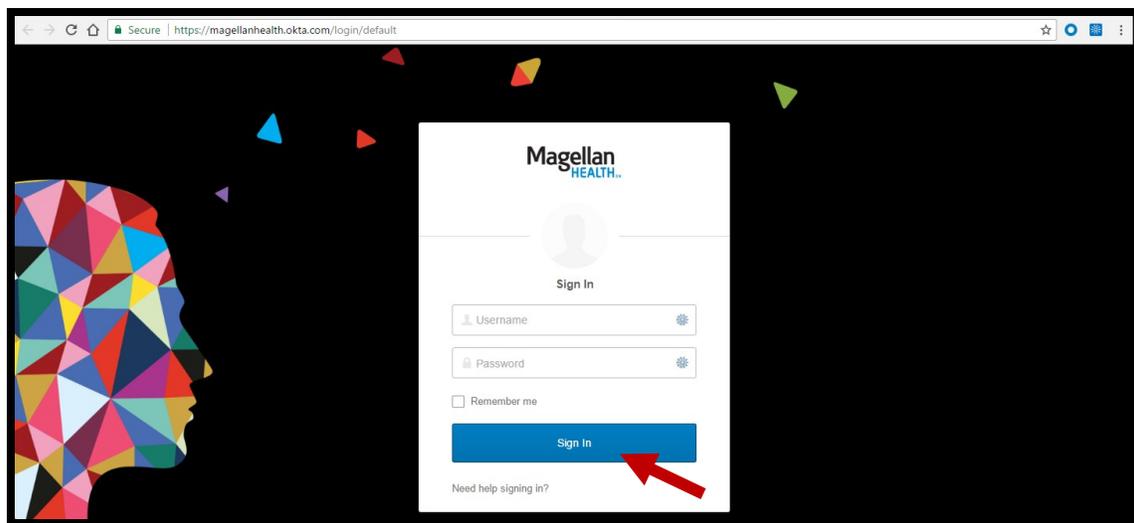


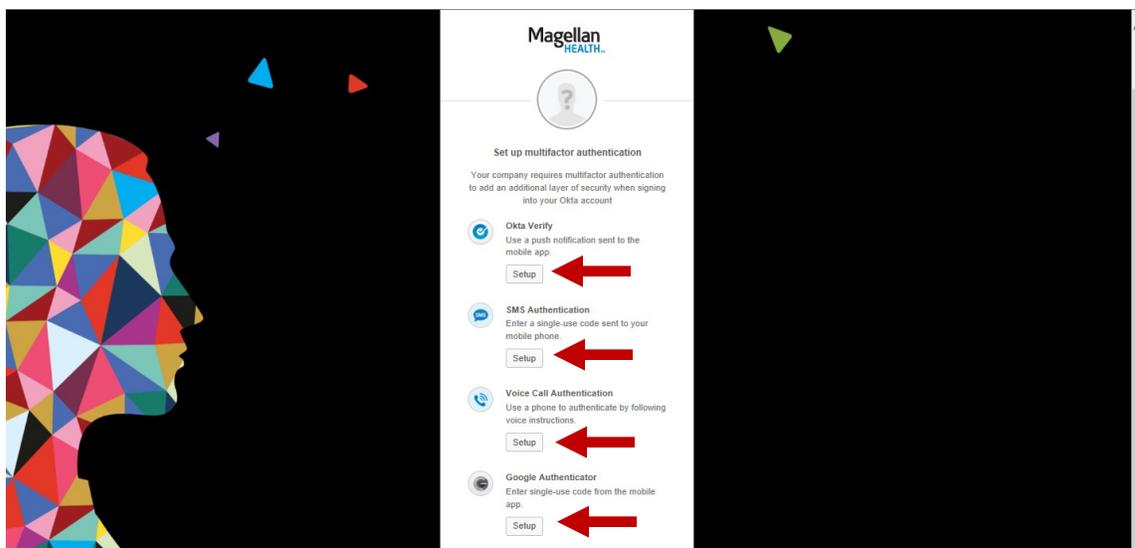
SBS Guide: Enrolling in the Multi-Factor Authentication Process within Okta

Step 1: Get your Magellan-issued Smartphone and your Personal Computer (PC) to complete the multi-factor authentication process.

