

OKTA USER GUIDE



V7.0

USING OKTA

ALL USERS

If you require assistance with using Okta, see the Help Page [here](#).

See also the *Support* Section below for further information.

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INTRODUCTION

Welcome to Okta- Your gateway to Green King applications

Okta is a Single Sign-On (SSO) programme that will allow you to log in to all your Greene King applications using a single password.

The **Okta: FAQ** document will answer many of your questions.

**Before you can begin using Okta, you need to activate your account.
You will have been sent a Welcome Email with a link to complete this process.**

NOTE:

The activation link contained in the email is only valid for 30 days from date of receipt. If you try to activate your account after 30 days, the link will have expired and will not work.

If you have not received a Welcome Email, first check it has not gone into your Junk/ Spam Email folders before contacting the Okta Support Desk.

If your email link has expired, you will need to contact the Okta Support Desk to request a new welcome email.

For further guidance with Activation, see the separate User Guides:

[Activating your Account- Using PC & Mobile Devices](#)
[Activating your Account- Using Mobile Devices](#)
[Downloading the Okta Verify App](#)
[Okta FAQ](#)

These can all be accessed via the Help Page [here](#).

LOGGING IN TO OKTA

ACCESS POINTS

Your Okta Dashboard can be accessed in several ways depending on your role:

All users can access Okta via...

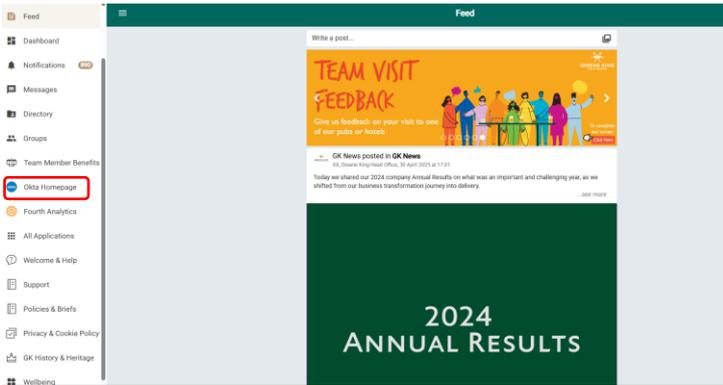
- 1) Link on Kingdom
- 2) Okta Mobile
- 3) Navigating to <https://myapps.greeneking.co.uk/> in your web browser

If you are a PC user with your own log in password (known as an AD user), you can also access Okta on your GK device via..

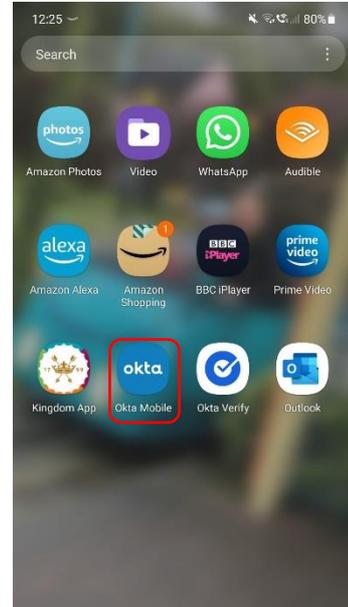
- 4) Desktop shortcut
- 5) Browser Shortcut
- 6) Okta Plugin in web browsers

All Users:

Link on Kingdom

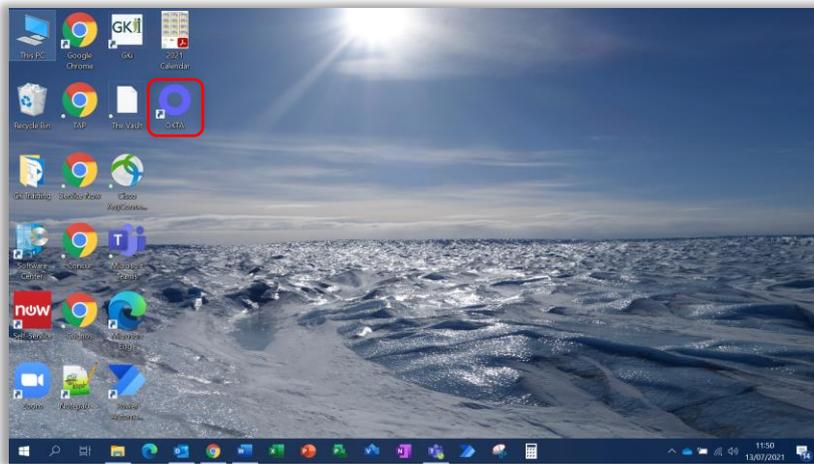


Okta Mobile

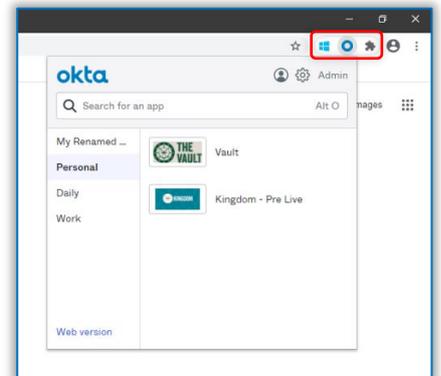


PC Users:

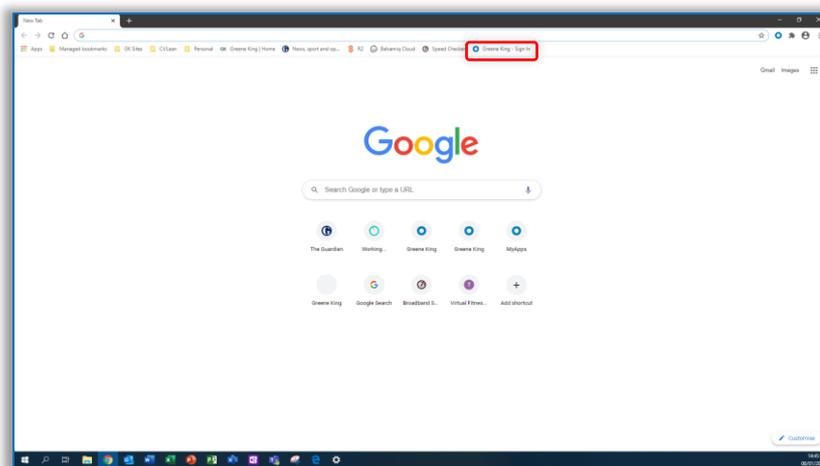
Desktop Shortcut



Okta Plugin



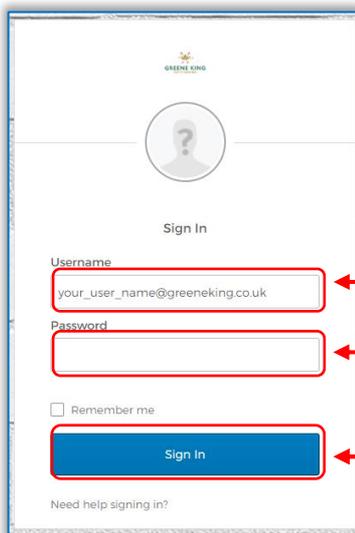
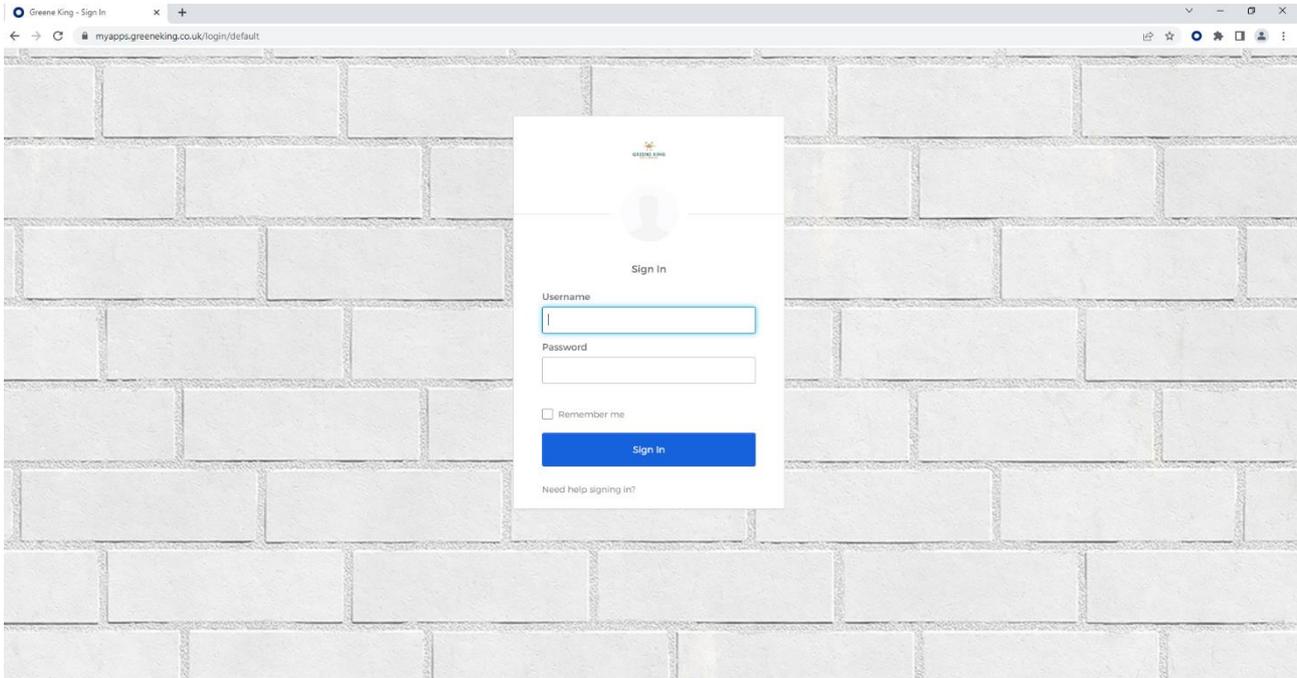
Browser Shortcut



LOGGING IN

Access Okta from your preferred access point. (See section 'Access Points' above)

The login screen will open in a new browser window.



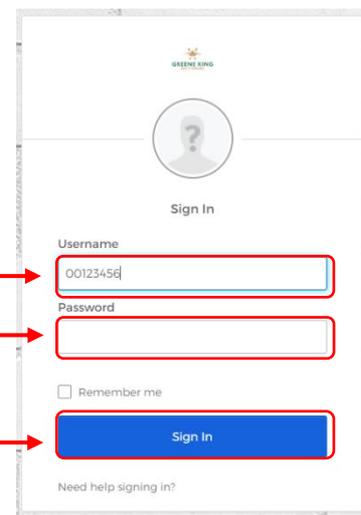
Enter your username in this format:

Example I@greeneking.co.uk

(This is the same as your network username) OR your **Employee Number** if you do not have a GK email address. Your username can be found in your welcome email

Enter your existing network password or the password you created during activation of your account

Click 'Sign In'



If you have forgotten your password, see section *Resetting Your Password*

To confirm your identity and help prevent fraudulent use, Multifactor Authentication (MFA) will then ask you to verify your login...

