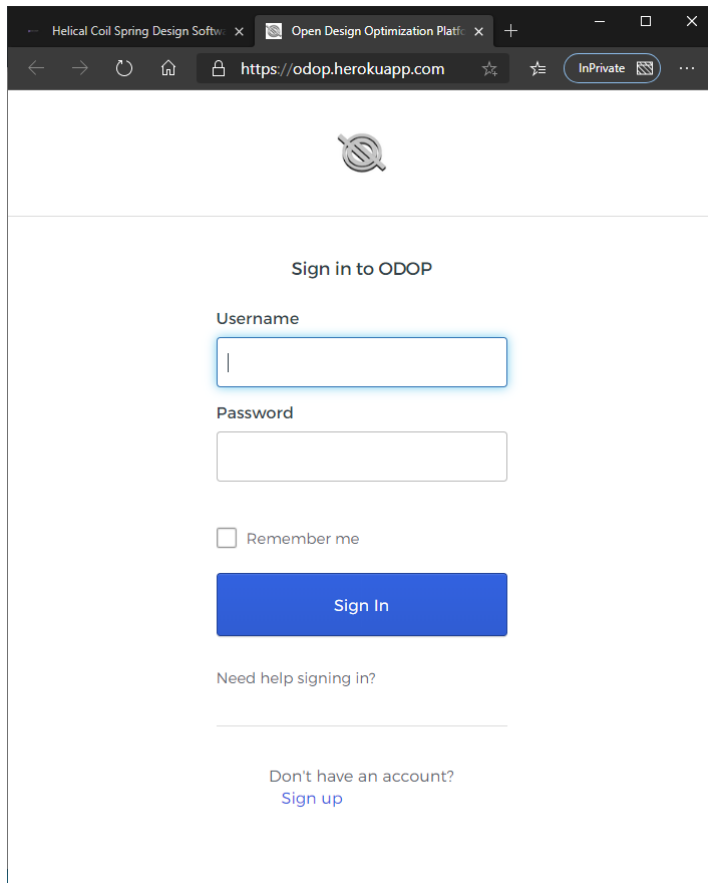


“Sign up” a.k.a Self Service Registration flow

Feb 24, 2020; updated March 1, 2020 to reflect Okta config changes to Self Service flow

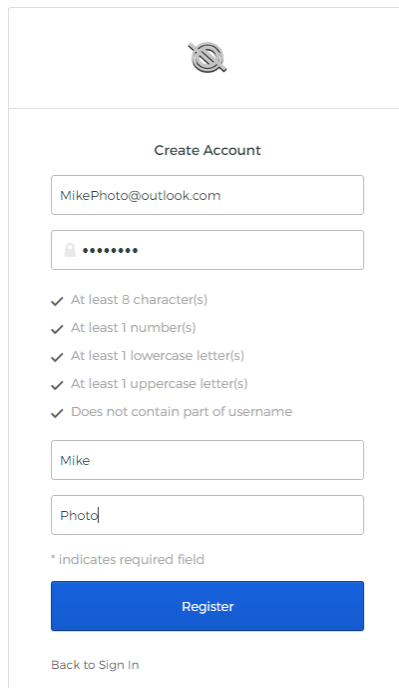
Start by selecting “Sign up”.



The screenshot shows a web browser window with the URL <https://odop.herokuapp.com>. The page features a logo at the top center, followed by the heading "Sign in to ODOP". Below this, there are two input fields: "Username" and "Password". The "Username" field is currently active, indicated by a blue border and a cursor. Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the checkbox. At the bottom of the form, there is a link for "Need help signing in?" and a link for "Don't have an account? Sign up".

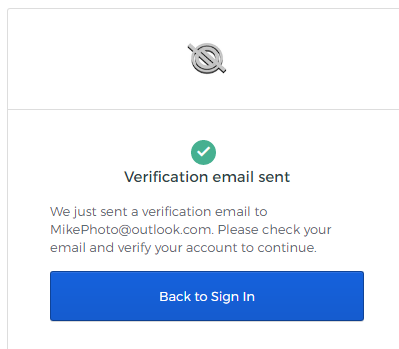
Fill in email address, password, first name, last name.

Select "Register".



