



Got some questions about Okta Account Activation? Take a look at our FAQs below. If you can't find what you're looking for visit the [Help Page](#).

## WELCOME EMAILS & ACCOUNT ACTIVATION

### How do I activate my Okta account?

You will receive an Okta Welcome email that contains your username and a link that allows you to activate your account. If you have not received a Welcome email, please contact the Okta Support Desk.



Contact the Support Desk using [okta@greeneking.co.uk](mailto:okta@greeneking.co.uk)

### How do I find my Okta username?

You will be sent your Okta Username in a Welcome email. The Welcome email will contain a link that allows you to activate your account.

### Q. How long is the Okta activation link in Welcome email valid for?

The activation link contained in your Okta Welcome email is valid for 7 or 30 days from the date it was sent – the expiry of the link will be stated in the email beneath the activation button. If your link has expired, please contact the Okta Support Desk.

Activate Okta Account

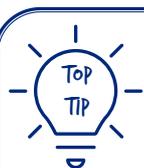
This link expires in 30 days

### Q. What do I do if the Activation link in my Welcome Email has expired?

If your activation link has expired, please contact the Okta Support Desk to request a new one.

### Who do I contact with issues with my Okta account?

Most common problems can be solved using this FAQ and the User Guides on the Help Page. If this does not solve your problem, please contact the Okta Support Desk.



**Want to give feedback about Okta?**

Use the Kingdom Okta group or contact the Okta Support Desk



Got some questions about Logging in to Okta? Take a look at our FAQs below. If you can't find what you're looking for visit the [Help Page](#).

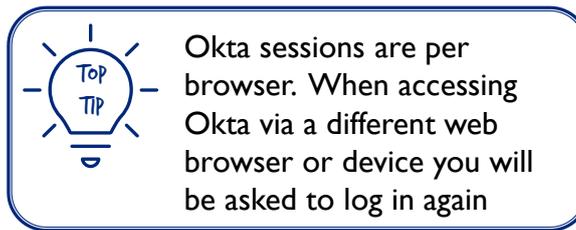
## LOGGING IN

### Where do I go to log into Okta?

Log into Okta from any browser via <https://myapps.greeneking.co.uk>. You can also gain access to Okta via links on Kingdom and the Vault. Users with a Greene King PC will also find a shortcut on their desktop.

### How often will I have to log in to Okta?

Once you have logged on to your Okta account, you will not usually need to re-enter your username and password for 12 hours. However, this may be longer or shorter depending on where you are accessing Okta and from what device.



### If I lock my PC, or if it locks automatically, will I need to log in again?

No, as long as your Okta session has not expired. If you are an existing PC User with your own login (known as an AD Account) and your PC locks, you will need to log in to your PC again with your Windows password as normal.

### What happens if an application I have accessed via Okta times out?

If an application times out due to inactivity, you should return to your Okta Dashboard and open the application again by clicking on the application tile. It is recommended you do this for all applications.

### What is Desktop Single Sign On?

Desktop Single Sign On allows PC users seamless access to Okta when connected to a GK network without needing to log in.

### Does it make a difference if I am in the office or working off site?

If you are in the office and on a GK network with a GK device or accessing your pub account on the back office PC, Desktop Single Sign On will be activated. You can open Okta without needing to enter your username and password. You will only be required to complete MFA.



Got some questions about logging to Okta? Take a look at our FAQs below. If you can't find what you're looking for visit the [Help Page](#).

## LOGGING IN (CONTINUED)

### Can I log in to Okta from outside the UK?

You can log in to Okta from anywhere in the world although access is restricted from some selected countries or regions.

### How will Okta work if switching between applications on PC and mobile devices?

You can use the Okta Mobile App to access most applications via your Okta Dashboard on a mobile device. You can also access Okta from [myapps.greeneking.co.uk](https://myapps.greeneking.co.uk) in a mobile browser; however, you will not be able to access any password store applications. These can only be accessed on a mobile device via the Okta Mobile App.



Access the Okta Mobile Application user guide on the Okta help page – <https://ssohelp.greeneking.co.uk>



The Okta Mobile App is separate to the Okta Verify App

### Why have I been locked out of my Okta Account?

Your account will be locked after 5 unsuccessful login attempts.

Your account may also be locked by the administrator for security reasons in the event of unusual activity or a security threat.

### What do I do if I'm Locked out of Okta?

If you are locked out of your account, click the 'Need help signing in?' link at the bottom of the sign-in page. Then click 'Unlock Account' and follow the steps.

You will also have received an email confirming that your account is locked- this email contains information of how to unlock your account. See the User Guide for further information.

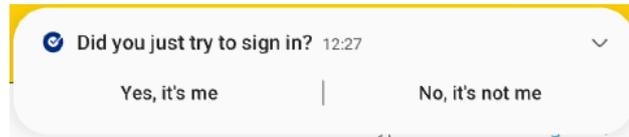


Got some questions about Okta MFA? Take a look at our FAQs below. If you can't find what you're looking for visit the [Help Page](#).