This is done using either the *Okta Verify* mobile app, or via SMS Text Message:

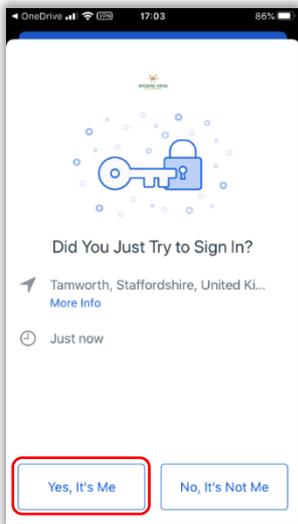
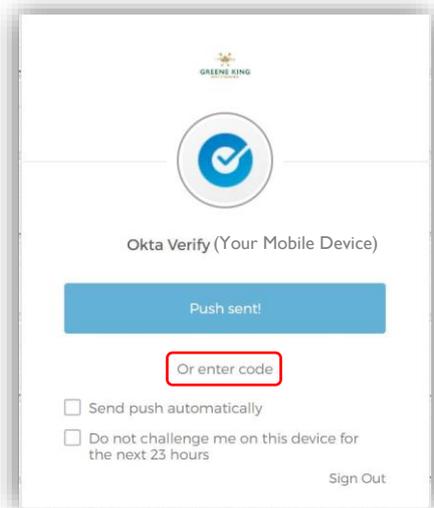
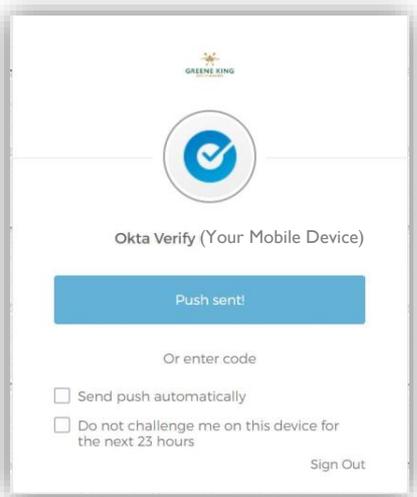
**Via Okta Verify
Respond to Push Notification**

Okta Verify will send a Push notification to the Mobile device you set up during Activation.

OR

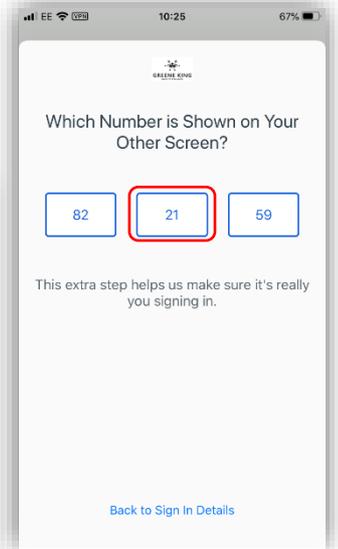
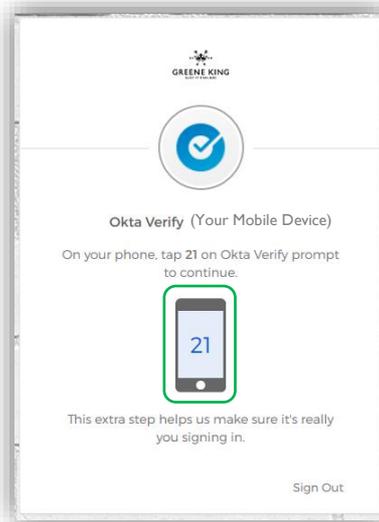
**Via Okta Verify
Enter Code**

Alternatively, click 'Or Enter Code' underneath the Push Sent button



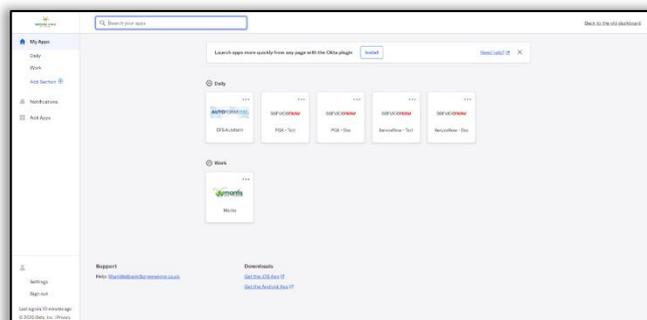
Confirm by pressing 'Yes, It's Me' on your mobile device.

On your mobile device, the Verify App will show a set of numbers

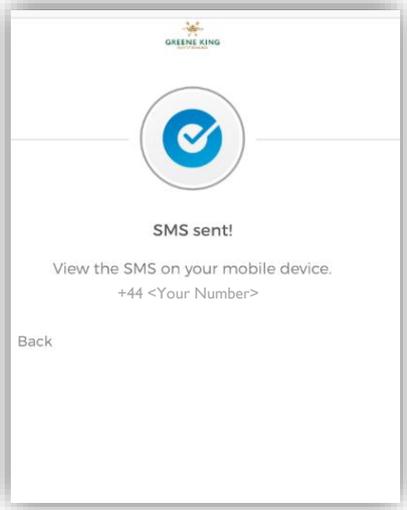


Click the number that matches the one displayed on the PC screen.

Log In complete. You will be taken to your Okta Dashboard...



Via SMS Text Message



Okta will send an SMS Text Message to the mobile number you added during Activation.

NOTE:

MFA by SMS is only available to those who are unable to complete MFA using the *Okta Verify* mobile app.

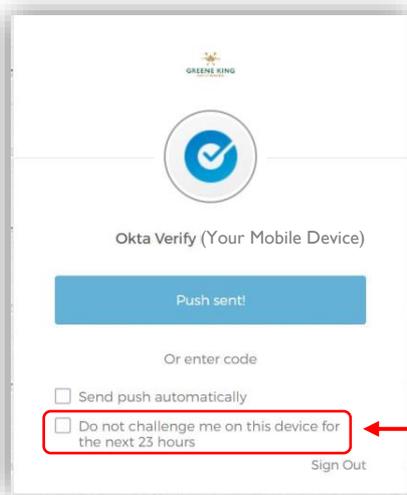
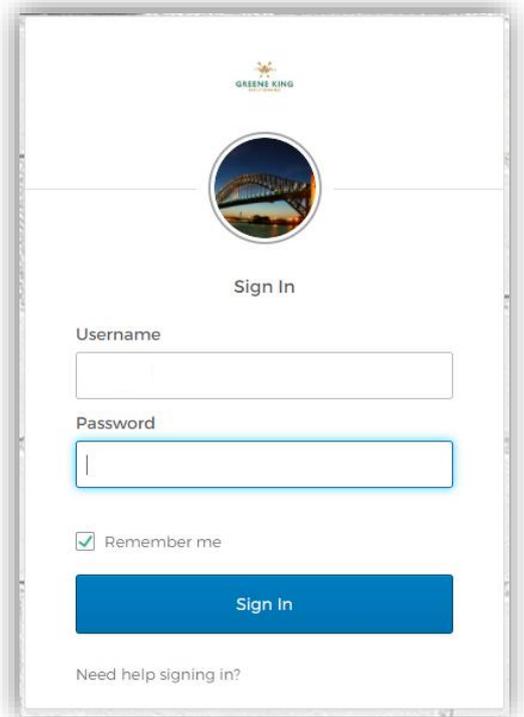
These users will be placed in a specific user group, where this option will be available.

This option will not be visible for standard *Okta Verify* users.

To make logging in even faster, and ensure you complete MFA as few times as possible, follow these steps:

On the Okta log in screen, click the 'Remember me' tick box before you enter your password and click the 'Sign in' button.

This will be auto-fill your username in future when you visit the log in page, meaning you will only need to enter your Okta password.



When you are prompted to complete MFA, click the 'Do not challenge me on this device for the next 23 hours', tick box BEFORE responding to the push notification in *Okta Verify* on your mobile device. Note the number of hours stated may differ depending on where you are trying to access your Okta account from.

TYPES OF APPLICATION

There are several ways that Applications interact with Okta:

Single Sign On (SSO) Apps

These applications are 'pure' SSO, and you will access them seamlessly via Okta.

You will never be asked to enter your password for SSO Apps.

Example SSO applications include Kingdom, TAP, and The Vault.

Password Store (SWA) Apps

For these applications, Okta acts as a password and username store and will automatically input your details and log you in.

This means that if an individual application requests that you change your password, Okta will prompt you to update it within the Password store the next time you log in.

You will only need to do this the first time you log in after you have changed an individual application password, then Okta will remember it in future. For some of these applications (e.g. Acquire) Okta will centrally store the application username and password and you will not need to enter them even on your first log on to the application.

Example Password Store applications include Acquire and LiveRes.

If you are accessing your Okta dashboard via a mobile device then you will need to use Okta mobile to access password store apps as they are not available via a web browser.

Applications are also categorised into Personal and Work Apps:

Personal Apps

These are applications that relate specifically to you and your employment (for example *Workday*, *Kingdom*) and may be accessed from anywhere, on any type of device.

You will be able to access these applications from your Okta dashboard wherever you are.

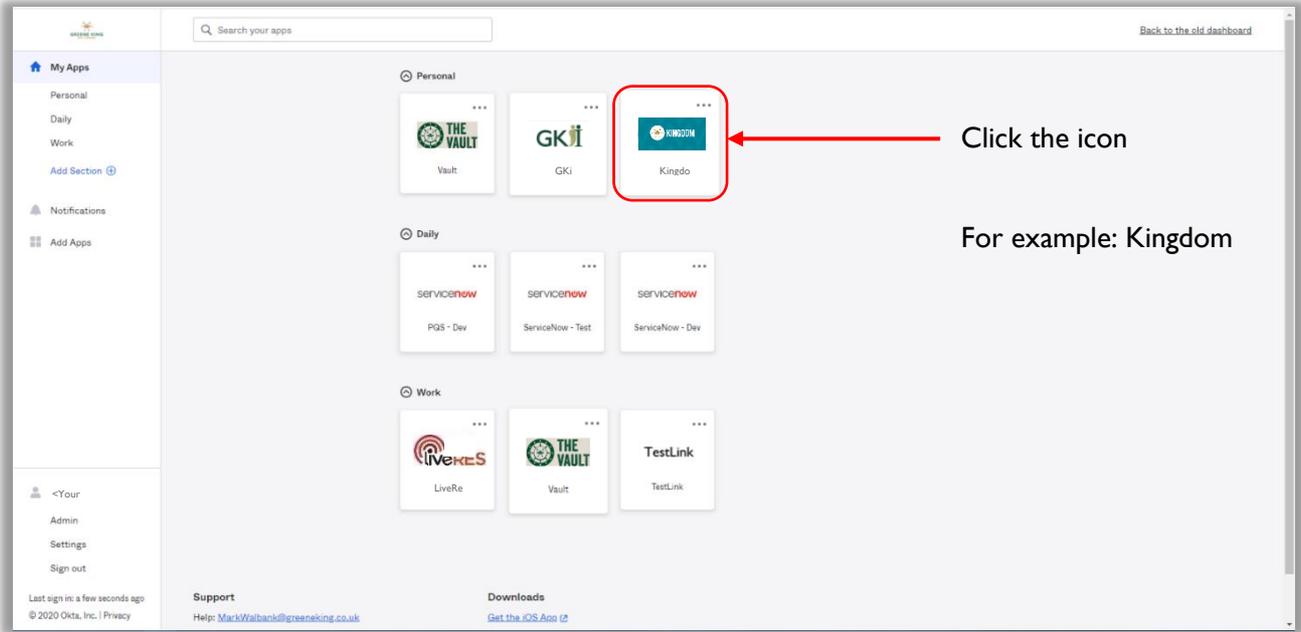
Work Apps

These applications are those you use in the course of your work and are specific to your role (For example *Tables*, *LiveRes*, *PQS/ServiceNow*) and may only be accessed while working.

