

## How to set up Okta Verify

Seattle Children's uses Okta Verify for remote access to Children's network. Follow these steps to start using the Okta Verify app. Contact the Service Desk if you have questions.

### UPDATE (starting December 12, 2019)

If you do **not** have a Children's email address, your Username for logging in remotely changes to **UserID@seattlechildrens.org**.

Example: **grich1@seattlechildrens.org**

### Here are the simple setup steps

1. **Download** the Okta Verify app on your smart phone (it also works with Android and Apple Watches)
2. **Log in** to the Okta remote portal from your computer or workstation with one of the following:
  - a. If you have a Children's email account, **use your email address** (not your User ID)
  - b. If you don't have a Children's email account, **use [UserID@seattlechildrens.org](mailto:UserID@seattlechildrens.org)**  
Example: [abest1@seattlechildrens.org](mailto:abest1@seattlechildrens.org) (NOTE: This is not an email address)
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

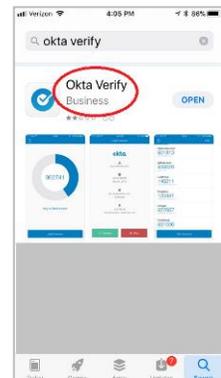
**NOTE: If you already set up Okta Verify, but need to add it to a new phone, you must start by calling the Service Desk to have your verification reset. Then follow these instructions.**

### 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).

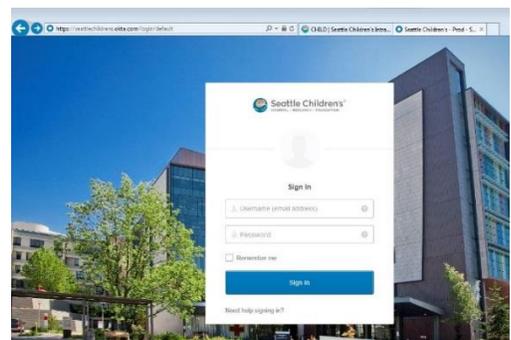
Okta Verify also works on your Android or Apple Watch.  
Follow the manufacturer's instructions for the watch.



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

After you log in to your computer or VDI, visit <https://seattlechildrens.okta.com>.

Register using your **Children's email address** (if you have one), or (if you don't have one) your **UserID@seattlechildrens.org** (using your own UserID) and network password.



If your Children's email address has changed, you might need to use the original address, such as [Bob.Smith@seattlechildrens.org](mailto:Bob.Smith@seattlechildrens.org) instead of [Robert.Smith@seattlechildrens.org](mailto: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.

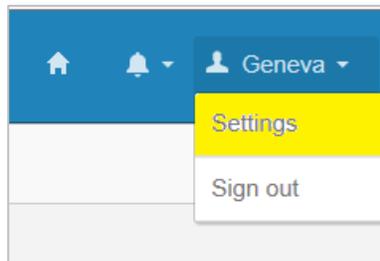
- a. Choose a Forgot Password Question
- b. Enter a phone number and add Text Message verification for password recovery
- c. Add a secondary email address also good for password recovery
- d. You only need to choose one method for password recovery
- e. Choose a security image
- f. Select Create my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

The image shows two screenshots of the Okta account settings page. The top screenshot is titled 'Forgotten Password Question' and contains a text input field with the question 'Who is your favorite speaker/orator?'. The bottom screenshot is titled 'Forgot Password Text Message' and shows a form with fields for 'Country' (set to US) and 'Phone number' (set to (206) 200-3075). Both screenshots have 'Edit' and 'Delete' buttons at the bottom.

### 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.

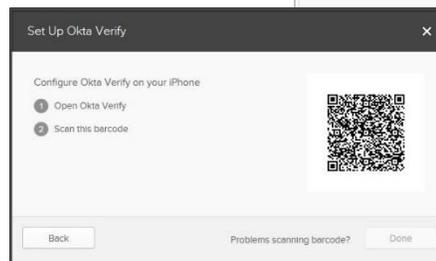


Now that you are logged into Okta and in the Settings window, scroll almost to the bottom of this page to the Extra Verification section.

Select Setup next to Okta Verify.

Select your device type and Next.

A QR code will display on your computer screen.



A screenshot of the 'Extra Verification' settings page. It shows the 'Okta Verify Mobile App' section with 'Reset' buttons. At the bottom, there is a 'Deactivate' button.

### 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. Once captured, the QR code disappears.

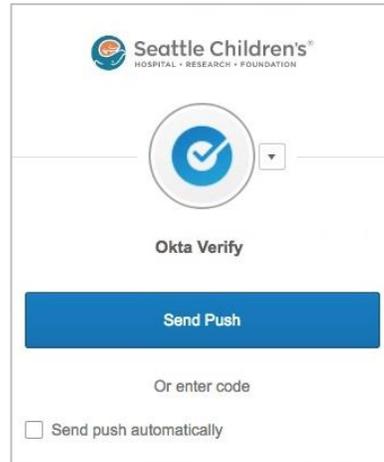


*If you see this image, your phone is now registered to your Okta account and you can close the app. You can ignore the 6-digit code on the screen.*

## 6. Use Okta Verify on the remote portal

On a remote computer, laptop or tablet (but not your smart phone) visit <https://remoteaccess.seattlechildrens.org> and enter your **Children's email address** (if you have one), or (if you don't have one) [UserID@seattlechildrens.org](mailto:UserID@seattlechildrens.org) (using your own UserID) and network password to sign in.

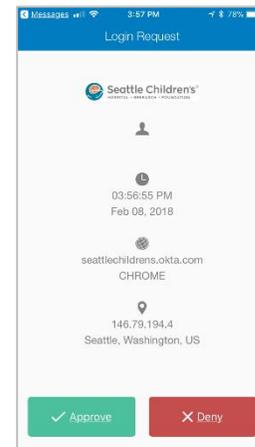
Still on your computer or tablet, select Send Push.



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](https://receiver.citrix.com) and select Download Receiver. Follow the prompts to complete the process.

### Notes

- [UserID@seattlechildrens.org](mailto:UserID@seattlechildrens.org) is not an email address. This is only your Username for logging in remotely if you do not have a Children's email address.
- 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.
- Now you can visit <https://email.seattlechildrens.org> to access your Children's email remotely from any web-based device.
- If you get a new phone, you must call the Service Desk to reset your verification. Then follow the setup instructions on page 1.