

OKTA USER GUIDE

V5.5



ACTIVATING YOUR OKTA ACCOUNT USING PC & MOBILE DEVICE

You should complete the following activation steps on a PC or Laptop.

You will need to use a mobile device with a camera and download an app to complete the activation (We suggest you use your work mobile, if you have one).

If you are **NOT** a GK PC user, please use the separate user guide
[Activating your Account Using a Mobile Device](#) instead

BEFORE YOU BEGIN...

To make the process as smooth as possible, it is recommended that you download the *Okta Verify App* to your mobile device **before** you follow the steps below to activate your Okta account. If you have a GK work mobile device, *Okta Verify* may already be installed.

For help with this, see the separate User Guide [Downloading the Okta Verify App](#) via the help page [here](#).

HOW TO ACTIVATE YOUR ACCOUNT

You will have received a welcome email containing a link to activate your account.

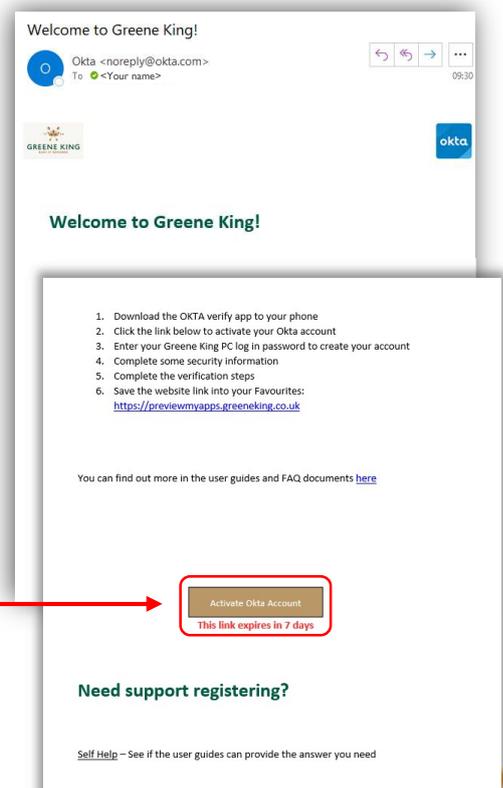
At the bottom of the email is an 'Activate Okta Account' button that will take you to a webpage to complete the activation process.

NOTE:

The activation link contained in the email is only valid for 7 days from date of receipt. If you try to activate your account after 7 days, the link will have expired and will not work.

Click the 'Activate Okta Account' button within your welcome email

If your link has expired, please contact the Okta Support Desk to request a new welcome Email. See the Help Page [here](#).



A webpage will open in a browser:

Enter your Windows Log-on Password

Select a question form the drop down list

Type an answer to your selected question

Optional Step: Enter a phone number.

This can be your work mobile (if you have one) or your own device.

If you do not wish to add a phone number, ignore this step and continue.

Select a security picture

(This will show on your login page in future)

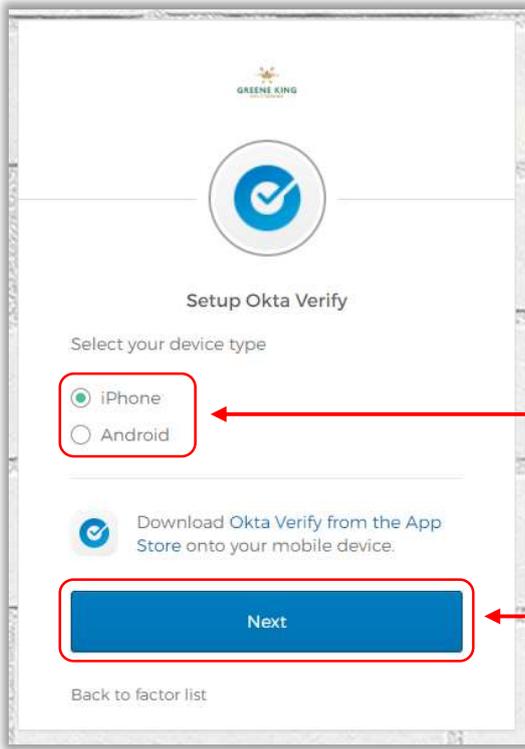
Click 'Create My Account'

You will now be asked to set up Multifactor Authentication (MFA):

Click 'Setup'

You will now need to use a mobile device.

It is recommended that you use your GK work mobile, if you have one.