ACCESSING YOUR APPLICATIONS

After logging in to your Okta Account, you will see your Okta Dashboard. This is personal to you and displays all the applications to which you have access.

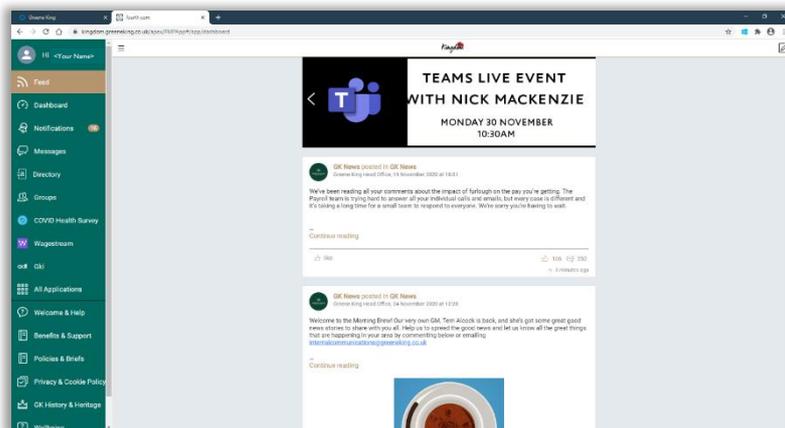
To access an application, click the icon on your Okta Dashboard:



Okta will open a new window, and start automatically signing you in:



Okta has signed you in automatically without you having to enter your Kingdom Username and Password...



ORGANISING YOUR APPLICATIONS

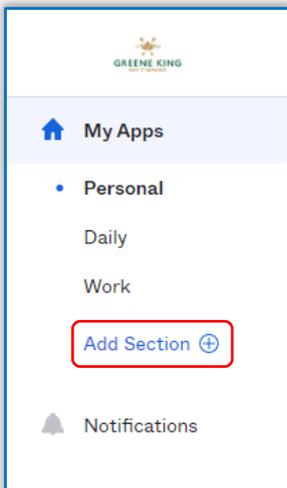
Your Okta Dashboard shows all the applications to which you have access. By default, these are arranged into sections depending on the type of Application.

You can personalise your dashboard by arranging icons in your specified order, and by placing icons into different sections.

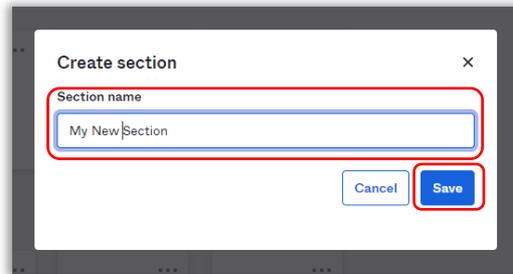
ADDING, REMOVING, AND RENAMING SECTIONS

Adding A New Section

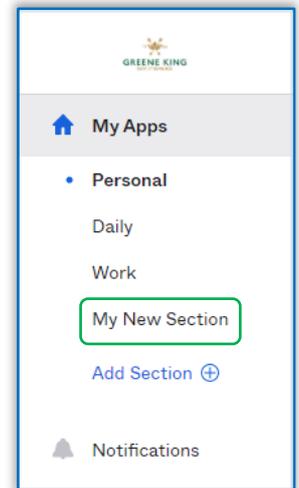
On the menu to the left hand side of your Dashboard, click the blue 'Add Section' text...



...A box will appear. Enter a name for the new Section, and then click 'Save'...

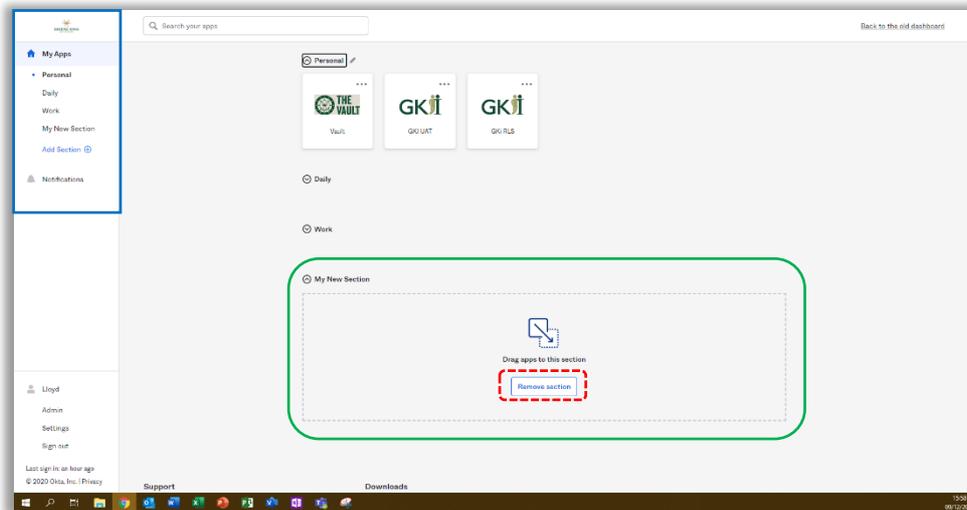


...The Section will appear in the menu...



... The New Section will appear on the main Dashboard area, ready to be populated with Applications.

The menu can display a maximum of 5 Sections.



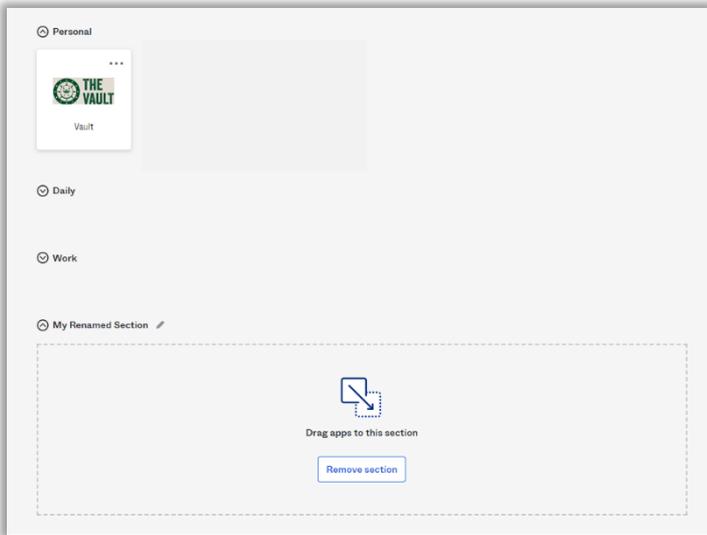
To remove the Section at this point, click 'Remove Section'

To add Applications into Sections, drag and drop the App icon into the section area.

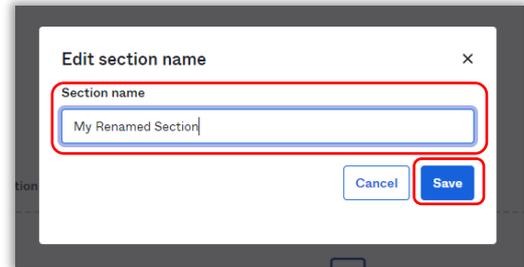
See also *Moving Applications Between Sections.*

Renaming A Section

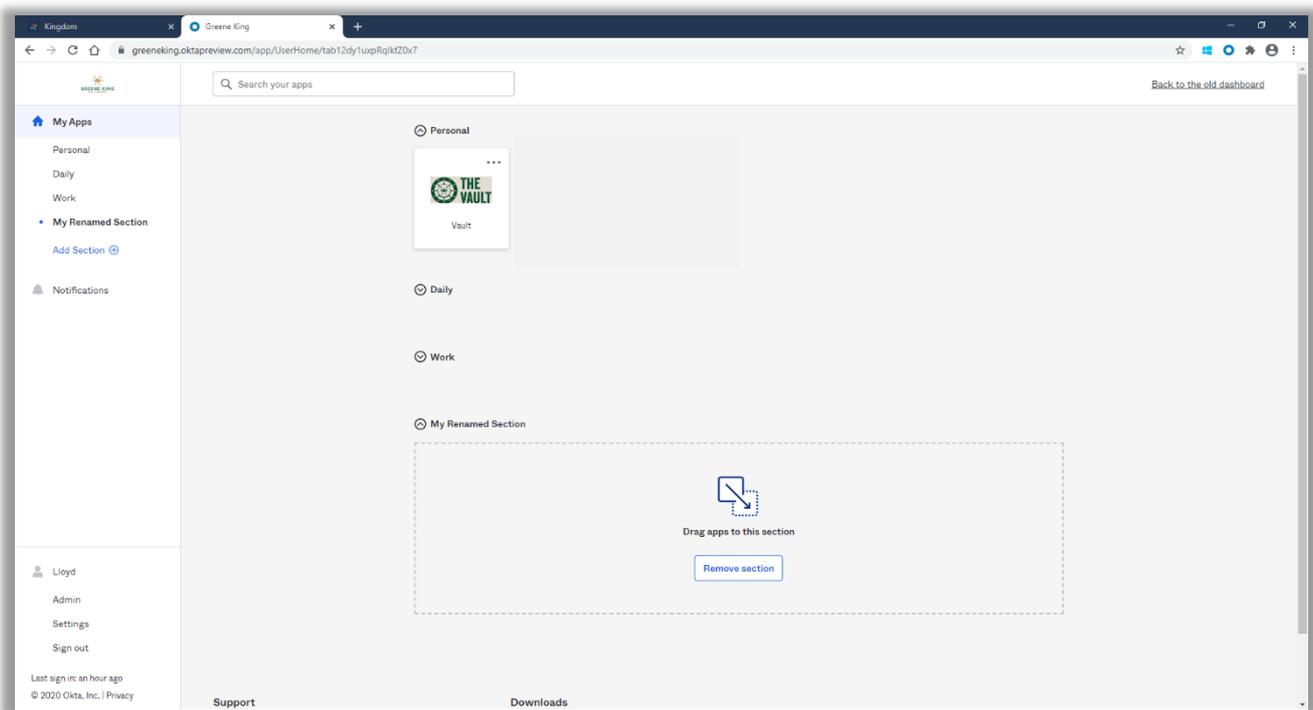
To rename a Section, hover over the Section name within the main Dashboard area, and click the Pencil icon that appears next to the Section name...



...A box will appear.
Enter a new name for the Section, and then click 'Save'...

