



The following information will guide you through setting up or updating Okta Multi Factor Authentication (MFA) . If you have any questions, please reach out to us at [help@fullbloom.org](mailto:help@fullbloom.org).

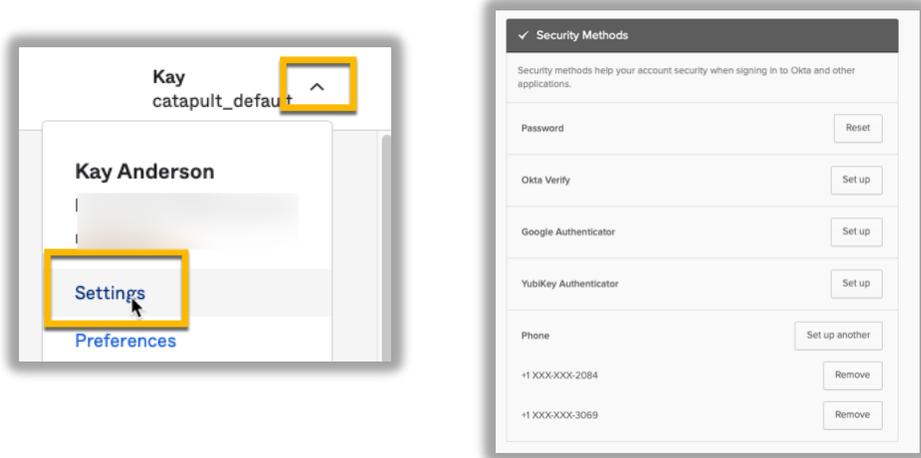
FullBloom uses MFA to help protect and keep our systems secure. Users accessing certain systems within FullBloom will need to verify their accounts each time they access their accounts. Verification can be done via a mobile device using the app, a push notification, a phone call. An office or school phone can be used for phone call verification.

<https://login.fullbloom.org>

### **MFA Options:**

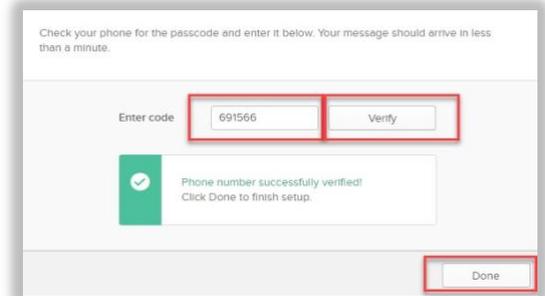
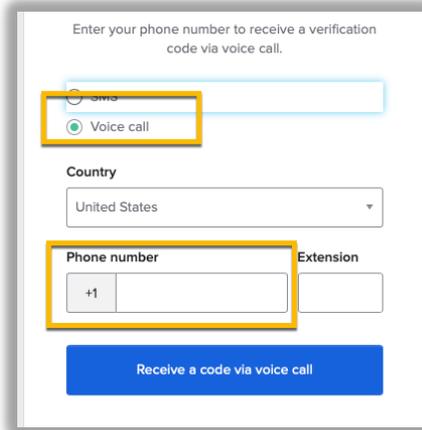
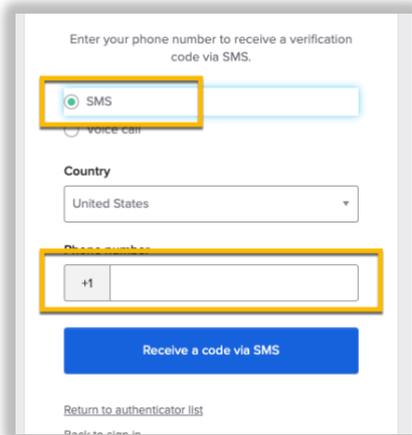
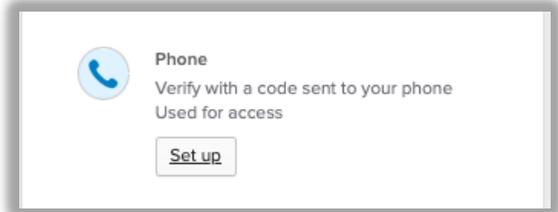
*Note: If you are unable to access or use a mobile device for MFA, approval from both your supervisor and IT will be required. If you require the security question option, please submit a ticket to [help@fullbloom.org](mailto:help@fullbloom.org) explaining the reason and cc your supervisor.*

Note, you can also set up the other options later. To add or update these, log into Okta, under your name to go Settings, and down to Extra Verification. Click set up and Okta will walk you through the rest!



