



Activate Okta Account with MFA Setup

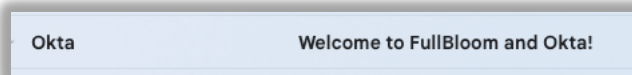
The following information will guide you through activating your Okta for Multi Factor Authentication (MFA) account. If you have any questions, please reach out to us at help@fullbloom.org.

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>

Okta Activation:

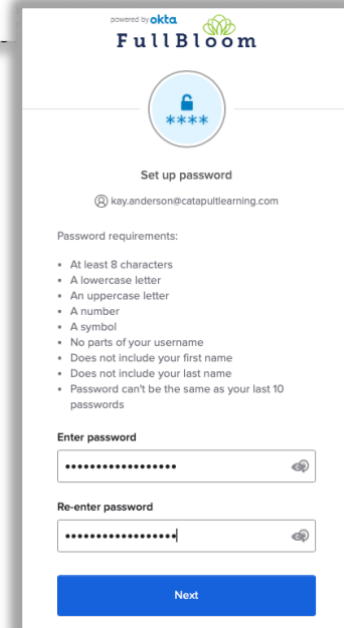
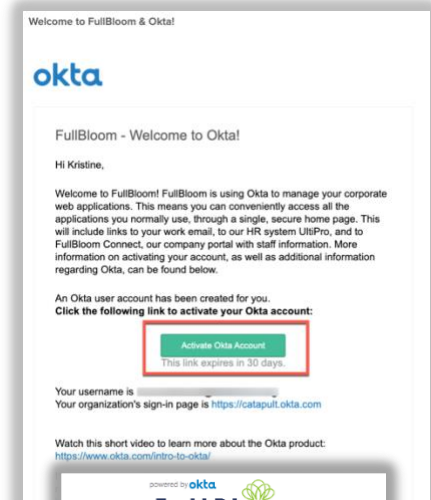
1. Receive email from Okta



2. Click the "Activate Okta Account" link in the email. Note, your Okta username is your work email address. The link will open a web browser.
 - a. Set up a new Okta Password
 - b. Repeat your new Password
 - c. Be sure to remember your password - You will be using this going forward to login to Okta and easily access all of our apps!

Note password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username (email address).

3. Next you will need to setup your MFA options. You must do at least one, but we do recommend you can choose other options as well.

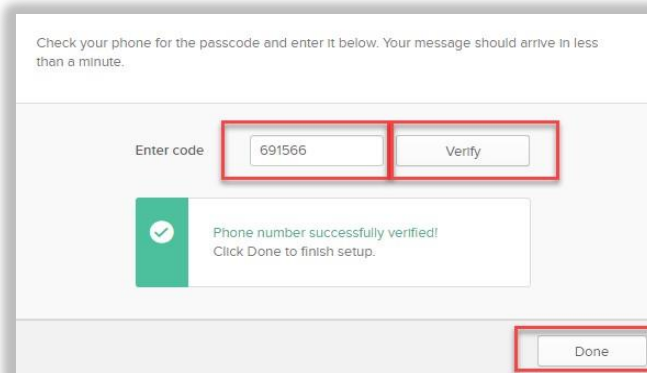
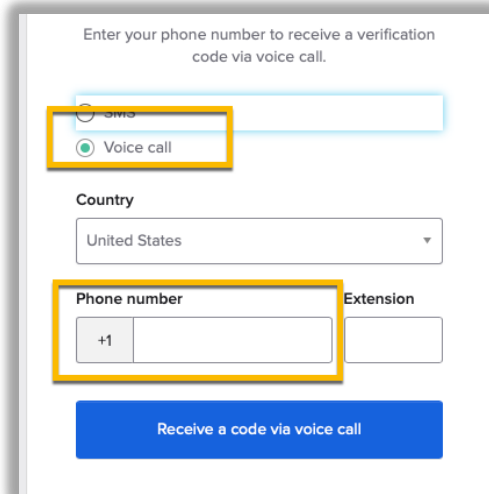
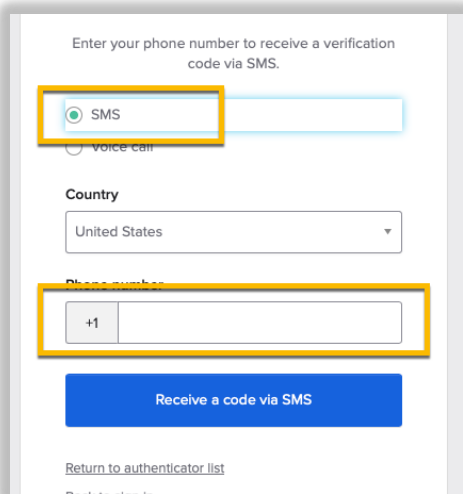
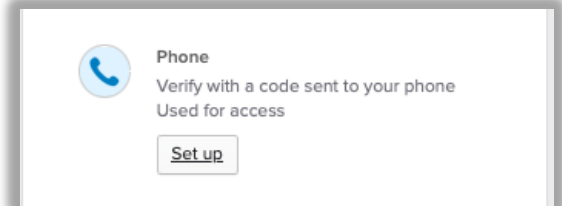


MFA Options:

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 explaining the reason and cc your supervisor.