## MFA (MULTI FACTOR AUTHENTICATION)

### What is Multi-Factor Authentication (MFA)?

MFA is an additional step to verify your identity when you sign into an application. Using MFA keeps your account more secure, because it makes it more difficult for hackers to steal all the information necessary to impersonate you.



### What is a security Factor?

The security 'Factor' in MFA refers to a method of verifying your identity. The most basic type of factor is your password, but additional factors could include an app on your phone that generates a code for you to enter after you've typed in your password.

### What if I am having difficulty completing MFA using the Okta Verify App?

If you are having issues completing MFA, see the User Guides in the first instance. If this does not solve the problem, please contact the Okta Support Desk.

### Can I use my personal mobile device to complete MFA?

Yes, you can. It is recommended that you use your work mobile device, if you have one, but if you would prefer to use your personal device instead, that is fine too.

### What if I do not want to use my personal device to complete MFA, and do not have a work mobile device?

To comply with the security requirements, all users will need to complete MFA using a suitable device. If you do not wish to use your own device, please contact the Okta Support Desk.

### What if I am not able to download or use the Okta Verify App as I do not have a smart phone?

If you are unable to download the Okta because you do not have access to a smart phone or other suitable device, please contact the Okta Support Desk.



Got some questions about Okta MFA? Take a look at our FAQs below. If you can't find what you're looking for...

## MFA (CONTINUED)

### **Okta says it has sent a push notification, but I have not received it. What should I do?**

If you did not receive the push notification to complete MFA, try the following:

- 1) Check you using the correct mobile device- Okta can only send push notifications to the device you registered when setting up your account.
- 2) Open the Okta Verify app on your mobile device. This may prompt the notification to display.
- 3) Click the 'or Enter Code' text on the login screen, open the Okta Verify app on your mobile device and enter the 6 digit code displayed on the app into the login screen, then click 'Verify'. The code changes every 30 seconds.

If you are still unable to complete verification, contact the Okta Support Desk.

### **What happens if I do not respond to a Push Notification?**

If you do not respond to a push notification from Okta Verify, after a short period an Amber warning will display on the login screen saying 'Haven't received a push notification yet? Try opening the Okta Verify App on your phone.' You can still verify by responding to the push using your phone. If you do not respond after this, a Red warning will display on the login screen, saying 'Your push notification has expired'. You can send the push again by clicking the 'Send Push' button.



If you see a 'Your session had expired. Please try to sign in again' warning, you'll need to enter your password again to restart the verification process.

### **I have received an email from Okta Verify. Do I need to do anything?**

When you register Okta Verify as a method of MFA, you will receive two emails; One will be from Okta Verify, and one will be from Okta Verify Push. These messages are for information to confirm your account is successfully set up. You do not need to do anything further.

### **Why have I received duplicate emails from Okta Verify and Okta Verify Push?**

These messages are intentional and are for information to confirm your account is successfully set up. You do not need to do anything further.

### **How often will I need to complete MFA?**

You will be asked to complete MFA on your first login of the day. To avoid having to complete MFA again, tick the 'Do not challenge me on this device for the next x hours' box on the MFA screen when you first log in. Some users may also be asked to MFA again when accessing apps as senior administrators or with additional security requirements.



Got some questions about Okta Verify? Take a look at our FAQs below. If you can't find what you're looking for visit the [Help Page](#).

## OKTA VERIFY

### What is Okta Verify?

Okta Verify is mobile app that is used to complete MFA to access your Okta account.

### How do I download the Okta Verify App?

Please see the [Downloading Okta Verify User Guide](#).



### Why can't I download the Okta Verify App?

Please see the [Downloading Okta Verify User Guide](#). The Okta Verify app is available for IOS and Android device. Ensure your device is updated to the latest version of the Operating System before downloading.



### What's is the difference between Okta Verify and the Okta Mobile App?

Okta Verify is mobile app that is used to complete MFA to access your Okta account. Please see the [Downloading Okta Verify User Guide](#).

Okta Mobile is a mobile app that allows you to access all your applications via your Okta Dashboard from a mobile device. See the 'Using the Okta Mobile App' User Guide for more information

### Can I use Okta Verify to complete MFA using multiple devices?

You may only have one instance of Okta Verify enrolled with your account at any one time.

You may only use Okta Verify to complete MFA using the device you used to register your account.

If you need to use a different device (for example if you upgrade to a new phone) you will need to remove the existing instance of Okta Verify associated with your account, and then register a new instance using the new device.

Steps to complete this can be found in the User Guide Using Okta.

For further assistance please contact the Okta Support Desk.



Got some questions about the Okta Dashboard? Take a look at our FAQs below. If you can't find what you're looking for visit the [Help Page](#).

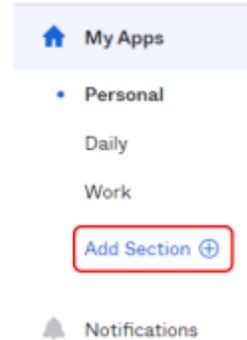
## OKTA DASHBOARD

### How can I change the order in which my apps appear on my Okta dashboard?

To change the order of your apps, click and hold on an app icon, then drag and drop the app to the location where you would like it to be displayed. For further help see the Okta General User Guide.