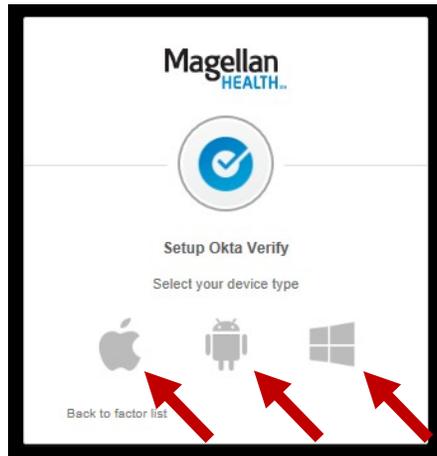
Step 2: On your PC type <https://magellanhealth.okta.com/login/default> in your address bar and press enter or use the link provided to get to the Okta login screen where you type in your LAN Username and Password before left-clicking on “Sign In.”



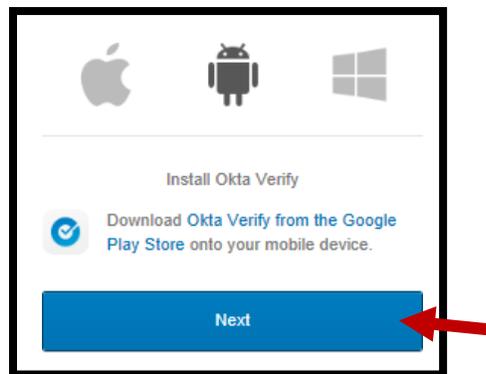
Step 3: If signing in for the first time you will see the following screen forcing you to “Setup” one of four types of authentication. You must choose at least one but setting up more is recommended.



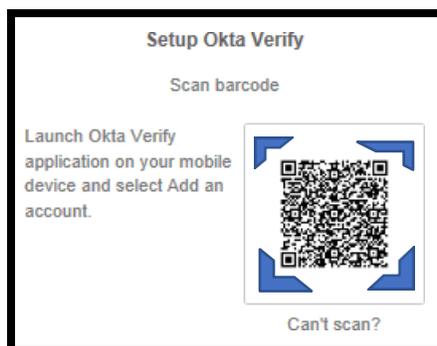
Step 4: Choose which type of device you have...Apple, Android, or Windows. Magellan devices are Android (the middle...the little Android man).



Step 5: Left click on the “Next” button.



Step 6: Take your Smartphone, open the “Okta Verify” app and touch the small pencil icon in the upper right corner.....to the left of the letter “i” with a circle around it. An outline of a blue box appears on your Smartphone screen. Take your Smartphone and hold it up to your personal computer. Use your Smartphone to take a picture of the “Setup Okta Verify” barcode that appears on the computer screen. The blue outline on your Smartphone should be lined up with the barcode on your computer screen.

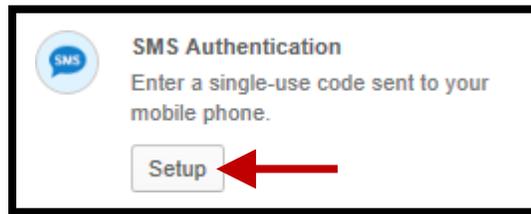


Note: If the barcode on the computer is too small, then the Smartphone may not be able to scan it. Use the Zoom feature to make the barcode larger.