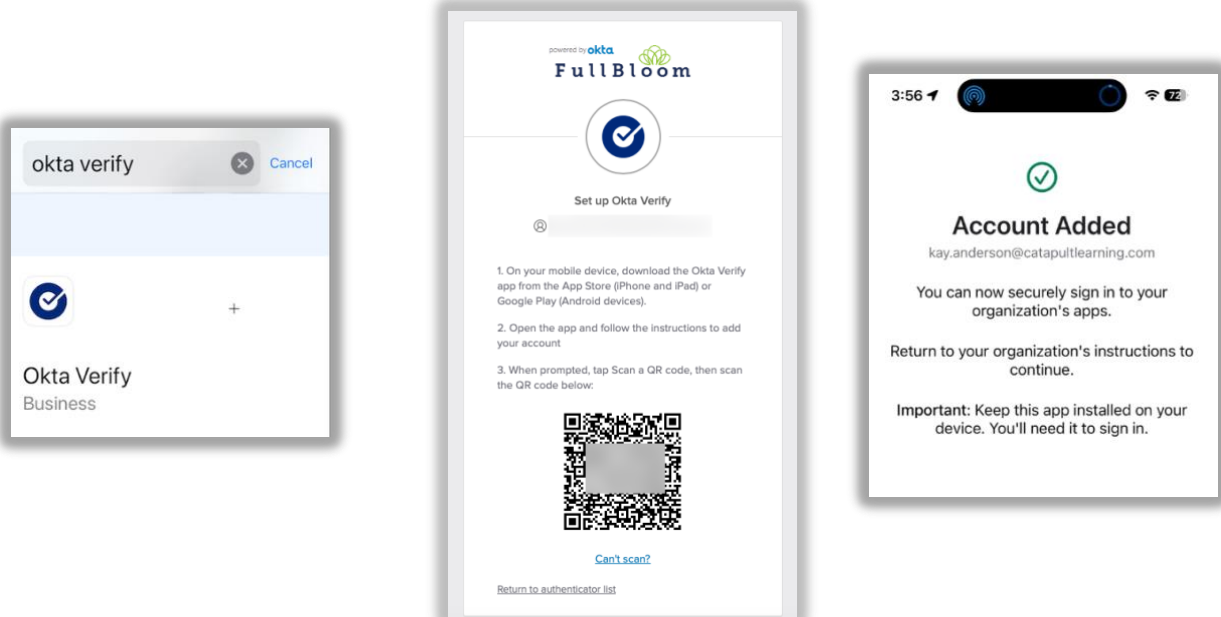
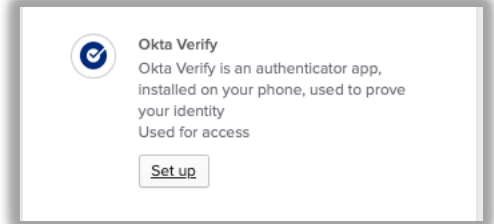
SMS (Text) or Call Authentication:

1. Click **Setup** for Phone
2. Choose SMS or Voice Call (you can add both, you will need to do the 2nd 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**

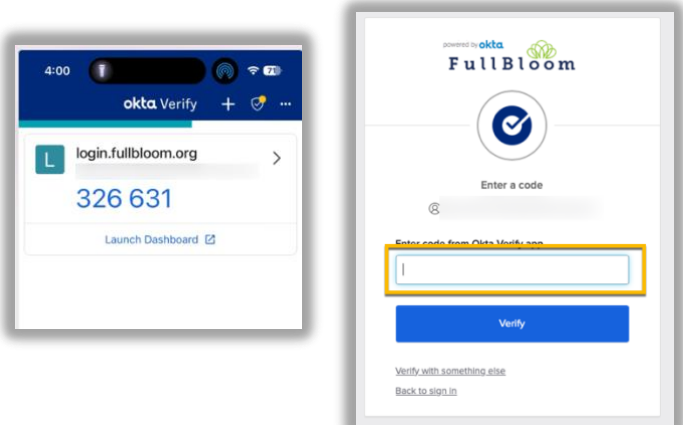


Okta Verify:

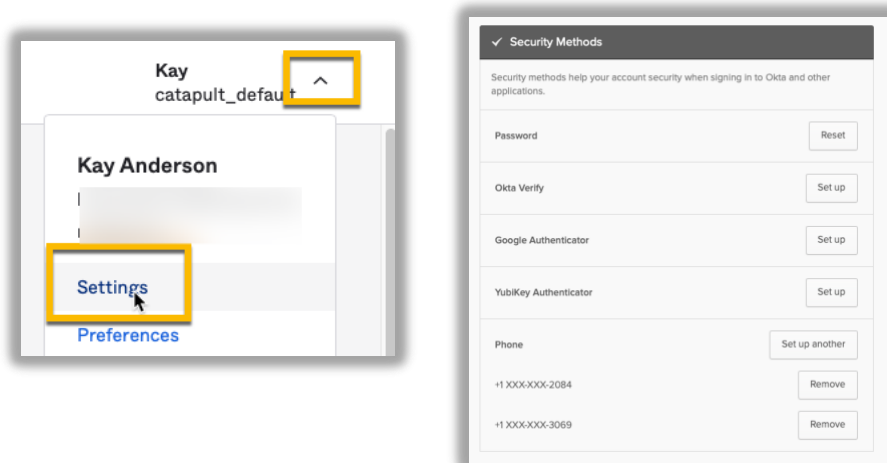
1. Choose Okta Verify and Click Setup or Configure Factor
2. Okta will walk you through the steps for set up:
 - a. Download Okta Verify from the App Store, Google Play Store, or Windows Store, depending on what OS your device is running
 - b. Use your camera to scan the QR code, and it will take you 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.



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!



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.