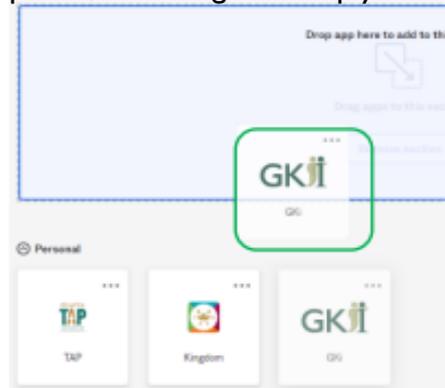
### How do I create a new section on my Okta dashboard?

To create a new section, click the + next to the last section. You will be asked to enter a new section name (for example, "Personal"). Enter the name of the section and click 'Save' to create it. You may have a maximum of five sections. For further help see the Okta General User Guide.



### How do I move an app from one section to another on my Okta dashboard?

To move an app from one tab to another, click and hold on the app icon, then drag and drop your app to the new section. For further help see the Okta General User Guide.



### How do I search for an App on my Okta dashboard if I can't remember which section I put it on?

If you can't remember which section your app is on, type the name of your app into the 'Launch App' search bar.

For further help see the Okta General User Guide.

### How many sections can I have on my Okta dashboard?

You may have a maximum of five sections on your Okta Dashboard.



Got some questions about Okta Applications? Take a look at our FAQs below. If you can't find what you're looking for visit the [Help Page](#).

## APPLICATIONS

### **Which Apps will I see on my Okta Dashboard?**

Your Okta Dashboard will contain all the applications you need to access for your specific role.

### **Why are some of my apps missing from my Okta Dashboard?**

If you believe you are missing apps on your dashboard that you require for our role, please contact the Okta Support Desk.

### **Why don't I have any apps on my Okta Dashboard?**

If you have no apps at all on your dashboard, please contact the Okta Support Desk.

### **Why can I see apps that I shouldn't have access to on my Dashboard?**

If you can see apps on your dashboard that you are not expecting to see, or that you feel you shouldn't have access to, please contact the Okta Support Desk.

### **Why do I have to input my password for some apps and not others?**

Okta lets you access your applications through a single dashboard, but not all applications currently support that process. For some applications, you may need to enter your application Password on the first log in via Okta. Okta will then securely save your Password and allow seamless access the next time you use the application.

### **Why does my Okta session expire but some of the apps are still open?**

When you're logged out of your Okta session, Okta doesn't automatically log you out of your applications. Individual apps have their own session time limits, or you can manually log out of them when you're finished.

### **How do I request further applications be added to Okta?**

All current and future compatible applications will transition to Okta over time. If you wish to give feedback about apps, please do so via the Okta group on Kingdom.

### **How will it work if I have both Personal/User and Administrator access to an application?**

If you have user and administrator access for an application (for example Workday, TAP) you will likely see two separate tiles on your Okta Dashboard, one for each instance. This will depend on the individual app at the point of launch.



Got some questions about Okta Mobile? Take a look at our FAQs below. If you can't find what you're looking for visit the [Help Page](#).

## OKTA MOBILE

### What is the Domain / Site Name?

This may appear as Domain or Site name on different devices  
Please enter – Myapps.greeneking.co.uk



The domain name is the same as the web address to access Okta on a browser –  
myapps.greeneking.co.uk

### How do I change a password on an application from Okta mobile?

For password store applications hold down the application – this will bring up the option to update the password stored.

### How do I make it so don't have to verify every time I go into my dashboard?

You will be asked to complete MFA on your first login of the day. To avoid having to complete MFA again, tick the 'Do not challenge me on this device for the next x hours' box on the MFA screen when you first log in. (Please note the x may have different times depending on where you are accessing Okta and on what device)

### Where can I download the Okta Mobile App?

The Okta mobile is available as an App to download from the Play Store on Android Devices and the App store on Apple Devices.



Search for 'Okta Mobile' in the App or Play Store. Look for the this logo:



### Why has Okta mobile taken me back to the sign in screen?

This is normally when the password for the account has been changed or the pin has been entered incorrectly five times. Try re-entering your password/PIN.

### How do I change my pin for Okta Mobile?

Please sign out of Okta Mobile from the menu and log back in – this will allow you to set up a new pin.



Here you will find some useful resources and links to help support you get the most out of Okta.



### PHONE NUMBERS

1. Pub Teams 0800 7311799 (Option 4)
2. Support Teams 0333 3203310 (Option 1)

Call between 9am and 5pm (Mon – Fri, excluding bank holidays)



### EMAIL ADDRESSES

1. Contact the Okta Support Desk via [okta@greeneking.co.uk](mailto:okta@greeneking.co.uk)



### LINKS / WEBSITES

1. Access Okta via [myapps.greeneking.co.uk](https://myapps.greeneking.co.uk)
2. Okta [Help Page](#)
3. My Pub [Help Page](#)



### DOCUMENTS

1. [General Okta User Guide](#)
2. All other user guides can be found on the [Help Page](#)
3. My Pub [Help Page](#)