The screenshot shows a registration form titled "Create Account". At the top is a logo consisting of a circle with a diagonal slash. Below the title are two input fields: the first contains the email address "MikePhoto@outlook.com" and the second contains a password represented by seven dots. Below these fields is a list of five password requirements, each with a checkmark: "At least 8 character(s)", "At least 1 number(s)", "At least 1 lowercase letter(s)", "At least 1 uppercase letter(s)", and "Does not contain part of username". Below the requirements are two more input fields: the first contains the first name "Mike" and the second contains the last name "Photo". A small asterisk with the text "* indicates required field" is positioned below the last name field. At the bottom of the form is a blue button labeled "Register" and a link labeled "Back to Sign In".

If this browser window / tab is kept open while checking for incoming email, it will become the "dangling" tab.



The screenshot shows a confirmation screen with a green checkmark icon at the top. Below the icon is the heading "Verification email sent". The main text reads: "We just sent a verification email to MikePhoto@outlook.com. Please check your email and verify your account to continue." At the bottom of the screen is a blue button labeled "Back to Sign In".

Email message.

Select Activate Account.

The screenshot shows a web browser window with multiple tabs. The active tab is titled "Mail - Mike Photo - Outlook". The address bar shows the URL: <https://outlook.live.com/mail/0/inbox/id/AQQkADAwATNIZmYAZC1jMzMAZS1iNGExLTAwAi0wMAoAEAAFu5LIs%...>

The Outlook interface is visible, with a blue header bar containing the "Outlook" logo and a search bar. Below the header, there are navigation options: "New message", "Delete", "Archive", "Junk", "Sweep", and a vertical ellipsis menu. On the left side, there is a "Folders" pane with the following items: "Inbox" (6), "Junk Email", "Drafts", "Sent Items", "Deleted Items", "Archive", "Notes", "Conversation Hist...", "New folder", "Groups", "New group", and "Upgrade to Office 365 with premium Outlook features".

The main content area displays an email titled "Activate Account" from "Okta <noreply@okta.com>". The email was received on "Sun 3/1/2020 7:31 PM" and is addressed to "You". The email body contains the following text:

Hi Mike,

Welcome to SpringDesignSoftware.org!

To verify your email address and activate your account, please click the following link:

[Activate Account](#)

At the bottom of the email, there is a disclaimer: "This is an automatically generated message from Okta. Replies are not monitored or answered."

Just for the record, this is what the Okta log looks like. The user does not see this.

System Log

Time	Actor	Event Info	Targets
Feb 24 19:43:31	Okta System (SystemPrincipal)	User update password for Okta success	Mike Photo (User)
Feb 24 19:43:30	Okta System (SystemPrincipal)	Add user to application membership success	Mike Photo (AppUser) OpenID Connect Client (AppInstance) Mike Photo (User)
Feb 24 19:43:30	Okta System (SystemPrincipal)	Add user to application membership success	Mike Photo (AppUser) OpenID Connect Client (AppInstance) Mike Photo (User)
Feb 24 19:43:30	Okta System (SystemPrincipal)	Add user to application membership success	Mike Photo (AppUser) OpenID Connect Client (AppInstance) Mike Photo (User)
Feb 24 19:43:30	Okta System (SystemPrincipal)	Create okta user success	Mike Photo (User)
Feb 24 19:40:20	Michael Milley (User)	Delete Okta user initiated success	Mike Photo (User)

Now for the tricky part ... See the write-up in issue #341 for more details.

Before the latest Okta Self-Service Registration configuration changes, if this browser is activating for the first time, immediately after clicking the “Activate Account” button, a new browser tab opens and the user sees the “You don’t have any apps” sequence. This page ({Org URL}/app/UserHome) is the Okta “User Dashboard” that provides access to reset password and other features. For more detail, see the screen captures in the **Email Request flow** below.

Without the latest Okta Self-Service Registration configuration changes, if this browser has activated previously, the response is a bit harder to pin down. If using an “In Private” browser session, the “You don’t have any apps” sequence seems to be repeatable. The first time I set out to carefully document this with a browser that had previously seen the “You don’t have any apps” sequence, it did not appear. The user’s only alternative was to click the blue “Back to Sign In”. From there, a normal login sequence happened. The assumption is that left-over Okta cookies associated with the registration process prevents subsequent appearance of the “You don’t have any apps” sequence.

