

OKTA Job Aid

How to Create OKTA Account

This job aid is to assist new users with creating OKTA Multifactor Authentication which will be required to log into FASAMS Production portal

- 1) User will receive a welcome email prompting user to complete your OKTA account setup once DCF OKTA admin adds you as a new user to the OKTA application. The email will come from the following email address, noreply@okta.com. (See screenshot below)
 - a. Click on the link “**Activate OKTA Account**” in email to complete set up.

Welcome to App Launcher



Okta <noreply@okta.com>
To [redacted]

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Florida Department of Children and Families- Welcome to App Launcher!

Hi [redacted]

We have created an App Launcher user account for you.
Click the following link to activate your App Launcher account:

Activate App Launcher Account [myffamilies.okta.com]

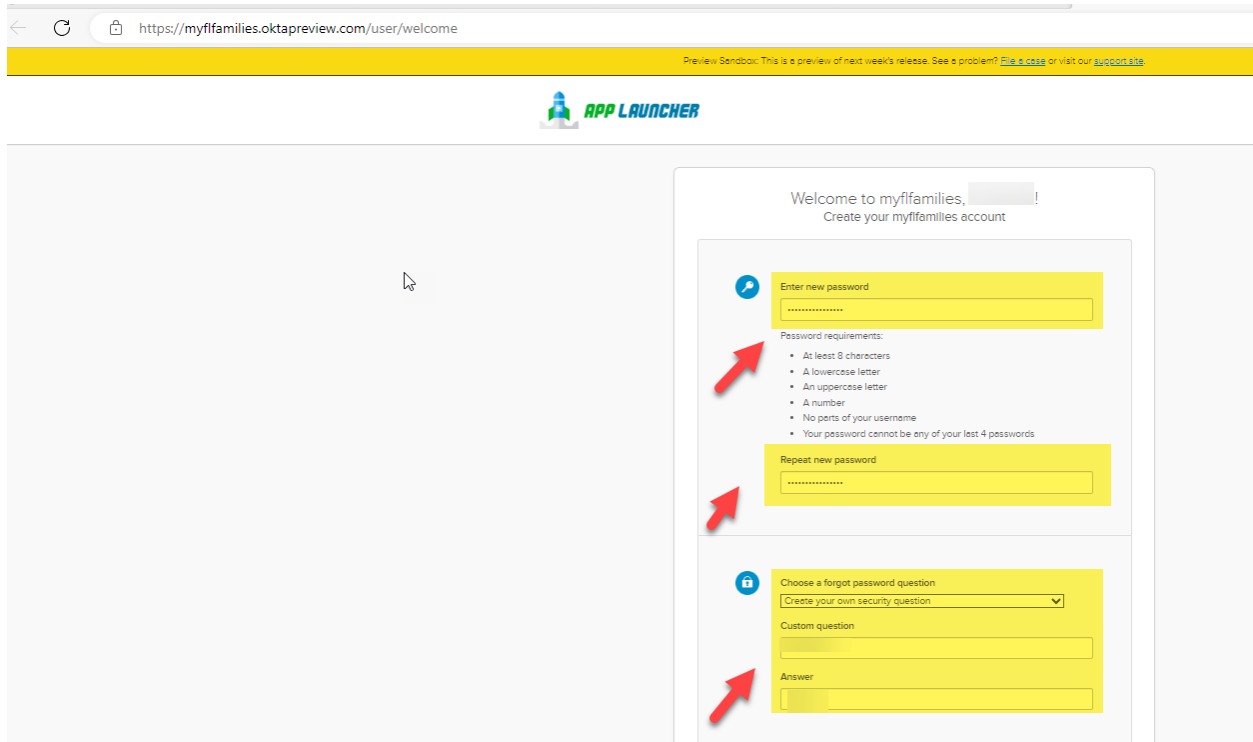
This link expires in 7 days.



