

Okta Verify FAQs

Seattle Children's is changing how remote access computer users log in to the Children's network. Users must set up **Okta Verify** for remote access before **Gemalto** is retired.

Question	Answer	
<i>Why is Gemalto being replaced?</i>	As Children's continues to build technology platforms better-suited to the workforce of the future, our technology foundations need to become more flexible and more robust. Okta Verify provides both greater security and more potential features.	
<i>Who is impacted by this change?</i>	All remote users will start using Okta Verify in place of Gemalto. If you currently use Gemalto, you must switch to Okta Verify.	
<i>I currently use a Gemalto physical device (code generator or USB stick). Is there a replacement?</i>	Yes, for some users. Since it's so simple to use the smart phone app, or access text messaging on an older phone, Children's encourages these options whenever possible. You may request an exception when there is a specific business reason.	
<i>My work space does not allow devices. What are my options?</i>	For these special circumstances a physical token will be provided. It's a device called a Yubikey , and it plugs into a USB port. Availability will be limited based on need, and there will be a charge for lost devices.	
<i>How will logging in using Okta Verify be different?</i>	<p>Gemalto</p> <ol style="list-style-type: none"> 1. Open remote access portal on personal device 2. Enter username and password 3. Open Gemalto on your smart phone and enter your code 4. Obtain six-digit code from your smart phone 5. Enter six-digit code on device 6. Accept terms and conditions 7. Log On 	<p>Okta Verify Push Notification</p> <ol style="list-style-type: none"> 1. Open remote access portal on personal device 2. Enter username and password 3. Sign In 4. Push Verification or Send Code 5. Select Accept or Enter Code that appears on your smart phone 6. Verify
<i>What is remote access?</i>	<p>Any time you access Children's computer network using a computer or device not owned or managed by Children's you are using remote access which requires additional verification.</p> <p>Example: A patient care provider uses their personal laptop to check schedules and coordinate care from any location. This is considered remote access and Okta Verify is required.</p> <p>Example: A vendor is authorized to access Children's network from offsite. This is considered remote access and Okta Verify is required.</p> <p>Example: A vendor is authorized to access Children's network from offsite. This is considered remote access and Okta Verify is required.</p>	

<i>I only use a computer when I'm at work. Do I need to do anything?</i>	No. If you only use Children's computers or devices when at one of our locations, you do not need to use Okta Verify .
<i>I don't use a smart phone but need to use remote access. What should I do?</i>	The quickest option is to receive a six-digit code via text message delivery on any text-enabled device. If this isn't an option, you need to request authorization for an alternative process. Each case will be reviewed for necessity. Email Okta.Info@SeattleChildrens.org for more information.
<i>What is MFA?</i>	MFA, or Multifactor Authentication, is an additional security step Children's uses to log in to the computer network remotely. The first factor is your network credentials, and the second is a code supplied by an app, such as Okta Verify or Gemalto.
<i>Is Okta short for Okta Verify?</i>	Not quite. Okta is a company that makes security features, and Verify is their app. Okta Verify is Children's method for gaining remote access.
<i>Is Gemalto or Okta Verify access the same as Citrix access?</i>	No, but they are connected. Citrix is a platform that allows many users access to a network from workstations without needing a full computer. Gemalto—or Okta Verify —is the security key that opens remote access.
<i>I have a Gemalto key. Do I need to return it?</i>	No. We are retiring Gemalto and the device will not be able to access our network. Once you set up Okta Verify , you may discard the device.
<i>I work at an affiliate of Children's. Can I still access the network for work purposes?</i>	Employees at affiliates—such as Fred Hutch, UW, SCCA, and community clinics—who already have network access will start using this new process. The Okta Verify app, text message delivery of a six-digit code, or another approved alternative will be required to access the network.
<i>Can I still get temporary passcodes?</i>	No. We will no longer issue temporary passcodes. Please contact the Service Desk if you encounter an issue with your access.
<i>What if I get locked out of my account?</i>	Once you set up text message delivery or a secondary email address in Okta and activate notification, you will be able to request a temporary passcode sent by text message, or a password reset link sent by email.
<i>How much time do I have to convert to Okta Verify?</i>	Gemalto will be turned off soon. You can set up Okta Verify now by visiting seattlechildrens.okta.com , or remoteaccesspilot.seattlechildrens.org .
<i>How do I get the most out of Okta and Okta Verify?</i>	Install the Okta Verify app and add text message delivery along with a secondary email address to your Okta account and activate for notification. This allows you to resolve most access issues without calling the Service Desk.
<i>Who do I contact for help getting set up?</i>	If you don't find what you need from the resources provided on CHILD, call Children's Service Desk at 206-987-1111.