The screen captures below illustrate the current process with the configuration changes in place. Note that the process finishes with a “dangling” browser tab. As of this writing, this is considered a minor blemish and not of sufficient priority to pursue further.

A fourth tab appears. The user can enter username (email address) and password.

Sign in to ODOP

Username

Password

Remember me

Sign In

Need help signing in?

Don't have an account? [Sign up](#)

The account has been activated. A normal sign in completes.

Open Design Optimization Platform

Message-of-the-day
Learn [About](#) ODOP

Select design type to open:
Spring/Compression

Select design to open:
Startup [ReadOnly]

Logout Cancel Open

As noted previously, the second tab is left dangling.

Email Request flow

Feb 24, 2020

The administrator responds to an email request by adding the user via the Okta Dashboard. A welcome letter / "activation email" is generated.

Add Person

First name: Mike

Last name: Photo

Username: MikePhoto@outlook.com

Primary email: MikePhoto@outlook.com

Secondary email (optional):

Groups (optional):

Password: Set by user

Send user activation email now

Save Save and Add Another Cancel

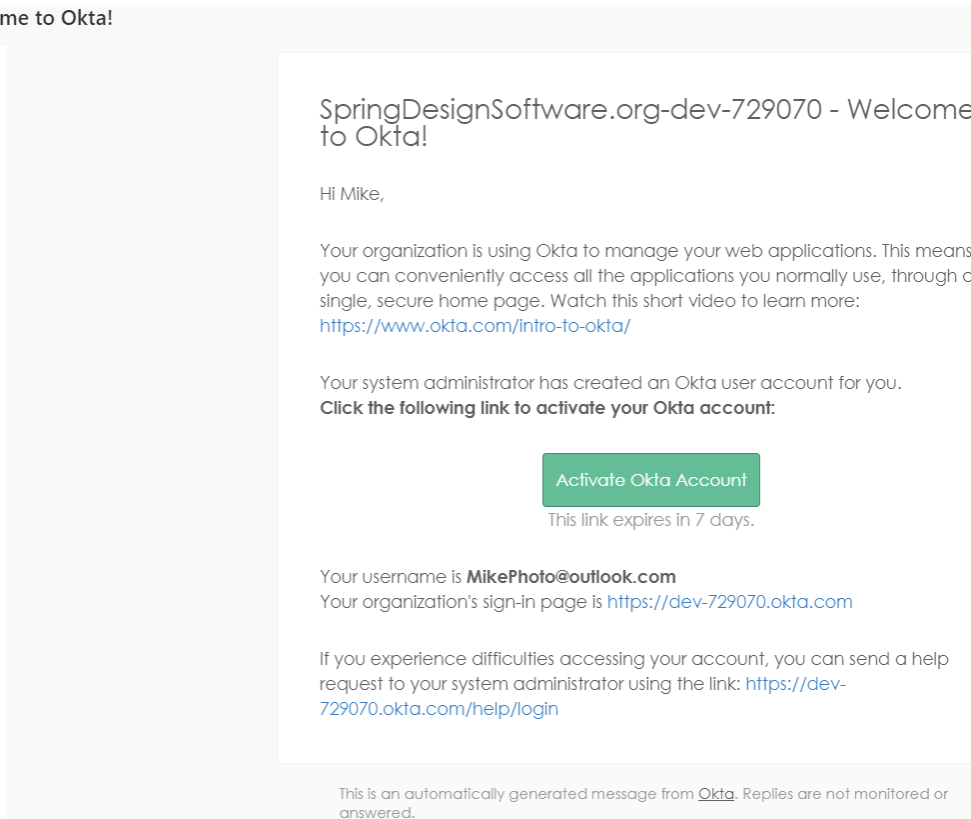
The user never sees the Okta log.