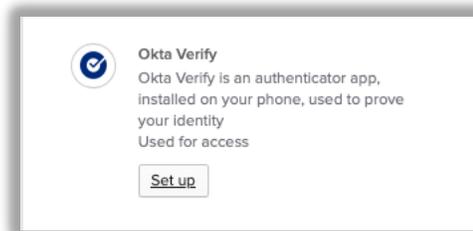
## SMS (Text) or Call Authentication:

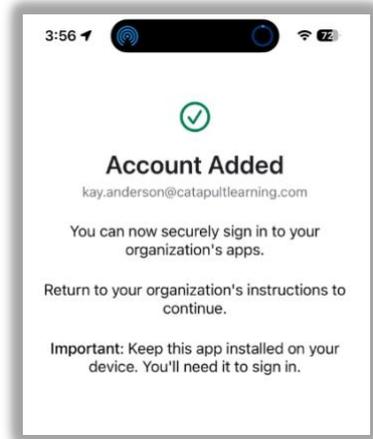
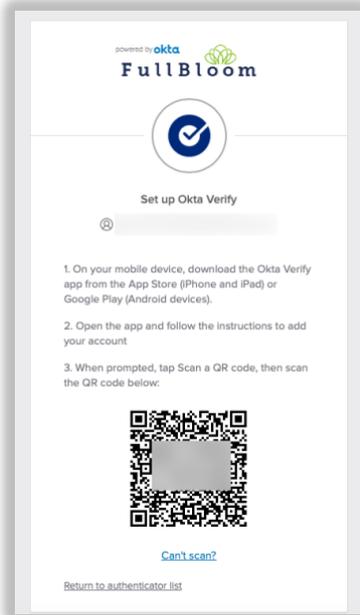
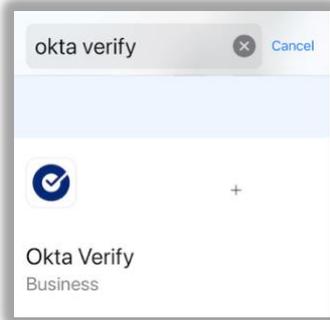
1. Click **Setup** for Phone
2. Choose SMS or Voice Call (you can add both, you will need to do the 2<sup>nd</sup> option later).
3. Choose country, put in your phone, and **click Send Code** or **Receive a code via voice call**.
4. Enter the code on the screen, and click **Verify**, and **Done**



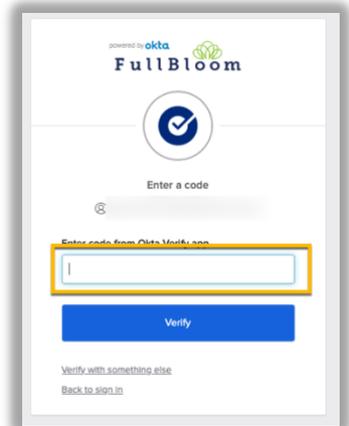
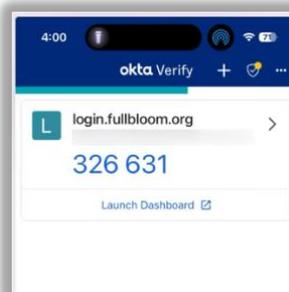
## Okta Verify:

1. Choose Okta Verify and Click Setup or Configure Factor
2. Okta will walk you through the steps for set up:
  - a. Download Okta Verify from the App Store, Google Play Store, or Windows Store, depending on what OS your device is running
  - b. Use your camera to scan the QR code, and it will take you to download the Okta Verify app
  - c. Click **Get Started** and then **Add Account**
  - d. Allow push notifications and Enable face ID if you want these options on, otherwise, click skip.
  - e. You will see an **Account Added** notification when successfully completed.





3. The Okta Verify app will show a number that changes every 30 seconds. That will be the number you can enter to verify your account.



### **Logging In using MFA:**

Each time you access Okta, you will need to verify your account. After logging in, you can choose which way you want to verify based on which options you choose.