NOTE:

If you have not already downloaded the *Okta Verify* app to your mobile device, do this now before continuing.

See separate User Guide [Downloading the Okta Verify App](#) for instructions via the help page [here](#).

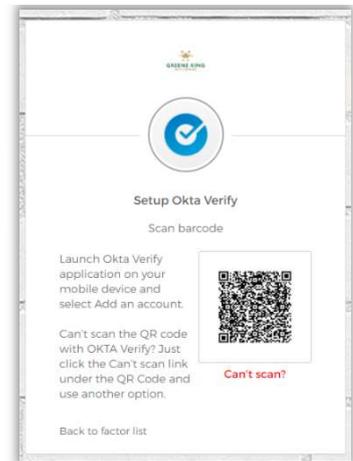
If you are using your GK work mobile, Okta Verify may already be installed on your device.

Select which type of mobile device you are using for MFA- *iPhone* or *Android*

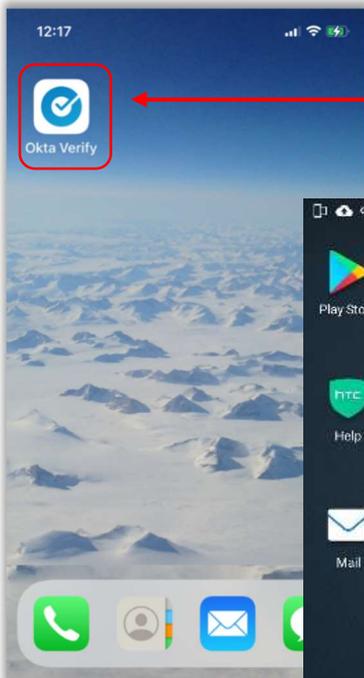
(In this example we have selected iPhone)

Then click 'Next'

The web page will display a QR code. Leave this on screen.

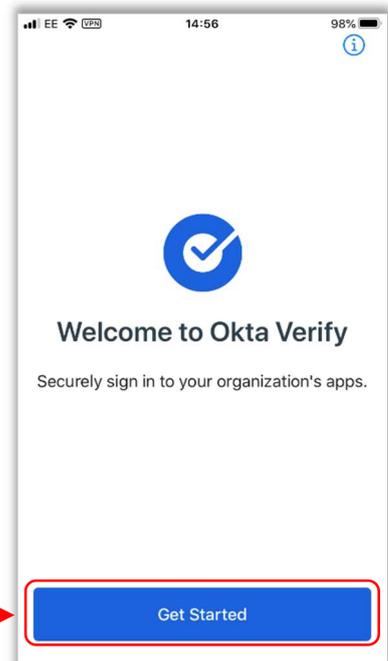
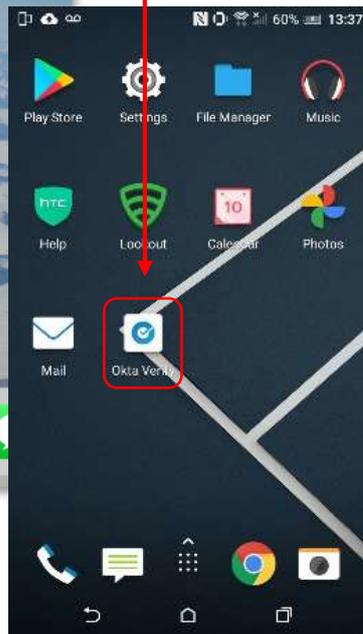