System Log

Time	Actor	Event Info	Targets
Feb 24 20:04:09	Michael Milley (User)	Activate Okta user success	Mike Photo (User)
Feb 24 20:04:08	Michael Milley (User)	Create okta user success	Mike Photo (User)
Feb 24 20:04:08	Michael Milley (User)	Add user to application membership success	Mike Photo (AppUser) OpenID Connect Client (AppInstance) Mike Photo (User)
Feb 24 20:04:08	Michael Milley (User)	Add user to application membership success	Mike Photo (AppUser) OpenID Connect Client (AppInstance) Mike Photo (User)
Feb 24 20:04:08	Michael Milley (User)	Add user to application membership success	Mike Photo (AppUser) OpenID Connect Client (AppInstance) Mike Photo (User)
Feb 24 20:01:42	Michael Milley (User)	Delete Okta user initiated success	Mike Photo (User)

The user receives this welcome letter via email, selects “Activate Okta Account”.

Welcome to Okta!



The following page appears in the user's web browser.

The user fills out the requested information and selects “Create My Account”.

Welcome to SpringDesignSoftware.org-dev-729070, Mike!
Create your SpringDesignSoftware.org-dev-729070 account



Enter new password

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username. Your password cannot be any of your last 4 passwords.

Repeat new password



Choose a forgot password question

Answer



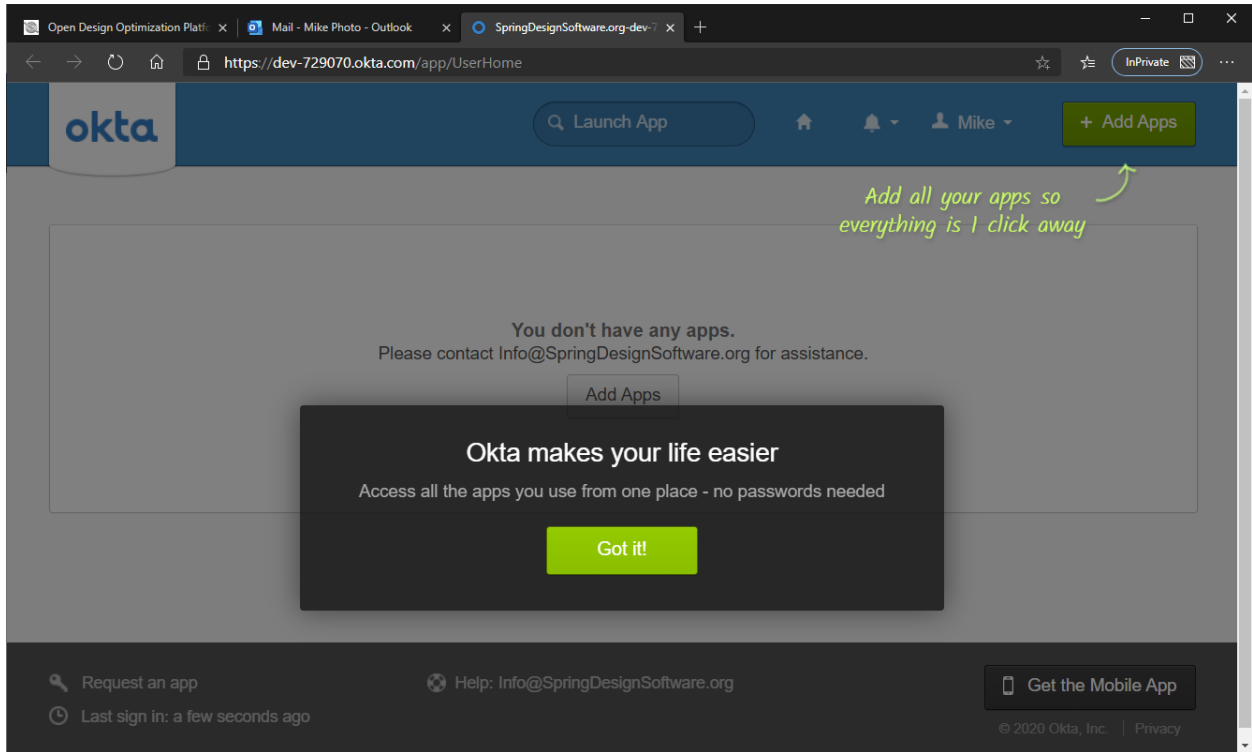
Click a picture to choose a security image

