

## Okta Verify FAQs

Seattle Children's now uses **Okta Verify** for remote access to the Children's network.

Question	Answer
<i>Why did we choose <b>Okta Verify</b>?</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.  <b>Okta Verify</b> provides both greater security and more potential features.
<i>Who uses <b>Okta Verify</b>?</i>	All remote users.
<i>If I can't use the <b>Okta Verify</b> app, is there an alternative?</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 when possible. You may request an exception for specific business reasons.
<i>My work space does not allow devices. What are my options?</i>	For these special circumstances a device called a <b>YubiKey</b> , which plugs into a USB port, will be provided. Availability is limited based on need, and there will be a charge for lost devices.
<i>What is remote access?</i>	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.  <b>Example:</b> A patient-care provider uses their personal laptop to check schedules and coordinate care from any location. This is considered remote access and <b>Okta Verify</b> is required.  <b>Example:</b> A vendor is authorized to access Children's network from offsite. This is considered remote access and <b>Okta Verify</b> is required.
<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 <b>Okta Verify</b> .
<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.
<i>Is Okta short for <b>Okta Verify</b>?</i>	Not quite. Okta is a company that makes security features, and Verify is their app. <b>Okta Verify</b> is Children's method for secure remote access.
<i>I work at an affiliate of Children's. Can I still access the network for work purposes?</i>	Employees at affiliates—such as <i>Fred Hutch, UW, SCCA, and community clinics</i> —who already have network access will start using this new process. The <b>Okta Verify</b> 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 do I get the most out of Okta and Okta Verify?</i>	Install the <b>Okta Verify</b> app and add text message delivery along with a secondary email address to your Okta account. Then activate these methods for notification. This allows you to resolve most access issues without calling the Service Desk.
<i>I just got a new phone. Since I already set up Okta Verify on my old phone, do I need to do anything? What if I kept the same phone number?</i>	<p><b>Okta Verify</b> was connected to your old phone and phone number. Even if you keep the same phone number on your new phone, you need to follow these steps.</p> <ul style="list-style-type: none"> <li>• Call the Service Desk at 206-987-1111.</li> <li>• Ask them to reset your Okta Verify.</li> <li>• Set up <b>Okta Verify</b> on your new phone.</li> <li>• The step-by-step instructions are located at <a href="http://www.seattlechildrens.org/remotearchivehelp/">http://www.seattlechildrens.org/remotearchivehelp/</a></li> </ul>
<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.