iPhone Device



Open the *Okta Verify* app on your mobile device

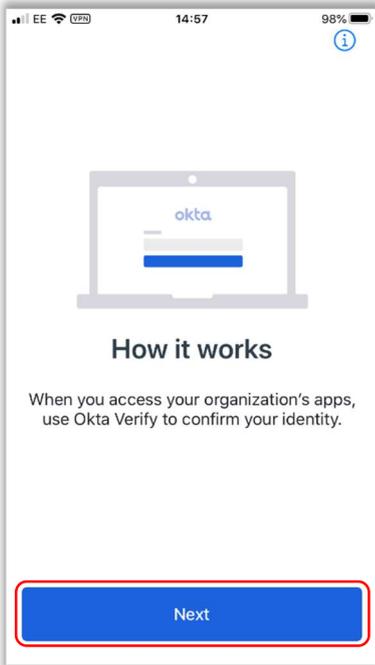
Android Device



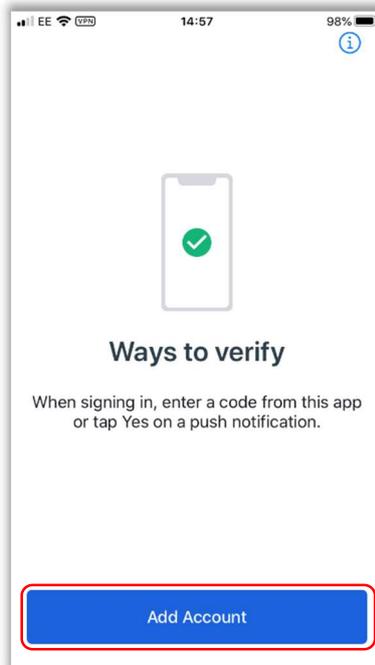
Click the 'Get Started' button

Complete the following steps to set up the Okta verify app on your mobile device...

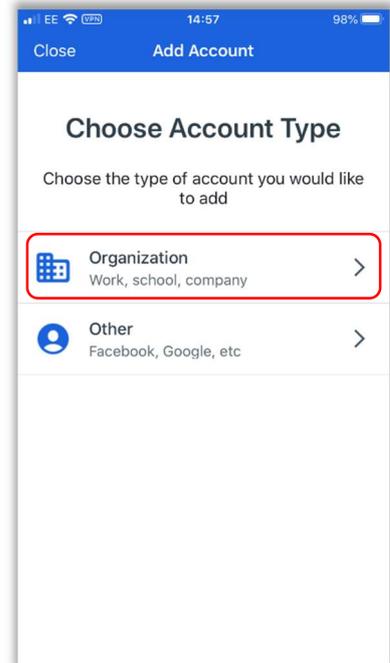
Click the 'Next' button...



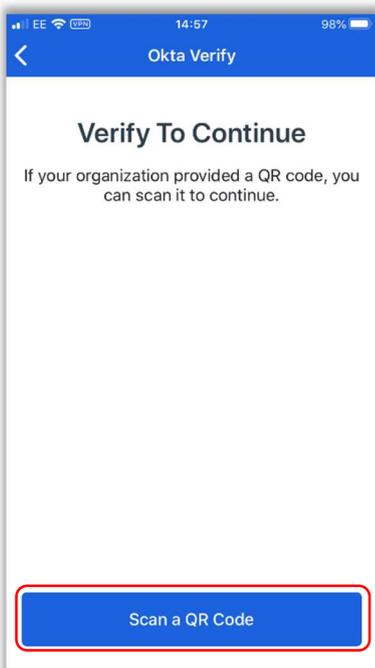
...Click the 'Add Account' button...



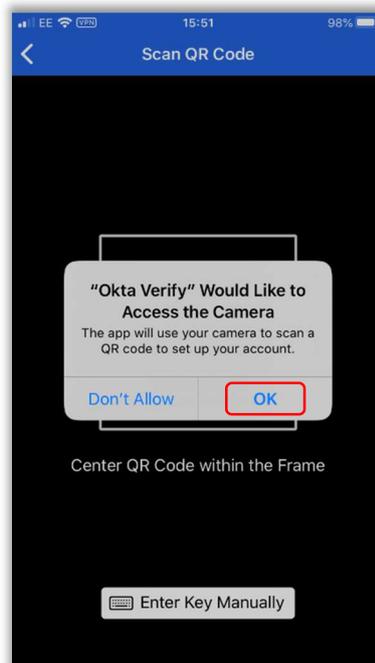
...Select 'Organization'...



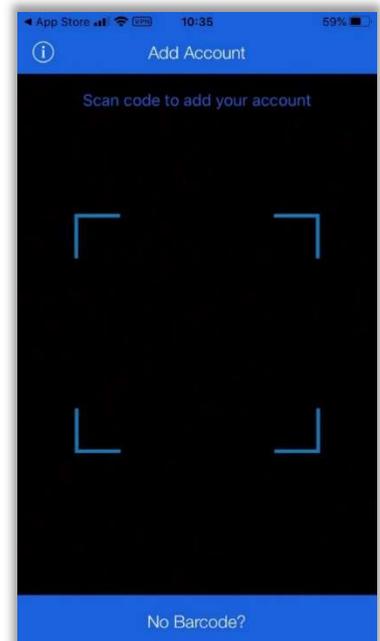
...Click the 'Scan QR Code' button...



...If requested, click 'OK' to allow camera access...



...Camera ready to scan the QR code...