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

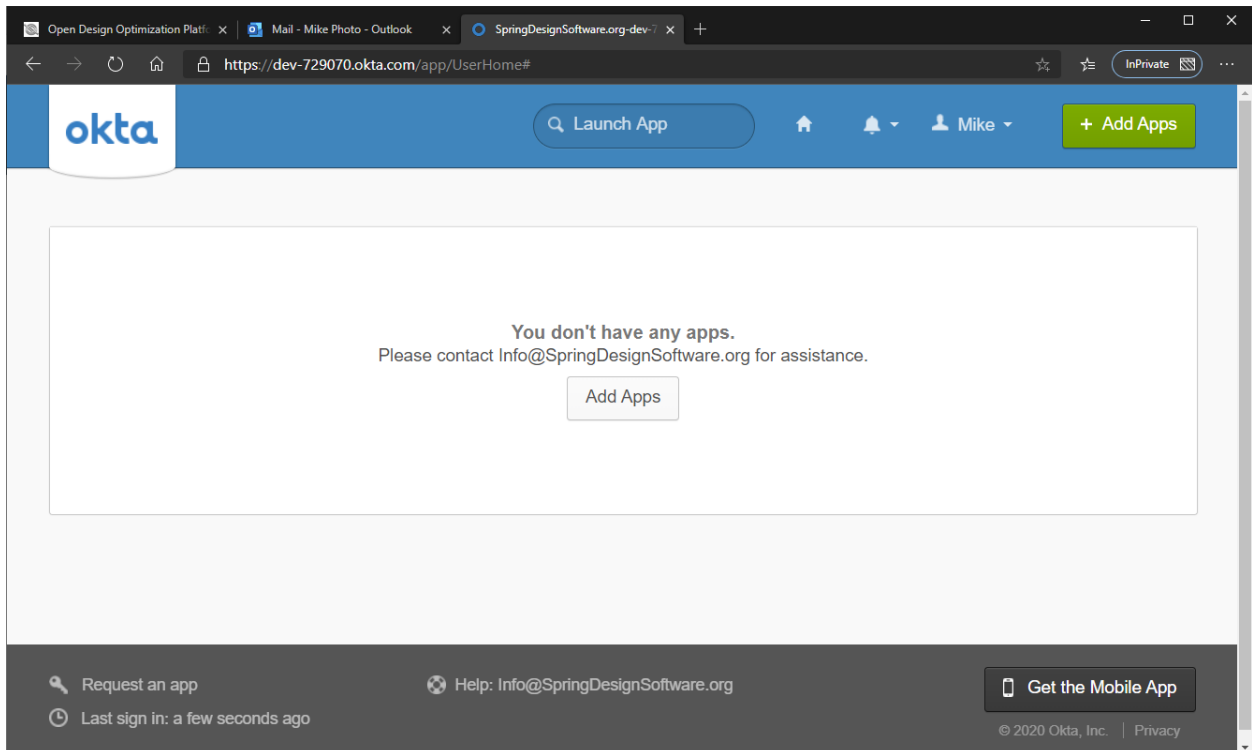


Create My Account

The user now sees this page, the Okta “User Dashboard” and selects “Got it!”.



This page is the source of great difficulty. So far, multiple users have roadblocked here but failed to request assistance from Info@SpringDesignSoftware.org.



This is what the user sees when attempting to select ODOP:Spring from Okta's list.

The screenshot displays the Okta application catalog interface. On the left is a sidebar with a list of application categories and their counts. The 'All' category is selected, showing 4646 applications. The main area shows a search filter for 'O' and a list of application cards. Each card includes a logo, the application name, and an 'Add' button.

Category	Count
All	4646
Apps For Good	6
Collaboration	556
Consumer	242
Content Management	139
CRM	105
CRM, Sales, Marketing	134
Data & Analysis	296
E-Commerce	52
Education	157
ERP	39
Finance & Accounting	498
HCM	195
Health & Benefits	210
Marketing	272
Network Security	2
News & Research	107
Okta Applications	3
Okta Test Applications	2

Application Name	Count
All	4646
A	1
B	1
C	1
D	1
E	1
F	1
G	1
H	1
I	1
J	1
K	1
L	1
M	1
N	1
O	1
P	1
Q	1
R	1
S	1
T	1
U	1
V	1
W	1
X	1
Y	1
Z	1

Application Name	Count	
OC TANNER appreciate.	OC Tanner AppreciateHub	Add
OC TANNER appreciate.	OC Tanner EclientLink	Add
ON24	ON24 Webcast Elite	Add
Oath: A Verizon Company	ONE by AOL Mobile	Add
1 by AOL VIDEO	ONE by AOL: Video	Add
ONEACCESS	ONEaccess	Add
opp	OPP	Add

This is what the user sees if selecting the drop-down labeled with their first name in the upper right, then “Settings”.