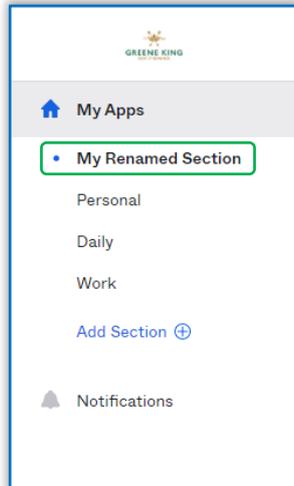
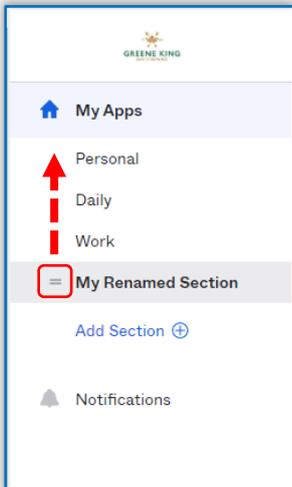


...The Section name will change on both the menu, and the main Dashboard Area



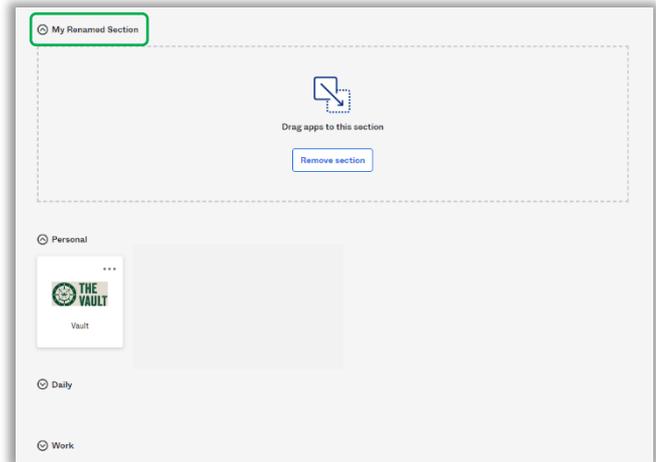
Moving a Section

To move a Section up or down in the Menu list, first hover over the Section name until you see the ‘two lines’ icon...



...Then drag the Section Name to the required position in the list...

...The order of the Sections in the main Dashboard area will change to match the list.



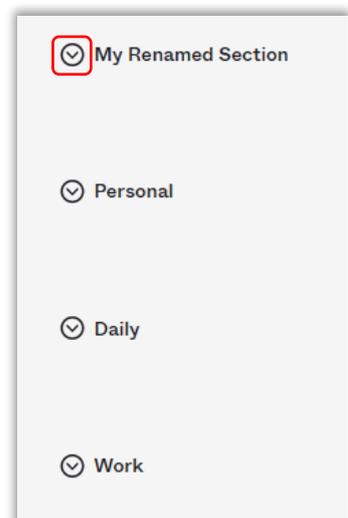
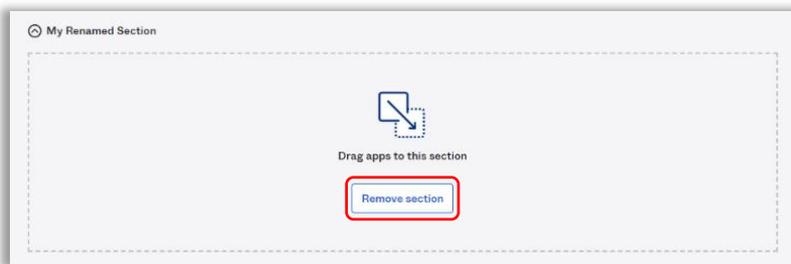
Removing a Section

Sections can only be deleted if they contain no Applications. If the Section you wish to delete contains Application, first drag and drop them into a different Section (See Moving Applications).

When the Section is empty of Applications, click the ‘Remove Section’ button to delete it. The Section will be removed from both the main dashboard area, and the menu list.

NOTE

Deleting a Section cannot be undone. If you later change wish to put it back, it will have to be created again (See Adding A New Section).



Minimising a Section

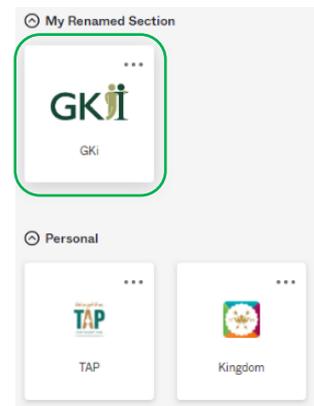
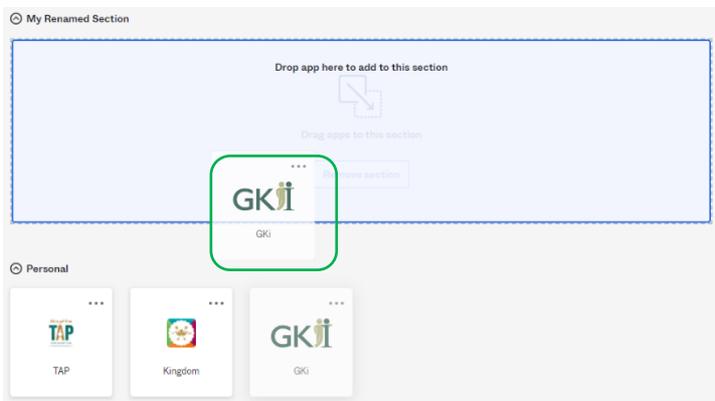
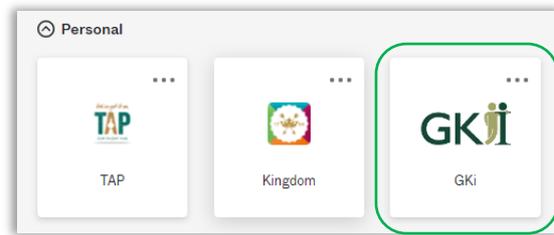
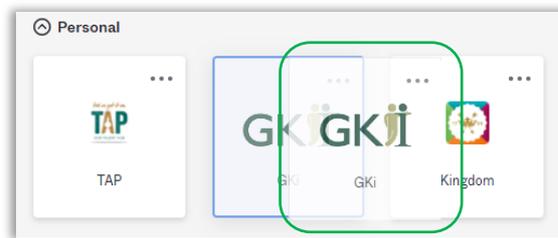
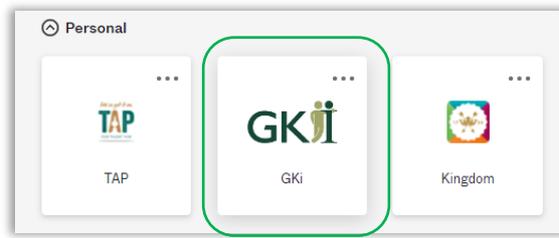
To minimise a Section and hide the applications within it, click the arrow to the left of the Section name.

To show the contents again, click the arrow again.

DISPLAYING APPLICATIONS

Moving Applications between Sections

To move the position of an Application icon within a Section, or between Sections, click anywhere on the Application Icon and drag it to a new position...



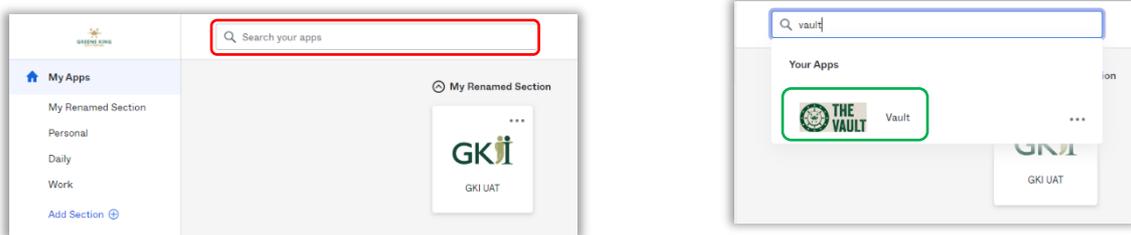
Deleting Applications

Okta shows all the applications to which you have access. These are automatically added by IT policy, and therefore cannot be deleted from your dashboard.

If you wish to 'hide' Applications from view, it is suggested that you follow the instructions above to create a new Section, place the Applications within it, then minimise the Section.

SEARCHING FOR APPLICATIONS

To search for an Application in your Dashboard, enter the name into the search box...



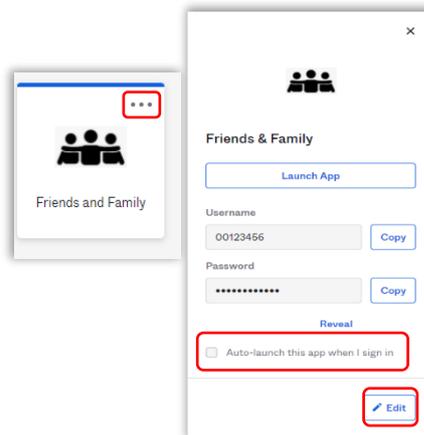
...Applications that match your search will be displayed in a Search Results box underneath...

To open an Application, click the Application icon in the results box.

AUTO LAUNCH OF APPLICATIONS

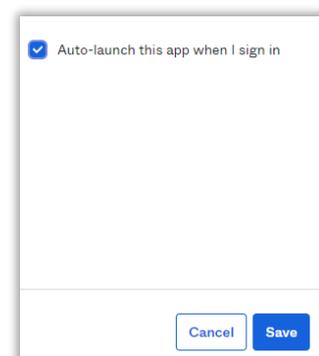
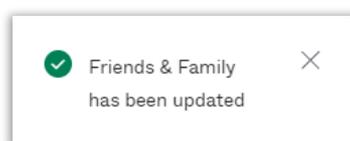
Applications may be set to launch automatically when logging in to Okta.

To set this, click the 'Three Dots' icon in the top right-hand corner of the Application icon...



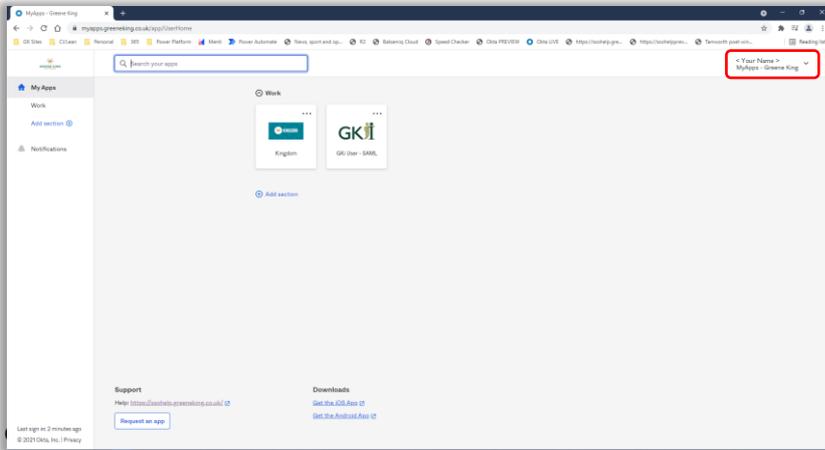
...an information panel will open to the right of the dashboard. Click the 'Edit' button and then select the tick box next to 'Auto-launch this app when I sign in' and click 'Save'.

The system will display a message to confirm the application has been updated.