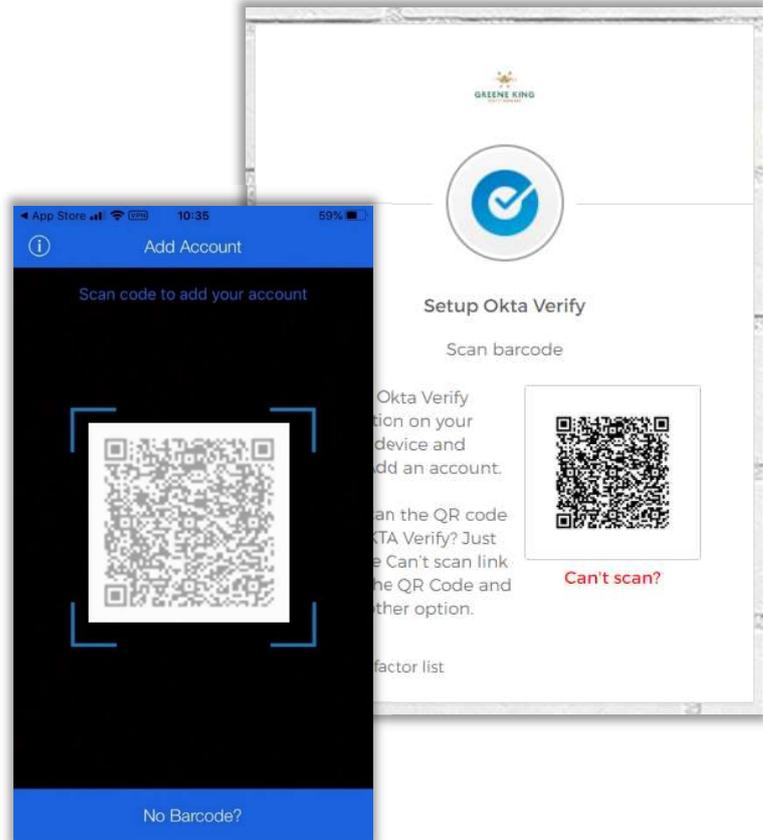


Scan the QR code:

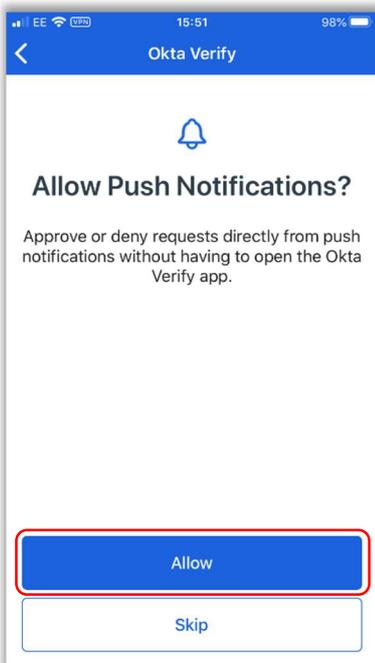
Hold your mobile device up to the screen...

...using your camera, place the QR code on your screen inside the square...

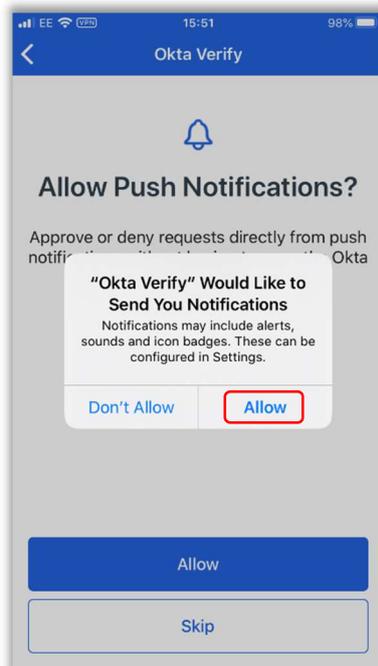
...The app will automatically scan the QR code...



