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## FAQs – Using Okta at RP

### How should I obtain support if I have issues?

*The support team has a number dedicated to addressing MFA issues: (331) 462-0988.*

### What is a 'Push' notification?

*A push notification is a message that can be sent directly to a team member's mobile device. An external party, in this case Okta, publishes an app that the team member must install. Once that app is installed, the Smart Phone will receive the publisher's notice. (This allows Okta to send the verification request to your phone and for you to then select yes or no.)*

### Why do we NOT use MFA methods like SMS (texting a code) or security questions?

*Using SMS messaging is an older, less-secure method of MFA; breaches into SMS cellular routing engines have decreased the security of text messaging for authentication. Also, if a bad actor targets a specific team member, they have used social engineering to defeat personal questions, like mother's maiden name, or to convince a cellular provider to issue them a new SIM card in the team member's name.*

### Will any of my personal data be transferred from my phone to RP?

*The Okta Verify App does not collect any personal data, nor does it transfer any personal data from your phone. The Okta Verify App is strictly a communication tool to verify that it was you that attempted to log onto some other application at RP.*

### Will any RP data be loaded onto my phone?

*There is no RP data that will be loaded to your phone through the Okta Verify App. The Okta Verify App is strictly a communication tool to verify that it was you that attempted to log onto some other application at RP.*

### If I already have the Okta app on my phone, must I reload it?

*If you have been using the Okta Verify app on your phone previously, for perhaps your bank, utility company or other entity, the Okta Verify app does not need to be reloaded. Please ensure that you have the latest version.*

### Why am I required to use my personal equipment for this business application?

*Since most all team members have smart phones today, this is the simplest additional factor to prove you who are you. As technological advancements improve and become more readily available in the future, the additional factors we use will most certainly include other options, like laptop computers will fingerprints or optical scanners.*

### Will this process work on my Smart Watch (Android, Apple and others)?

*Okta is designed to work with Smart Watches. The instructions supplied here only show the steps to set up the process on a Smart Phone, but the team member can consult their owner's manual for the process of loading an app to their watch. (RP Support Desks do not support these watch apps.)*

### Will this process work on all cell phones?

*This process only works with smart phones. As of December 2021, the minimal O/S requirement are IOS 13 or Android 8. For a current Okta support list, see: [https://help.okta.com/en/prod/Content/Topics/Miscellaneous/Platforms\\_Browser\\_OS\\_Support.htm](https://help.okta.com/en/prod/Content/Topics/Miscellaneous/Platforms_Browser_OS_Support.htm).*

### What should I do if I get a new phone?

*The Okta Verify app must be installed on the new phone **before** you get deactivate your old phone. **IMPORTANT:** You must verify from your old phone when attempting to install one your new phone. If you do not have access to your old phone, you must open a support ticket to have your MFA reset.*

### What should I do if I lose my phone?

*You should open a support ticket to have the Okta Verify app on your old phone deactivated.*

### Can I enroll multiple Okta Verify apps from different devices?

*Yes. You can enroll Okta Verify on up to 4 devices. Each device can only have one login.radpartners.com account added.*

### When should I expect to be prompted for MFA?

*Okta will try to learn your logon habits. If you login to Okta from the same PC, browser and location, you may not get prompted all that often. If your logon habits change (for example, logging in from a new computer, new browser, new location or IP), expect to be prompted for MFA more often until Okta has time to learn your various logon habits.*

*Never approve an unexpected MFA prompt. This could be an indication that your password may be compromised and is being used by a bad actor to attempt to login to your account. We recommend you change your radpartners.com password.*

### Can I use the Okta Browser Extension?

*Yes, but it is optional. Okta browser are not currently supported by RP IT but team members have the option of using them without support.*

#### **Downloads:**

##### Chrome:

<https://chrome.google.com/webstore/detail/glnpjgllkicbckjpbgcfkogebgllomb>

##### Chromium Edge:

<https://microsoftedge.microsoft.com/addons/detail/ncoafaeidnkeafiehpkoeklhajkpgij>

##### Legacy Edge:

<https://www.microsoft.com/store/apps/9pkzgd0qvlx6>

##### Mac Safari:

<https://itunes.apple.com/us/app/okta-extension-app/id1439967473>

### Can I use Okta to reset my RP password?

*Yes. This can be done via the “forgot password” link on the logon screen or from the Okta Dashboard > Click Profile Menu > Settings. Both of these methods require access to your Okta Verify mobile app to validate your identity prior to a password reset.*

### Why do the shortcuts I previously used to access my applications no longer work?

*Some applications, like UKG, have multiple URLs to access the application. Some of the URLs to not work with Single Sign On. Using <https://login.radpartners.com>, the RP Okta Dashboard, is the best way to ensure you are accessing the application via the proper URL.*