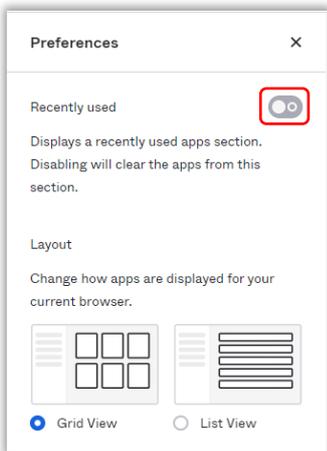
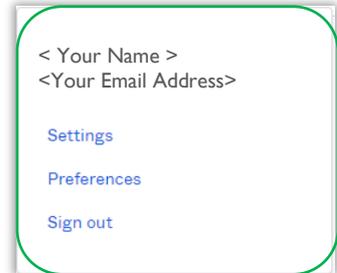


PREFERENCES AND SORTING

From the dashboard, click the arrow beside your name in the right-hand corner of the screen



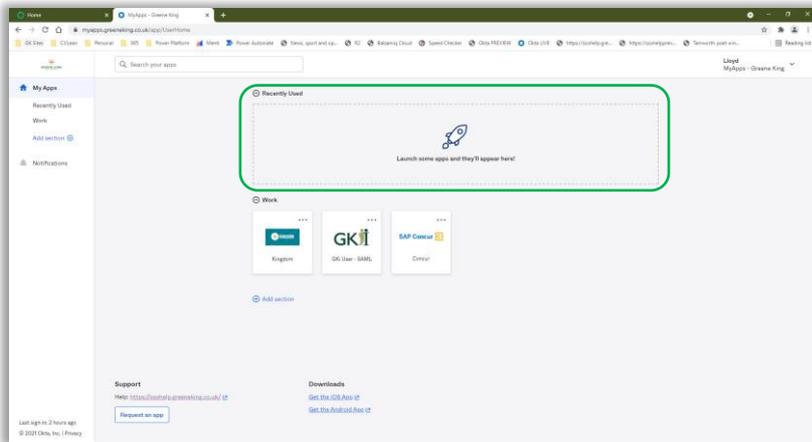
A menu will be displayed



Recently Used Applications

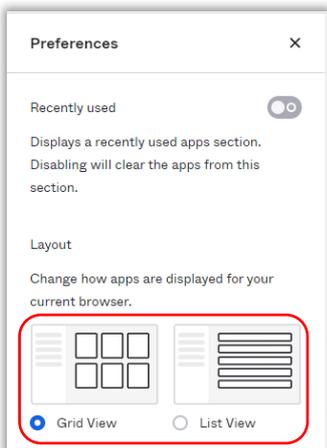
Click the slider to the 'On' position to show a 'Recently Used' section on your dashboard. This section will automatically populate and refresh with your most recently opened applications, as you use them.

This feature is useful if you have a large number of applications.



Layout

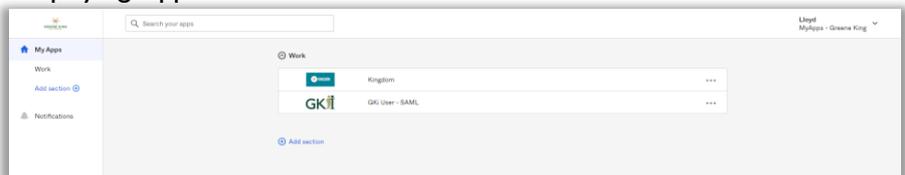
The Layout options allow you to change how your Application icons are displayed on your dashboard.



By default, this will already be set to 'Grid View'.

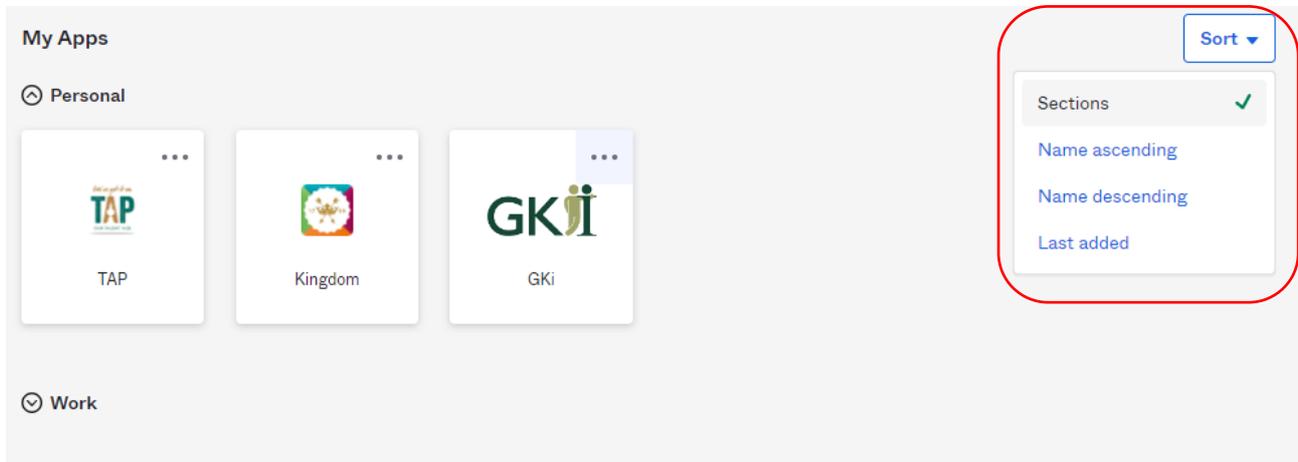
To change to List View, click the 'List View' button. Applications will now be displayed as long stacked tiles.

Applications can still be moved into sections as detailed above in the Displaying Applications section.



Sorting Applications

Select the Sort function on your dashboard to sort your applications by section, A-Z, Z-A or last added.



OKTA PLUGIN

The Okta Plugin is a web browser extension that works with Chrome and Edge to allow fast access to your Okta Apps.

If you are an AD user, the Plugin may already be installed on your PC.

INSTALLING THE OKTA PLUGIN ON YOUR WEB BROWSER

If you do not have the Plugin installed, a message will appear along the top of your Okta Dashboard...

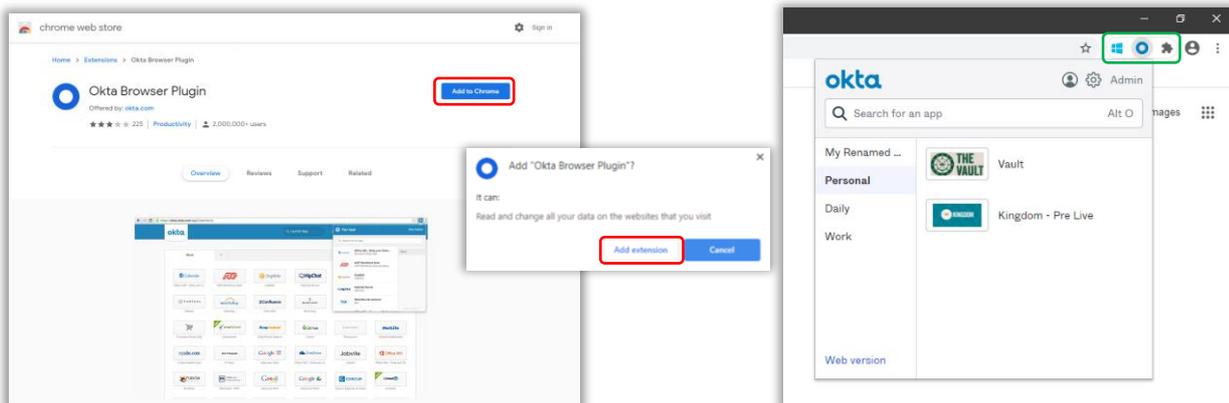


To install the plugin, click 'Install' and follow the instructions:

Google Chrome

The Chrome Web Store will open displaying the plugin.

Click 'Add to Chrome', and confirm 'Add extension' when prompted...

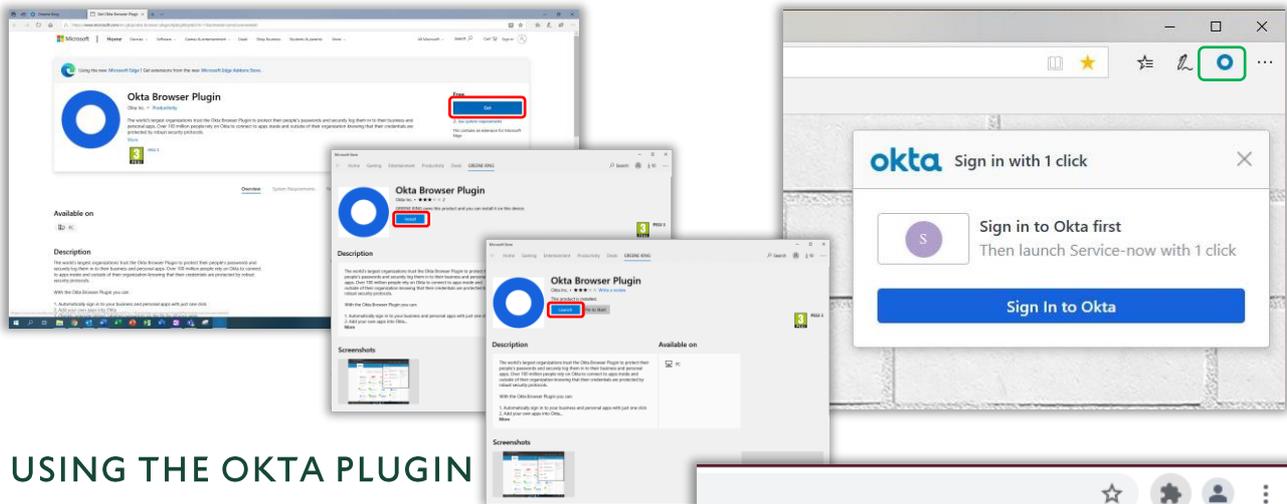


The Plugin will appear as a blue circle icon in the top right-hand corner of the browser window.

Microsoft Edge

The Microsoft Store will open displaying the plugin.

Click 'Get', then 'Install' on the next screen, followed by 'Launch'...

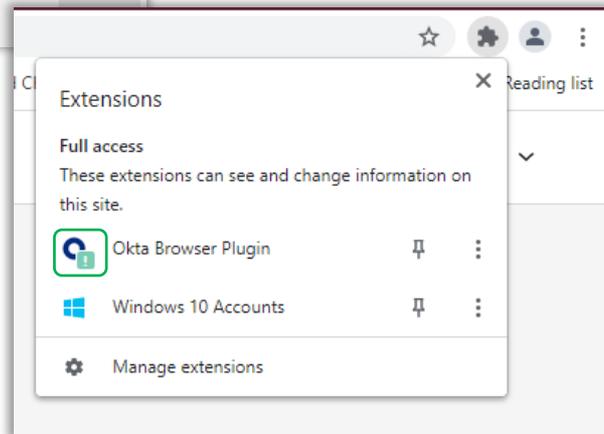


USING THE OKTA PLUGIN

Once you have installed the plugin, it will be available in your browser Extensions.

If you use both Chrome and Edge browsers, you may need to add the extension to each browser separately (you will only need to do this once for each browser).

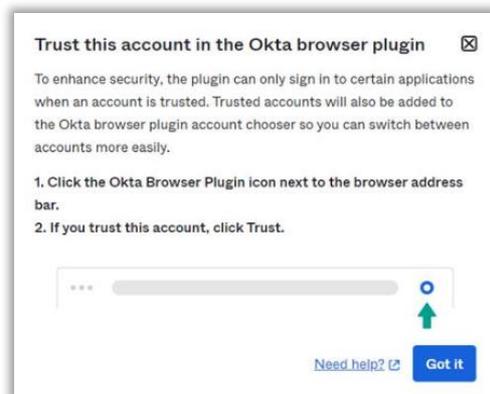
Click the Jigsaw piece icon in the top right-hand corner of the browser window to open the Extensions menu.



Trust the Plugin

You may see a green exclamation mark box over the Okta logo, and an information window will be displayed.

If this occurs, click 'Trust' when prompted.