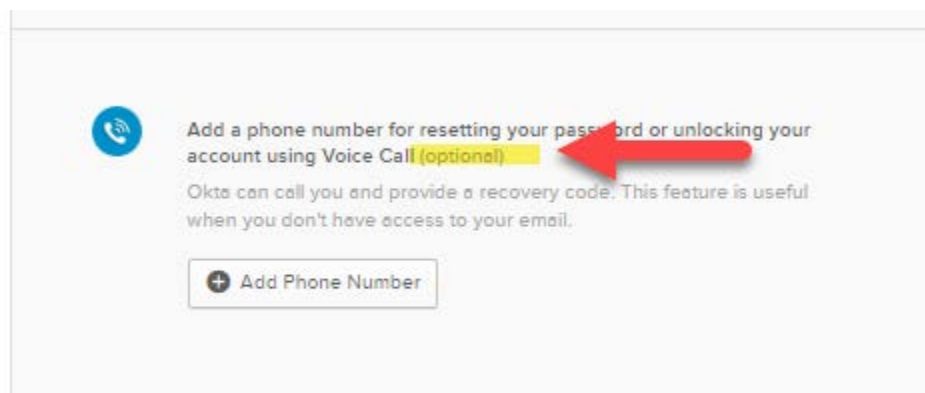
Your username is [redacted]
Your sign-in page is <https://myffamilies.okta.com> [myffamilies.okta.com]

If you experience difficulties accessing your account, you can send a help request to your system administrator using the link: <https://myffamilies.okta.com/help/login> [myffamilies.okta.com]

- 2) User will be directed to the OKTA Welcome Screen and prompted to create a new password and security question.
 - a) Enter in new password
 - b) Re-enter in new password
 - c) Password Question Drop Down:
 - Select a security question
 - i. Security question will display in “Custom Question” field
 - Enter security question answer in “Answer” field



- 3) Added option available to “**Add Phone Number**” to profile. OKTA will use your phone number to call



4) Enter in "Phone Number" for OKTA password reset

Set Up Voice Call Verification

Enter the phone number you'll use to receive codes via phone call, then click Call to verify that it works.

Country/Region

Select the country/region where your phone is registered.

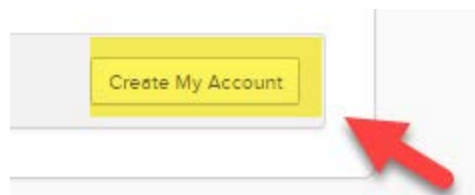
Phone number

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

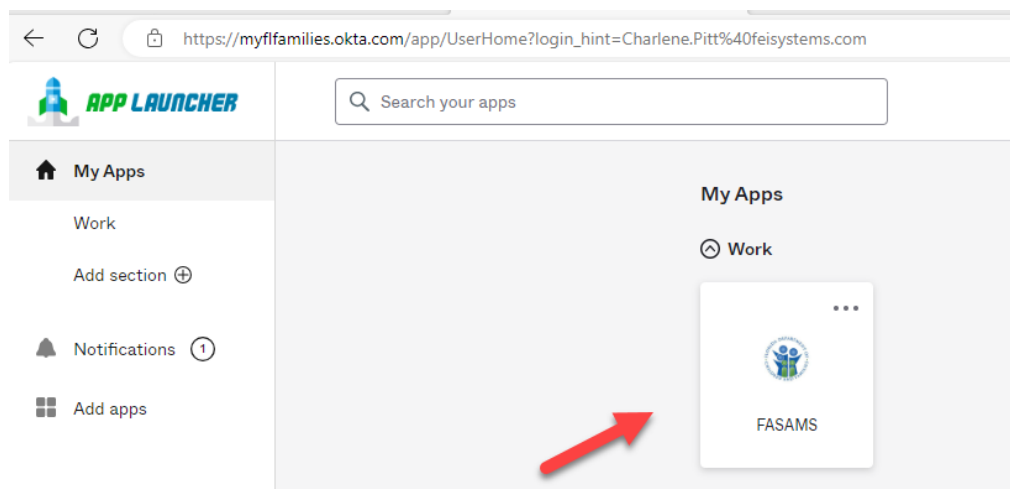
Extension

Call

5) Once password is entered (Optional: phone number is entered), select "Create My Account"



6) User will be redirected to the OKTA Portal landing page. From this screen you will be able to select **FASAMS Production portal**



- 7) Upon entering user's Email Address and Password, user will be directed to set up OKTA Multifactor Authentication. (See **OKTA Job Aid - Set up OKTA Multifactor Authentication**)

Please note: For external user's:

- FASAMS Production app will be via myflfamilies.okta.com
- FASAMS UAT app will be via myflfamilies.oktapreview.com