Click the 'Allow' button to allow Push notifications

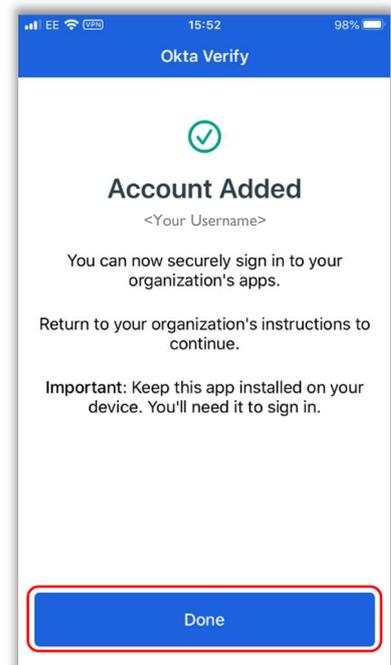


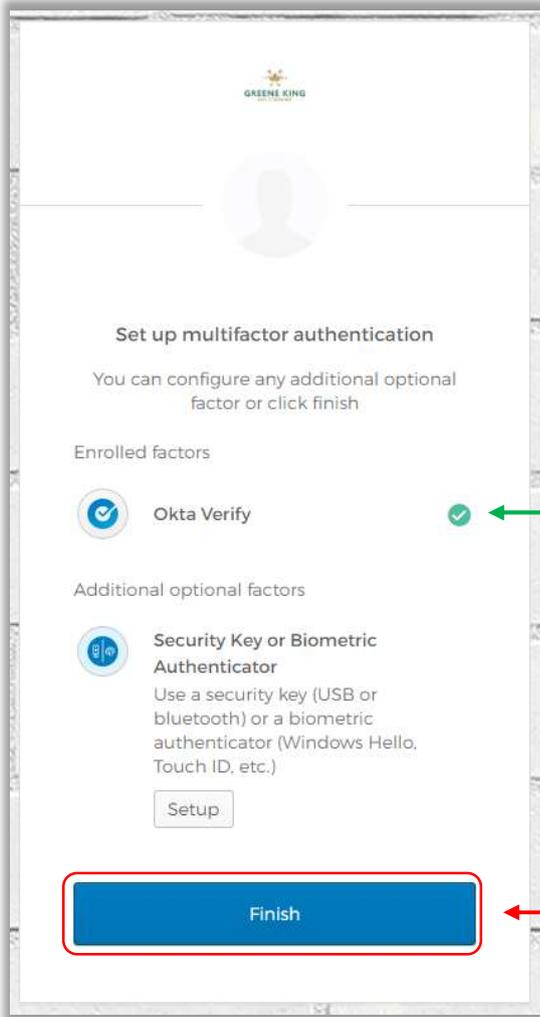
If requested, click 'Allow' again to confirm



Account has been successfully added

Click the 'Done' button





NOTE:

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

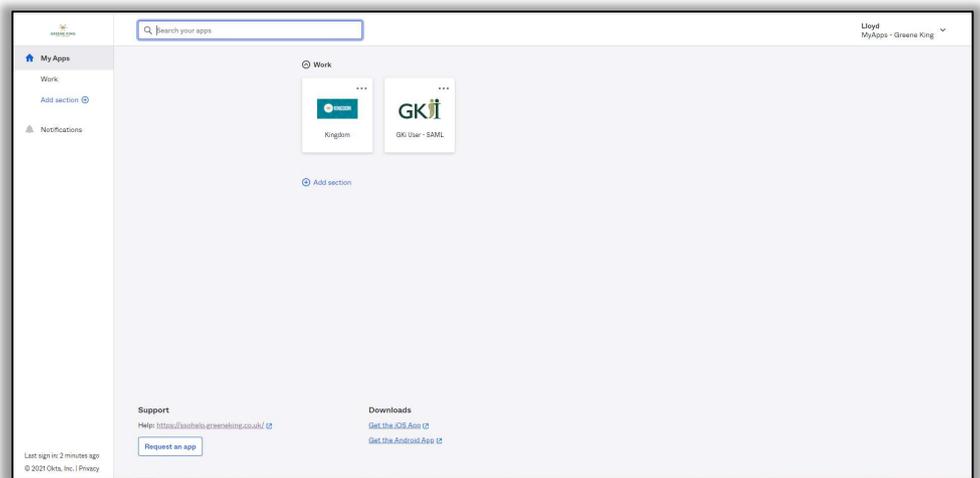
Should you need to change this device, instructions can be found in the separate User Guide *Using Okta* via the Help Page [here](#).

The green tick confirms that *Okta Verify* has been set up successfully.

Click 'Finish' to complete the process.

Activation is Complete!

You will be taken to your Okta Dashboard



For further guidance and instructions for personalising your Okta Dashboard, see the separate User Guide *Using Okta* on the Help Page.

Having problems Activating your account? See the Help Page [here](#).