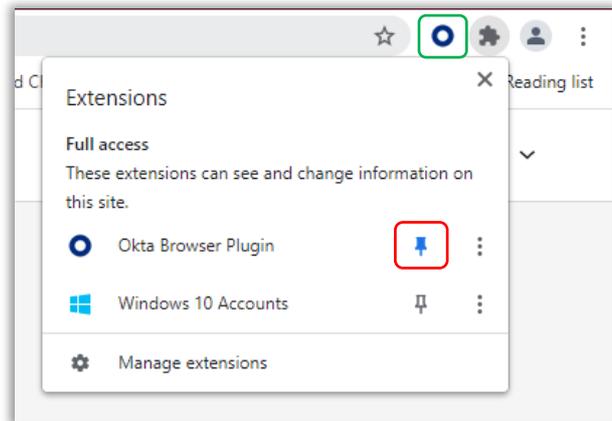


Pin the Okta Plugin

To pin the Okta Plugin to your browser, click the pin icon next to the Okta Browser Plugin in the Extensions menu. When the plugin is pinned, the pin icon turns blue.

This will add the blue circle Okta logo to the top right-hand corner of your browser window.

It can be removed at any time by clicking the pin icon again.

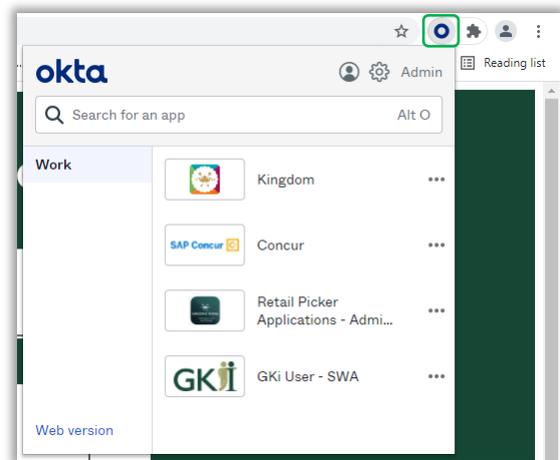


Opening Apps from the Plugin

Once pinned to your browser, the Okta plugin blue circle logo will be displayed in the top right-hand corner of your browser window.

To open the plugin, click the logo.
The plugin will list all your assigned Okta apps.

You can now open any of these apps directly by clicking the app icon from the plugin menu.



RESETTING YOUR OKTA PASSWORD

If you have forgotten or need to reset your password, first access Okta in the usual way via one of the access points.

Click 'Need help signing in?'

Further options will appear underneath...

Click 'Forgot Password?'

IMPORTANT NOTE

If you are a PC user with your own Windows log in (known as an AD User Account), your Okta password is the same as your windows logon password. You will not be able to reset this password within Okta – follow the normal process to update you Windows password

There are two Reset Password methods:

Via SMS Text Message

or

Via Email

NOTE

You may only reset via SMS Text Message if you added a mobile number to your account during the activation process.

If you did not, you must reset via Email.

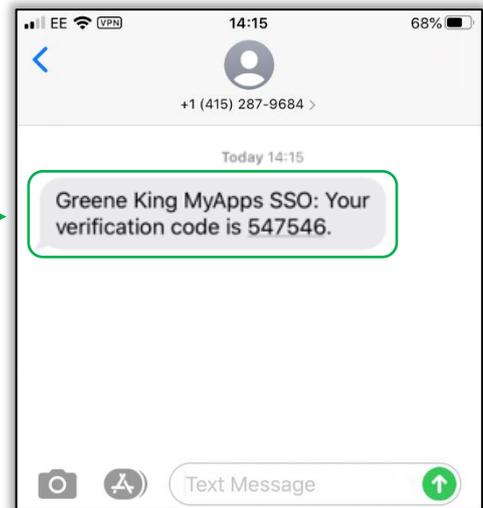
PASSWORD RESET VIA SMS TEXT MESSAGE

Enter your username...

Your Employee Number or Email address
(registered with Okta)

Click 'Reset via SMS'

A Verification Code will be sent to the mobile number attached to your account.



Enter the Verification Code from the text message sent to your mobile.

Click 'Verify'

You will now be prompted to enter the answer to your Security Question that you set up during the Activation process...

NOTE

If you cannot remember the answer to your Security Question, refer to the help pages.

Enter the answer to your Security Question

Click 'Reset Password'

Enter a new Password that conforms to the requirements

Type it again in the second box

Click 'Reset Password'

Your password has now been reset. You can return to the log in screen and log in as normal.

PASSWORD RESET VIA EMAIL

Enter your username...

Your Employee Number or Email address (registered with Okta)

Click 'Reset via Email'

An email will be sent to your account containing a link to reset your password.

NOTE

The link within a Reset Password email will expire 1 hour from receipt. If you have not used the link within this time, the link will not work.

If you still need to reset your password, you will need to follow the process and again request a new link to be sent.

Click the 'Reset Password' button

You will now be prompted to enter the answer to your Security Question that you set up during the Activation process...

NOTE

If you cannot remember the answer to your Security Question, see the help pages.

Enter the answer to your Security Question

Click 'Reset Password'

Enter a new Password that conforms to the requirements

Type it again in the second box

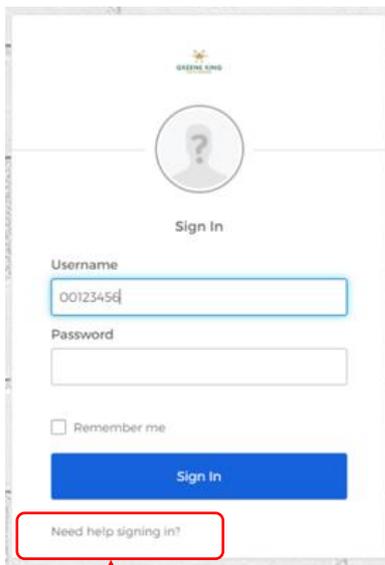
Click 'Reset Password'

Your password has now been reset. You can return to the log in screen and log in as normal.

UNLOCKING YOUR ACCOUNT

If you enter an incorrect password 5 x times, your account will be locked for security reasons.

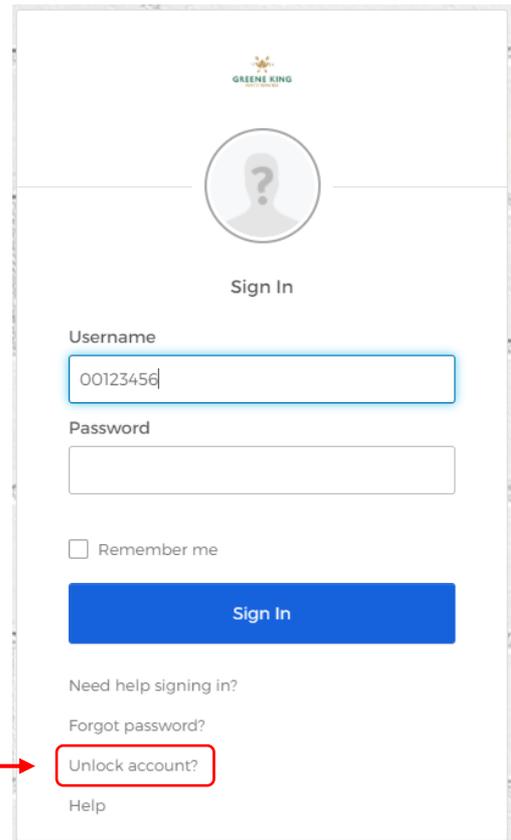
To unlock your account, first access Okta in the usual way via one of the access points.



Click 'Need help signing in?'

Further options will appear underneath...

Click 'Unlock account'



There are two unlock methods:

Via SMS Text Message

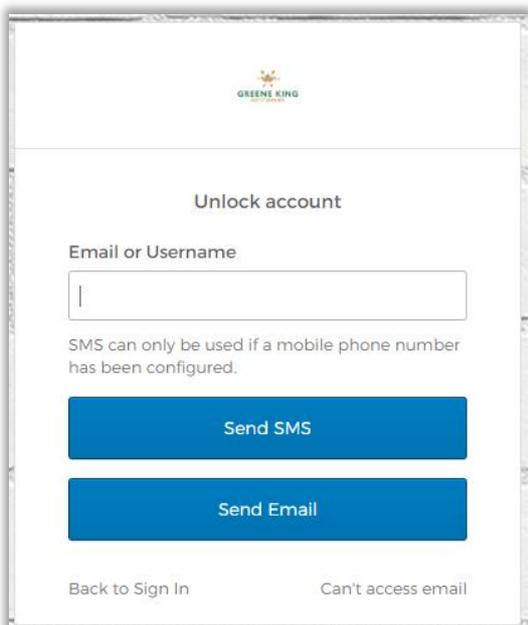
or

Via Email

NOTE

You may only unlock via SMS Text Message if you added a mobile number to your account during the activation process.

If you did not, you must unlock via Email.



ACCOUNT UNLOCK VIA SMS TEXT MESSAGE

Unlock account

Email or Username

SMS can only be used if a mobile phone number has been configured.

Send SMS

Send Email

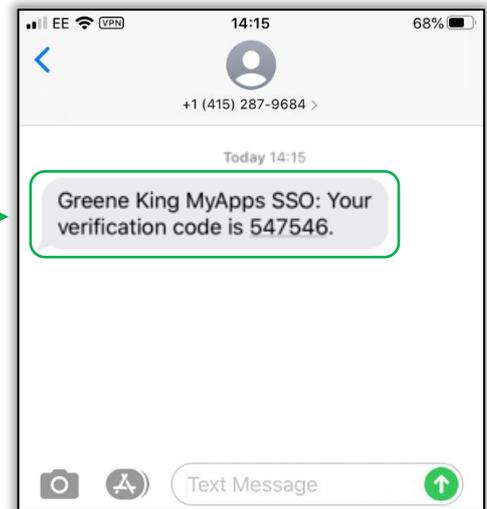
Back to Sign In Can't access email

Enter your username...

Your Employee Number or Email address (registered with Okta)

Click 'Send SMS'

A Verification Code will be sent to the mobile number attached to your account.



Enter verification code sent via SMS

Enter Code Sent

Verify

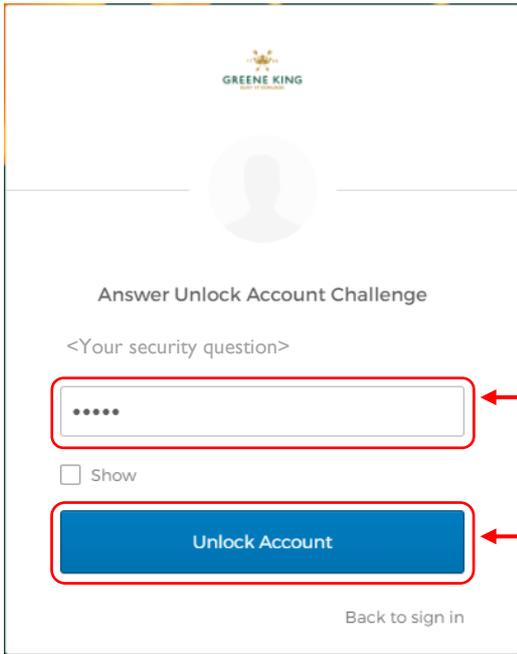
Didn't receive a code? Reset via email

Back to Sign In

Enter the Verification Code from the text message sent to your mobile.

Click 'Verify'

You will now be prompted to enter the answer to your Security Question that you set up during the Activation process...

