

# Okta

A Guide for End Users and IT Administrators

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## Introduction to Okta

Okta is a single sign-on tool that will allow you to access the applications provided by the Allegheny County Department of Human Services (ACDHS) by logging into one single location.

A list of affected applications is listed below. If one of the applications that you use is included on the list, please review this document carefully, as Okta will alter the way that you log into the application.

### ACDHS Applications

Client Information and Payment System ( <i>CIPS</i> )	Client View
Homeless Management Information System ( <i>HMIS</i> )	Integrated Monitoring Tool ( <i>IMT</i> )
Information, Referral & Emergency Services ( <i>IRES</i> )	Key Information and Demographic System ( <i>KIDS</i> )
Master Provider Enterprise Repository ( <i>MPER</i> )	Synergy Applications*

*\*Synergy Applications include: MHRES, CSBG, Dragonfly, FSC, HCM, HVP, IL, ITM, YSP*

### How it will affect your day-to-day functions

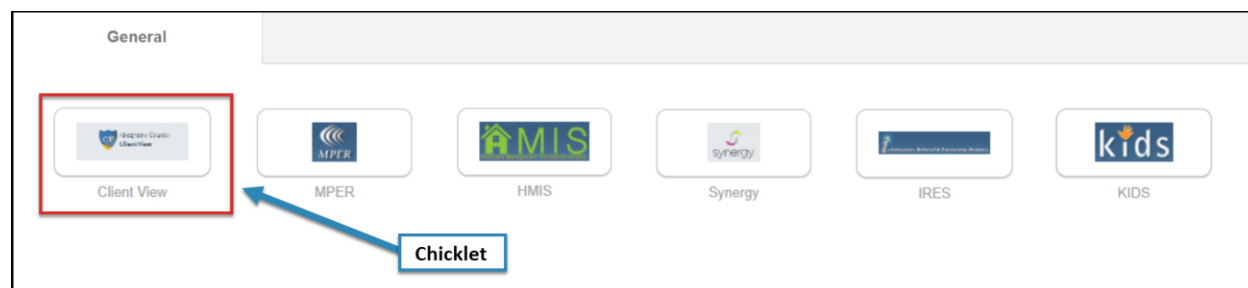
The biggest change that you will notice is how you access the application. In the past, you may have used an internet bookmark or a desktop shortcut to open your application; however, once the Okta service is turned on, these alternate access methods will no longer be valid.

To open your applications with Okta, you will only need to visit a single website:

<https://alleghenycounty.okta.com>

From there, you will have access to any of the ACDHS applications that you need. To open a certain application, click its corresponding chicklet (pictured below).

Once a chicklet has been clicked, Okta will redirect your browser to the application and automatically log you in.



## Overview of Setup Steps

To prepare for Okta, a method for multi-factor authentication (MFA) must be set up, and a browser plugin must be installed. Below is a high-level view of the steps necessary to begin using Okta. For detailed instructions regarding a specific step, please refer to the appropriate section of this guide.

### Step One

Access the Okta website at <https://alleghenycounty.okta.com> and log in using your current provider email address and application password.

### Step Two

Select a method for MFA and complete setup.

### Step Three

Complete additional account configuration

### Step Four

Download and install the Okta browser plugin.

## About MFA

When a login attempt is made on your account, MFA will require a separate authentication method in addition to your password. Because MFA adds an important layer of security to your account, its use is required.

Depending on which method you choose to set up, this additional authentication could either be a push notification sent to your mobile device, or it could be a randomly generated 5-digit code that is entered on your login screen.

There are three methods for MFA available to use with Okta:

- 1) **Okta Verify** (Sends push notification to phone through mobile app)
- 2) **Google Authenticator** (Randomly generated, 5-digit code through mobile app)
- 3) **Voice Call** (Randomly generated, 5-digit code through automated voice call)

*Note: Please keep in mind that MFA is required to access your account. If you choose to use the voice call method, make sure that you use a line that you will have consistent, reliable access to.*

## Setting up MFA

Regardless of which method you decide to use, the initial steps of setting up MFA will be the same for everybody:

- 1) Open the web browser that you will be using with Okta (*Google Chrome, Microsoft Edge, etc.*)
- 2) Go to the website: <https://alleghenycounty.okta.com>
- 3) Enter your current provider email address and application password (Note: This password is the same as the one associated with your "X number").
- 4) Click Sign In.
- 5) Decide on your MFA method and proceed to the appropriate steps below.

### Okta Verify

1. Click **Setup** next to the option for **Okta Verify**
2. Select your mobile device type from the list on your computer and click Next.
3. Open the app store on your mobile device.
  - a. Android devices: Google Play Store
  - b. iOS devices: Apple App Store
4. Search for and install/get the **Okta Verify** app.
5. Open the **Okta Verify** app and tap the **Add Account** button

*Note: You will need to allow permission to use the camera. This is only needed to scan the account-synchronization barcode on the computer.*

6. Hold your device up to the computer screen and scan the barcode.
7. Click **Finish** and proceed to Additional Account Configuration section on Page 5.

### Google Authenticator

1. Click **Setup** next to the option for **Google Authenticator**
2. Select your mobile device type from the list on your computer and click Next.
3. Open the app store on your mobile device.
  - a. Android devices: Google Play Store
  - b. iOS devices: Apple App Store
4. Search for and install/get the **Google Authenticator** app.