Account

Personal Information Edit

First name	Mike
Last name	Photo
Okta username	MikePhoto@outlook.com
Primary email	MikePhoto@outlook.com
Secondary email	
Mobile phone	

Change Password


Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username. Your password cannot be any of your last 4 passwords.

Current password	<input type="text"/>
New password	<input type="text"/>
Confirm new password	<input type="text"/>

Change Password

Security Image Edit

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.



Forgotten Password Question Edit

Select a forgotten password question so you can reset your password in case you have trouble signing in to your Okta account.

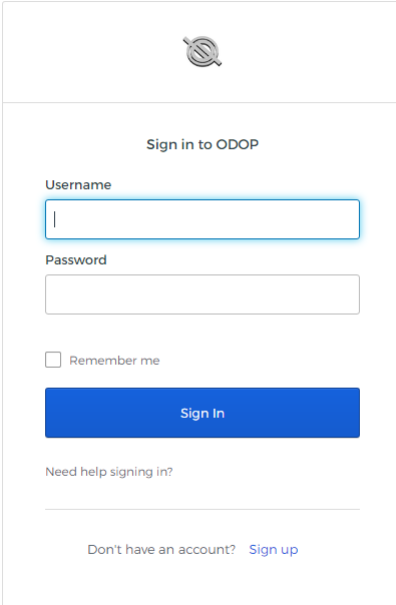
Question

What is your favorite security question?

After exploring these options, the user is left without instructions on how to continue.

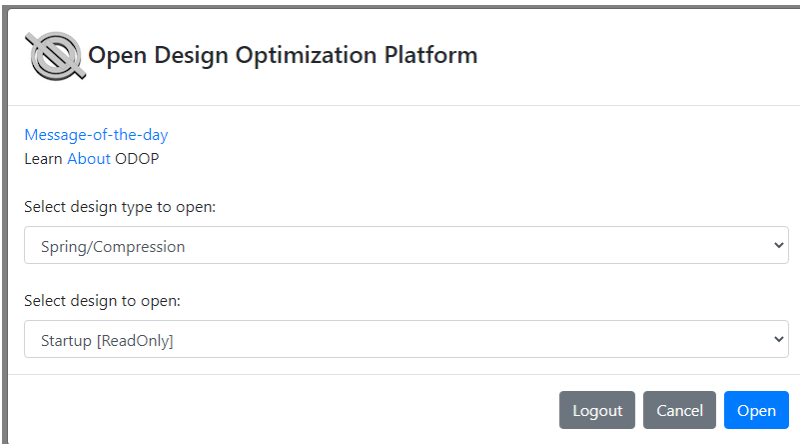
The user really needs to understand that their account has been successfully created and that they only need to start the program. This can be done from the SpringDesignSoftware.org home page, Getting Started Page or any of the three spring type pages. Also, if the user followed the link to the Online Help User Accounts page, there is a “launch the program” path there.

If the user is able to find a path to the Sign In page ...



The image shows a sign-in form for ODOP. At the top is a logo consisting of a circle with a diagonal slash. Below the logo is the text "Sign in to ODOP". The form contains a "Username" label above a text input field, a "Password" label above a password input field, and a "Remember me" checkbox. A blue "Sign In" button is positioned below the password field. At the bottom, there is a link "Need help signing in?" and a link "Don't have an account? Sign up".

... then login will be successful and they will be prompted to select design type and design.



The image shows a dialog box titled "Open Design Optimization Platform" with the same logo as the sign-in page. It features a "Message-of-the-day" section with a link "Learn About ODOP". Below this are two dropdown menus: "Select design type to open:" with "Spring/Compression" selected, and "Select design to open:" with "Startup [ReadOnly]" selected. At the bottom right are three buttons: "Logout", "Cancel", and "Open".