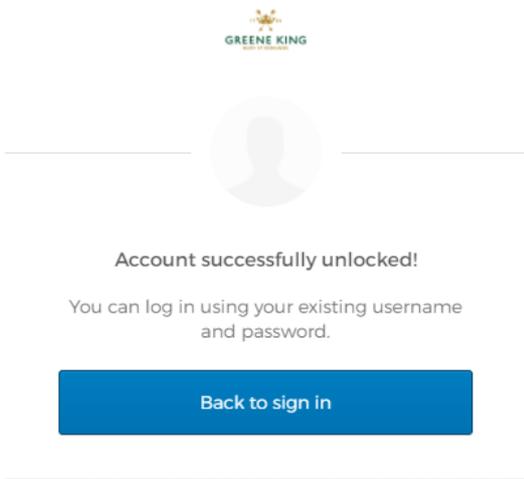


NOTE

If you cannot remember the answer to your Security Question, refer to the help pages.

Enter the answer to your Security Question

Click 'Unlock Account'



Your account has now been unlocked. You can return to the log in screen and log in as normal.

ACCOUNT UNLOCK VIA EMAIL

Unlock account

Email or Username

SMS can only be used if a mobile phone number has been configured.

Send SMS

Send Email

Back to Sign In Can't access email

Enter your username...

Your Employee Number or Email address
(registered with Okta)

Click 'Send Email'

An email will be sent to your account containing a link to unlock your account.

GREENE KING

Email sent!

Email has been sent to Example with instructions on unlocking your account.

Back to Sign In

GREENE KING

okta

Greene King - Okta Account Unlock Requested

Hi Your name,

An account unlock request was made for your Okta account. If you did not make this request, please contact the Support Desk on the number below.

Click this link to unlock the account for your username, Your email address

Unlock Account
This link expires in 1 hour.

Still have questions?

Self Help – See if the [user guides](#) can provide the answer you need

Ask someone in your Team – they all have access to the system and may be able to help you

Still need help?
Call the Support Desk
Retail Users - Call 0800 7311799 between 9am and 5pm (Mon-Fri) and select Option 4
Corporate Users - Call 03333 20 3310 between 9am and 5pm (Mon-Fri) and select Option 1
Email the Support Desk - email Okta@greeneking.co.uk

This is an automatically generated message from Okta. Replies are not monitored or answered.

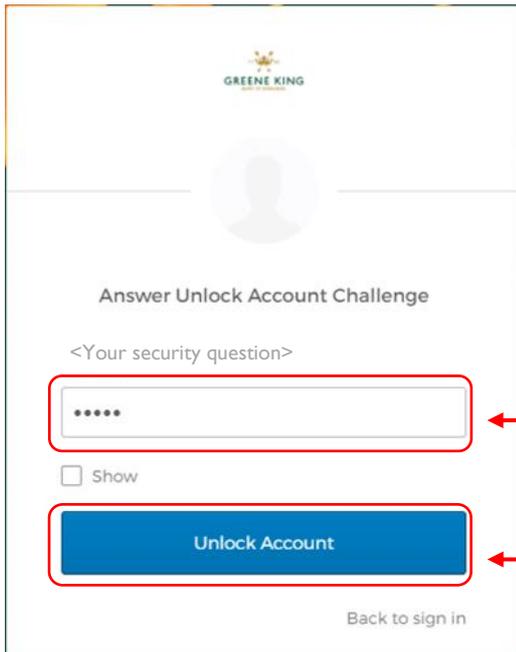
Click the 'Unlock Account' button

NOTE

The link within an Account unlock email will expires 1 hour from receipt. If you have not used the link within this time, the link will not work.

If you still need to unlock your account, you will need to follow the process again and request a new link to be sent.

You will now be prompted to enter the answer to your Security Question that you set up during the Activation process...

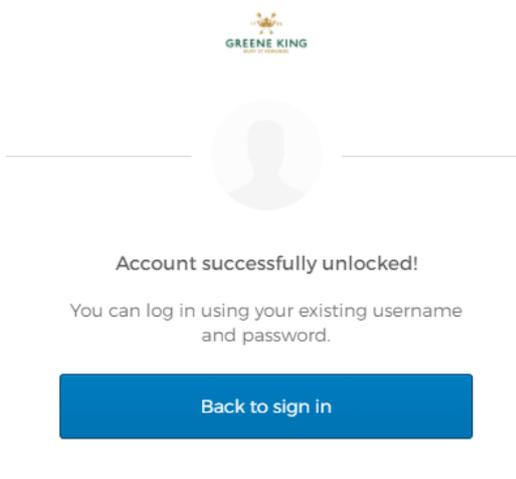


NOTE

If you cannot remember the answer to your Security Question, see the help pages.

← Enter the answer to your Security Question

← Click 'Unlock Account'

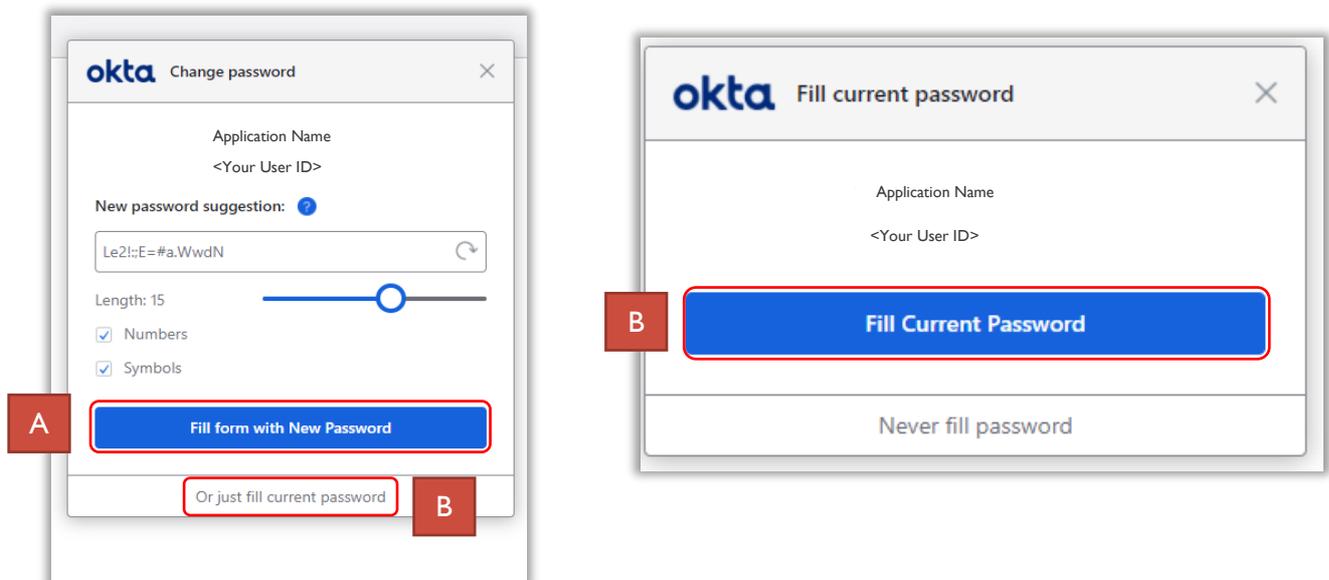


Your account has now been unlocked. You can return to the log in screen and log in as normal.

UPDATING APPLICATION PASSWORDS

PASSWORD STORE (SWA) APPLICATIONS

If you are prompted to change your password by the application, you may see the following Okta windows on the change password screen:



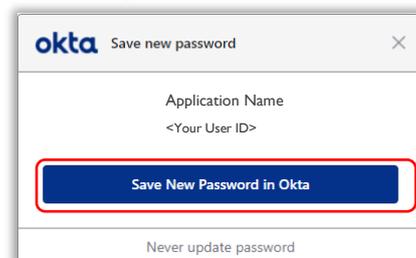
A Okta will suggest a password for you. To accept the suggested password, click 'Fill form with new password'. Okta will complete the current password fields, and automatically add the new one.

OR

B Select either 'Or just fill current password' or 'Fill Current Password'. Okta will complete the current password field, and leave the New Password field blank for you to create your own password. This is recommended to ensure the password meets the requirements of the application.

Complete the process of updating your password by clicking 'Change Password' or 'Update Password' in the application as appropriate. You may then be presented with the following Okta window.

Click on 'Save New Password in Okta' and the password will now be stored in Okta for future use, and you will not be asked to enter it next time you log in.



If you have already updated your password within an application or were not able to save your password in Okta, you will need to update it in the Okta password store...

From your dashboard click the three dots icon in the top right-hand corner of the app tile.

A menu will open on the right-hand side of the screen.

Click 'Edit' to update your credentials.

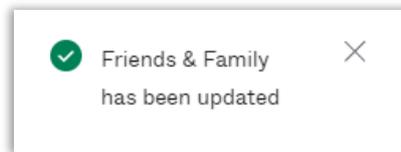


This will display your username for the app and allow to click on the password field.

Enter your new password for the app into the password field.

Click 'Save' to update the password

A confirmation message will be displayed underneath the menu.



CHECKING YOUR CREDENTIALS

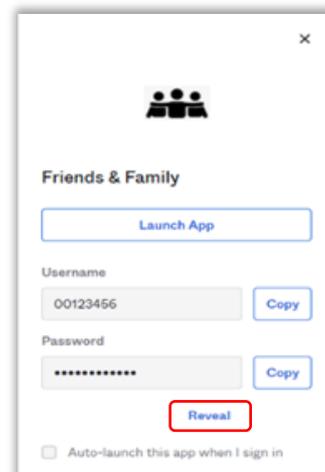
To see what password is currently stored by Okta, from your dashboard, click the three dots icon in the top right-hand corner of the app tile.

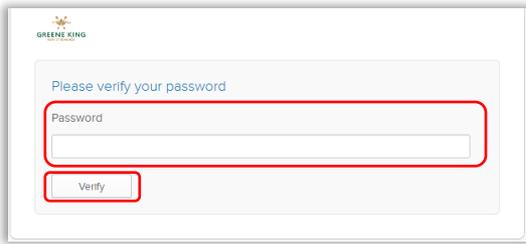
A menu will open on the right-hand side of the screen.

This will display your username for the App, and your password will be displayed with asterixis.

To show your password, click 'Reveal'.

You will be prompted to enter your Okta password.



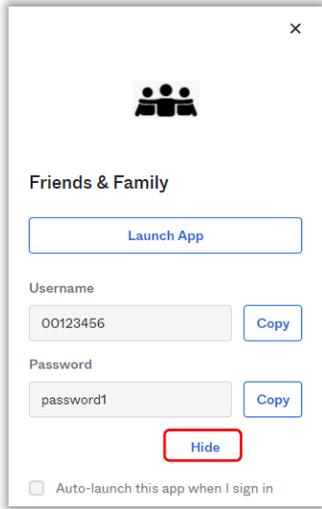


Enter your Okta password and click 'Verify'. This will send a push notification to Okta Verify on your mobile device to complete MFA.

Respond to the push notification to confirm your identity.

Your password will now be shown without the asterix.

To hide your password again, click 'Hide password'

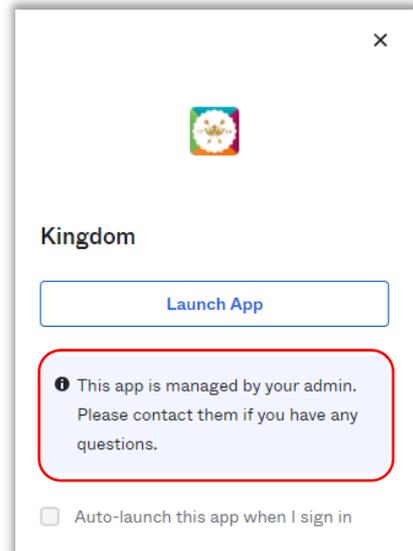


SSO APPLICATIONS

With full SSO applications, you will not need to update your password within Okta.