*Note: You will need to allow permission to use the camera. This is only needed to scan the account-synchronization barcode on the computer.*

5. Open the **Google Authenticator** app and tap the **Add Account** button.
6. Select **Scan a barcode**.
7. Hold your device up to the computer screen and scan the barcode.
8. Click **Finish** and proceed to Additional Account Configuration section on Page 5.

## **Voice Call**

1. Click **Setup** next to the option for **Voice Call Authentication**.
2. Enter your telephone number into the field provided.
3. Click **Call**.
4. An automated call will be placed to the designated number.
5. Enter the 5-digit code into the space provided
6. Click **Verify**
7. Click **Finish** and proceed to Additional Account Configuration.

## Additional Account Configuration

Once the MFA method has been chosen and set up, Okta will present you with various account recovery and security options, which are explained below.

### **Secondary email** - **OPTIONAL**

A secondary email can be entered to use as a recovery option in the event that you need to reset your password or unlock the account. In such a case, a recovery email will be sent to the email account provided. The email will require you to answer to your security question before allowing you to recover the account.

### **Security Question** - **REQUIRED**

Entering a security question is a required part of account setup. It will be used to reset your password and unlock your account.

### **Voice Call** - **OPTIONAL**

Useful for when you don't have access to your email, the Voice Call recovery option will place an automated call to the number you provide. This call will contain a randomly generated, 5-digit code that grants you access to your security question. Once the security question is answered, you will be able to recover your account.

### **Security Image** - **REQUIRED**

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

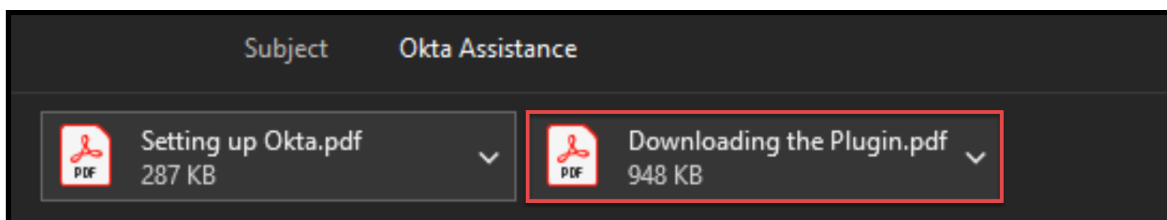
## Installing the Browser Plugin

In order for Okta to function, a browser plugin will need to be installed on your machine. In certain cases, you may be able to complete this action on your own; however, most environments will require the assistance of an IT Administrator.

### For End Users:

If you have administrative rights on your device and are able to install items, please refer to the email attachment titled **Downloading the Plugin**.

If you do not have administrative rights on your device, please forward the **Okta Assistance** email to your IT department.



**Downloading the Plugin** contains instructions to download the Okta Plugin for:  
Google Chrome, Microsoft Edge and Internet Explorer.

### For IT Administrators:

The Okta browser plugin can be silently pushed to Google Chrome, Internet Explorer and Mozilla Firefox using policy settings. For a guide on completing this, please click the link below:

[https://help.okta.com/en/prod/Content/Topics/Apps/Apps\\_Silently\\_Installing\\_the\\_Browser\\_Plugin.htm](https://help.okta.com/en/prod/Content/Topics/Apps/Apps_Silently_Installing_the_Browser_Plugin.htm)

If your organization uses Microsoft System Center Configuration Manager (SCCM) to distribute software, .msi and .exe files for the Internet Explorer plugin are available upon request.

Please note that the plugin for Microsoft Edge, Google Chrome and Safari can only be obtained through the browser's app store.

If assistance is needed, please contact the ACDHS IT Service desk using the following information:

**Phone:** 412-350-HELP(4357), option 2

**Email:** ServiceDesk@alleghenycounty.us

## Frequently Asked Questions

### What is Okta?

Okta is a web-based service that will become a portal to the ACDHS applications that you rely on.

At the most basic level, it is a website with links to ACDHS applications. But deeper below the surface, Okta is securely authenticating and authorizing your access.

### Do I need to use Okta?

Yes. Beginning in October, Okta will be responsible for granting access to ACDHS applications. If your account is not set up by this date, you will not be able to access the applications until your account has been configured using the steps in this guide.

### How do I prepare for Okta?

There are two prerequisites for using Okta:

- Installing the browser plugin (**Must be completed by IT administrator**)
- Setting up a method for multi-factor authentication (MFA)

### What will Okta affect?

Okta will only affect certain applications. For a list of these applications, please refer to the chart on page 2 of this document. If an application is not included in this list, it will not be affected.

### I work for multiple providers and have different logins for each. How will I use Okta?

Each of your provider email addresses has been entered into the system, and you can use each set of credentials to log into Okta; however, you will need to set up MFA and complete the additional account configuration for each new account.

### Is there any training material available?

Yes. You can find a collection of instructional videos by opening your Okta dashboard and then clicking into the *Training* tab. Once in the tab, you will see various guides to help you become more familiar with this new tool.

### Is there anybody I can contact for support?

The ACDHS IT Service Desk is available to address any questions or concerns that you may have. To contact the Service desk, please use the following information:

**Phone:** 412-350-HELP(4357), option 2

**Email:** ServiceDesk@alleghenycounty.us