

How to set up Okta Verify

Seattle Children's is transitioning to a new platform, Okta Verify, for remote access to Children's network. Gemalto is being retired and will no longer be available.

Follow these steps to start using the Okta Verify app. Contact the Service Desk if you have questions.

Here are the simple steps

1. **Download** the Okta Verify app on your smart phone (it works on Android and Apple Watches)
2. **Log in** to Okta on your computer or workstation **using your email address** (not your User ID)
3. **Update** your Okta account for password recovery
4. **Set up** Okta Verify from your computer or workstation
5. **Register** the Okta Verify app on your smart phone
6. **Use** Okta Verify to reach the remote portal

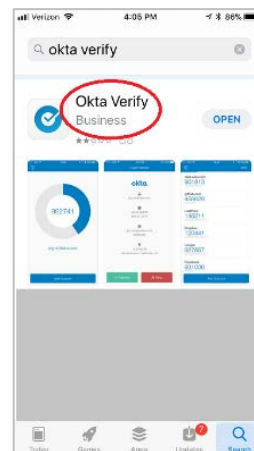
Scroll down to see the easy, step-by-step instructions with pictures

Detailed instructions

1. **Download the Okta Verify app on your smart phone**

Visit the app store for your phone and search for Okta Verify (not Okta Mobile). Install Okta Verify on your phone (Apple, Windows or Google).

Okta Verify also works on your Android or Apple Watch. Follow the manufacturer's instructions for the watch.

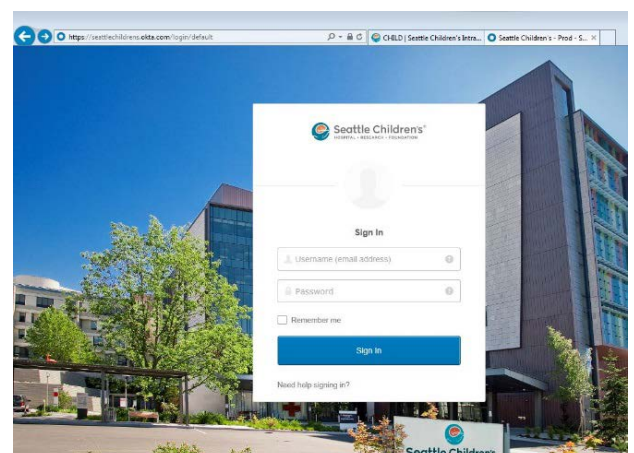


2. **Log in to Okta on your computer or workstation**

After you log in to your computer or VDI, visit <https://seattlechildrens.okta.com>. (You can also reach Okta Verify here.)

Register using your **Children's email address** and network password. If your email address has changed, you might need to use the original address, such as Bob.Smith@seattlechildrens.org instead of Robert.Smith@seattlechildrens.org.

While this process is easiest to complete onsite, you can also do it remotely. When you log in onsite, the system may ask for your password again. This is expected and you should enter it.



3. Update your Okta account for password recovery

If this is your first time visiting Okta, complete the following

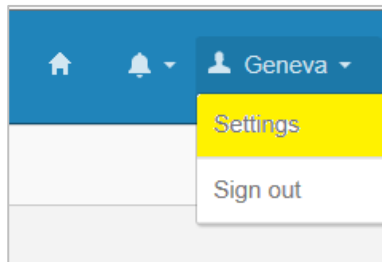
steps now and you'll be set to take advantage of self-service options if you have trouble logging on in the future.

- a. Choose a Forgot Password Question
- b. Enter a phone number and add Text Message verification for password recovery
- c. Add a secondary email address also good for password recovery
- d. You only need to choose one method for password recovery
- e. Choose a security image
- f. Select Create my account

4. Set up Okta Verify on your computer or workstation

Your name appears in the upper right corner. Click on your name.

Select Settings from the drop-down menu.

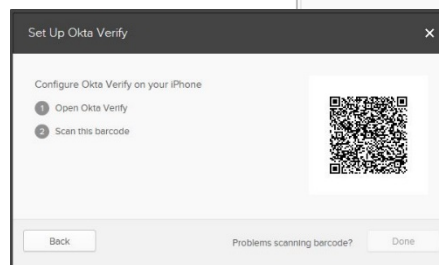


Now that you are logged into Okta and in the Settings window, scroll almost to the bottom of this page to the Extra Verification section.

Select Setup next to Okta Verify.

Select your device type and Next.

A QR code will display on your computer screen.



5. Register the Okta Verify app on your smart phone

Launch the Okta Verify app.

Select Add Account or the + icon to turn the camera on.

Hold your phone so the QR code fits inside the box on the screen.

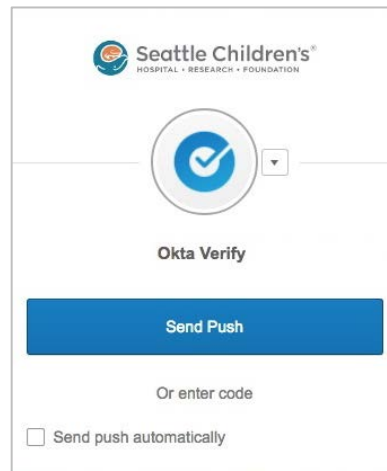
If you see this image, your phone is now registered to your Okta account and you can close the app.



6. Use Okta Verify to reach the remote portal

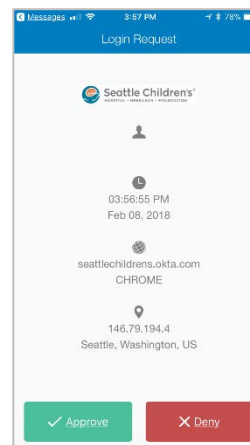
On a remote computer, laptop or tablet (but not your smart phone) visit <https://remoteaccesspilot.seattlechildrens.org> and enter your **email address** (not your User ID) and network password to sign in.

Still on your computer or tablet, select Send Push.

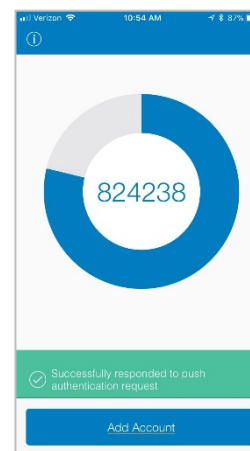


Your phone will launch the app automatically. (Tap Accept if your phone asks before launching the app.)

Tap Approve on your phone and the remote portal loads on your computer or device.



When you see this screen, you can close the app.



If this is the first time you are using this device for remote access, you will need to download and install Citrix. Navigate to receiver.citrix.com and select Download Receiver. Follow the prompts to complete the process.

Notes

- Once setup is complete and you have the app on your smart phone, you can easily access and use it on Android and Apple Watches. Follow the watch manufacturer's directions.
- The Okta Verify code will not work with Gemalto or vice versa. They are separate systems.
- If you have a Gemalto key, you may discard it now.
- Now you can visit <https://email.seattlechildrens.org> to access your Children's email remotely from any web-based device.