If you click the three dots icon in the top right-hand corner of the application tile, a menu will open on the right-hand side of the screen.

The username and password boxes are not displayed, instead, a message is displayed stating that the app is managed by your admin.



ADDING OKTA TO YOUR DESKTOP TASKBAR OR START MENU

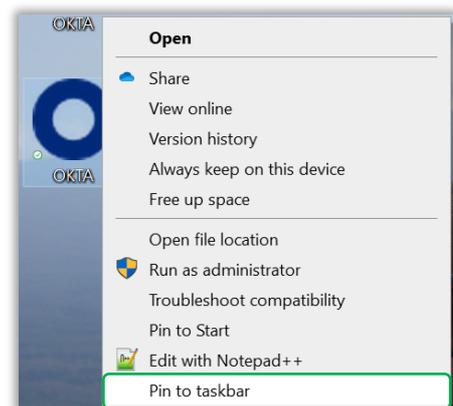
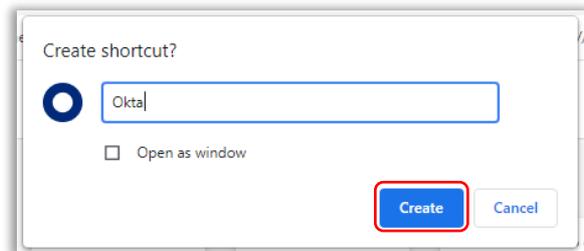
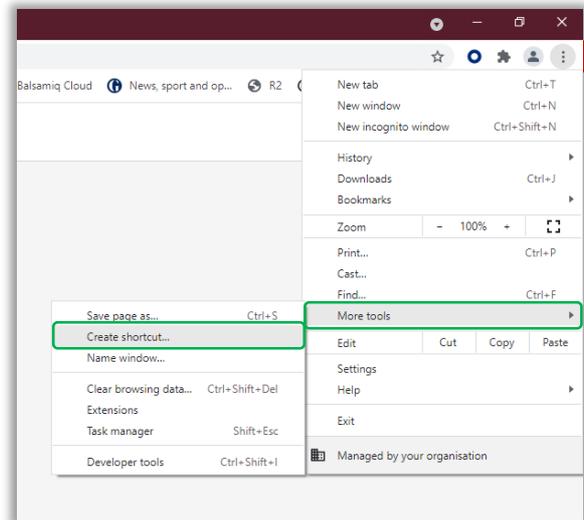
You can create a shortcut to add Okta to your Taskbar:

Using Google Chrome

1. Log in to Okta
2. Once logged in, click the three vertical dots icon in the top-right corner of the browser window to open the menu, and hover over 'More Tools'.
3. Click the 'Create Shortcut' Option. A pop-up window will open. Enter a name for your shortcut. By default, using the shortcut Chrome will open Okta in a standard browser tab. However, if you would prefer Okta to open in its own Chrome Window, click the 'Open as window' box.
4. A shortcut will be created on your desktop.

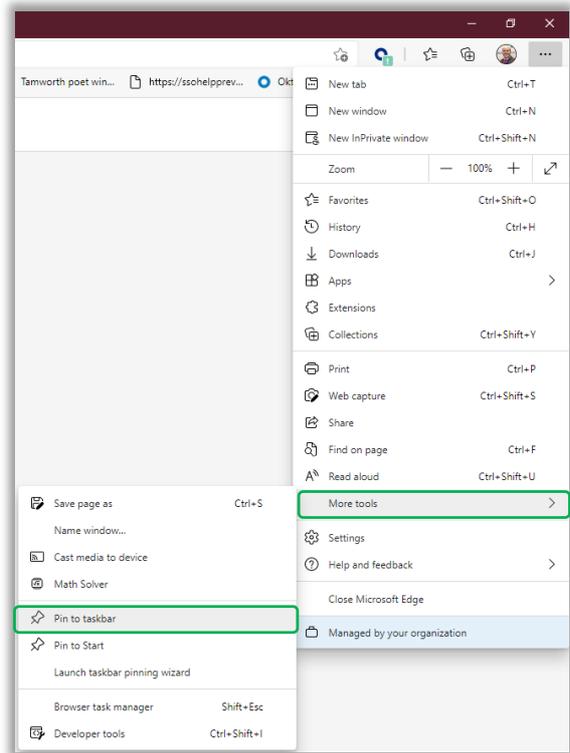


5. Right-click this new shortcut and click 'Pin to Taskbar' or 'Pin to Start' from the menu options.
6. Once you have added the icon to your taskbar, you can now delete the desktop shortcut you have just created (If you are an AD user you will already have a shortcut icon fixed on your desktop)



Using Microsoft Edge

1. Log in to Okta
2. Once logged in, click the three vertical dots icon in the top-right corner of the browser window to open the menu, and hover over 'More Tools'.
3. Click 'Pin to Taskbar' or 'Pin to Start' from the menu options.



SETTINGS

From the Settings screen you can change options including...

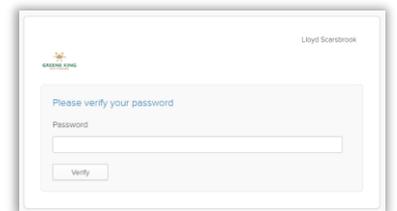
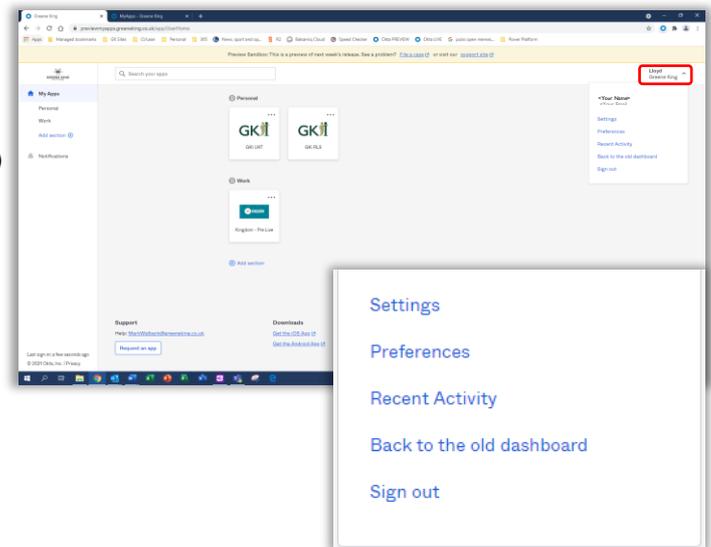
- Changing your Password (Non AD users only)**
- Changing your Security Picture**
- Changing your Security Question**
- Changing your Security Mobile Number**
- Change MFA Settings (Extra Verification)**

To access the Settings Screen, click the drop down arrow in the top right of the dashboard, and click 'Settings'

The Settings page will open (See the screenshot on the next page)

NOTE

When you attempt to make changes to any section on the Settings page, you may be asked to reinput your password, and complete MFA to confirm your identity.



Settings Page

Account

👤 Personal Information Edit

First name <Your First Name>

Last name <Your Last Name>

Okta username <Your Username>

Primary email <Your Primary Email>

Secondary email

Mobile phone <Your Mobile Number>

S1 Termination Date

AD UPN

Employee number <Your Employee Number>

AD SamAccountName

🔒 Change Password A

Password requirements:

- At least 8 characters
- No parts of your username
- Does not include your first name
- Does not include your last name
- At least 2 day(s) must have elapsed since you last changed your password

Current password

New password

Confirm new password

Change Password

🖼️ Security Image Edit B

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

🗨️ Forgotten Password Question Edit C

Select a forgotten password question so you can reset your password in case you have trouble signing in to your Okta account.

Question
What is the food you least liked as a child?

Country GB

Phone number <Your Phone Number>

🔧 Edit
🗑️ Delete

🌐 Display Language Edit

Language English

Your default language has been automatically set by your browser. To change your language please edit and save your desired display language.

📄 Extra Verification E

Extra verification increases your account security when signing in to Okta and other applications you use

Okta Verify Remove

Security Key or Biometric Authenticator Set up

📱 Recently Used Apps Edit

When enabled, you will see a section at the top of your dashboard and plugin with your recently used apps.

Enable recently used apps

A Changing your Password

Enter your current password, and new password, and then click 'Change Password'

IMPORTANT NOTE

If you are a PC user with your own Windows log in (known as an AD User Account), your Okta password is the same as your windows logon password. You will not be able to change this password within Okta.

B Changing your Security Picture

Click the 'Edit' button in the title bar of the Security Image section. Select a new image from the available options, then click 'Save'.

C Changing your Forgotten Password Question

Click the 'Edit' button in the title bar of the Forgotten Password Question. Select a new question from the available options, then click 'Save'.

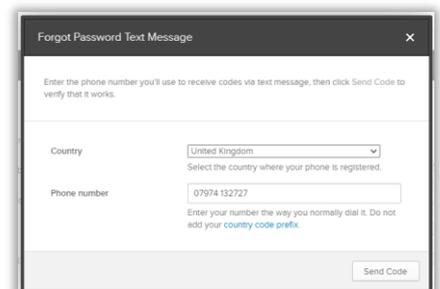
D Changing your Forgotten Password Text Message

Click the 'Edit' button in the Forgotten Password Text Message section. A window will open where you can enter the Number of the Mobile Phone you wish to receive text messages.

NOTE

Ensure 'United Kingdom' is selected from the 'Country' drop down list.

Click 'Send Code' to save the change.



Forgot Password Text Message

Enter the phone number you'll use to receive codes via text message, then click Send Code to verify that it works.

Country: United Kingdom
Select the country where your phone is registered.

Phone number: 07974 132727
Enter your number the way you normally dial it. Do not add your country code prefix.

Send Code

E Changing MFA Settings

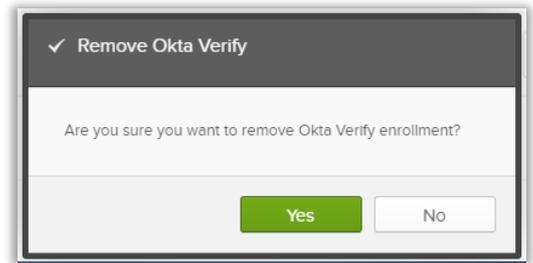
The 'Extra Verification' section lists all of the MFA methods set up on your account.

If you activated your account using Okta Verify, this will be at the top of the list.

You can remove Okta Verify as an MFA method for your account by clicking the 'Remove' button.

A window will appear asking you to confirm. To remove Okta Verify, click 'Yes', or 'No' to return to the main screen.

To add Okta Verify again, click the 'Set Up' button and follow the on screen instructions.



NOTE:

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 follow the steps above to remove the existing instance of Okta Verify associated with your account, and then follow the steps above to Set Up a new instance on your new device.

If you are a new starter and set up your Okta account before your start date, it is likely that you will have used a Personal Mobile device to set up MFA using Okta Verify.
If you are issued a company mobile on your start date, and would prefer to use this to MFA instead of your Personal mobile, follow the steps above to remove the existing instance associated with your account, and then add a new instance using your work device.

SUPPORT

If you are experiencing issues with using Okta, please try the following...

FIRST See the User Guides and other help resources available on the Help Page.

THEN If these do not solve your problem, contact the dedicated Okta Support Desk.

Contact details for the Okta Support Desk are available on the Help Page

The Help Page can be found [here](#)