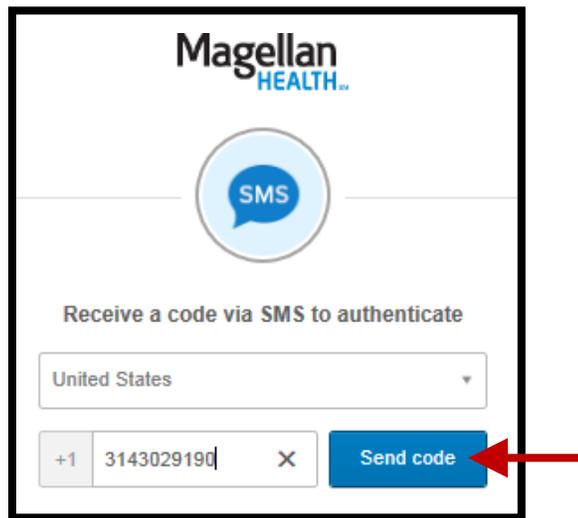
Your device should automatically enroll and if successful, the Okta Verify on your Smartphone should look like this.



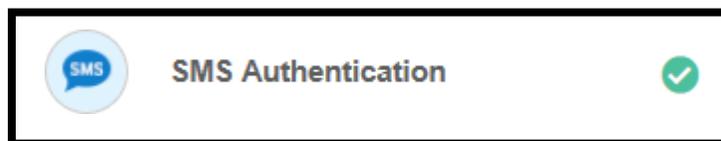
Step 7: Continue to set up the three other factors on your Smartphone by pressing "Setup" under "Additional optional factors". The next one is "SMS Authentication".



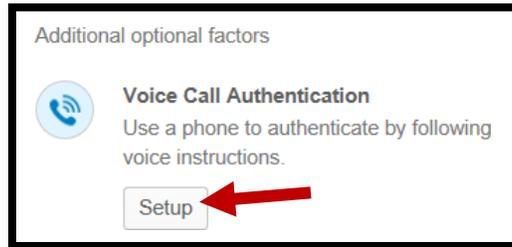
Step 8: Type in your Smartphone number in the appropriate box as seen below and then press "Send code". Then type in the code sent to your Smartphone in the box on your computer screen (not shown).



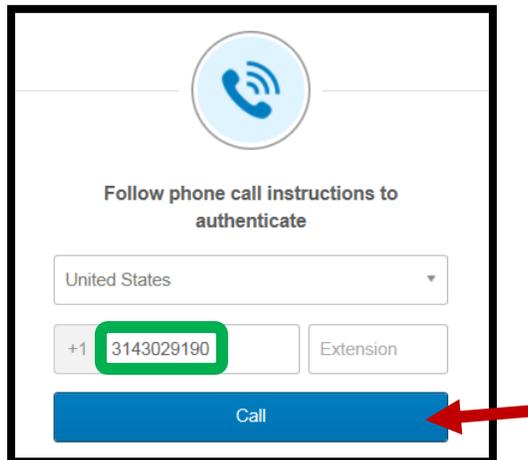
Your phone should display the following:



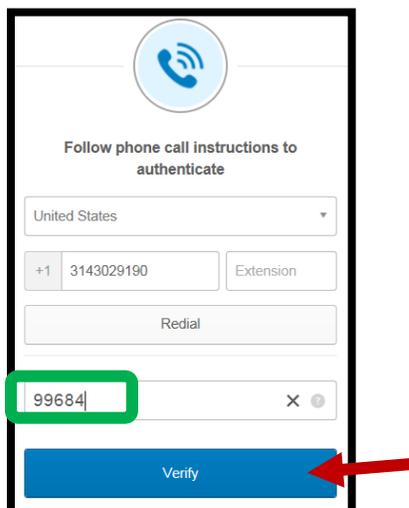
Step 10: Go to “Voice Call Authentication” under “Additional optional factors” and press “Setup”.



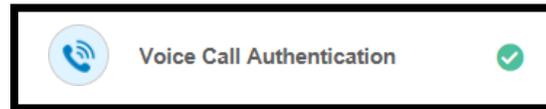
Step 11: Put in your ten-digit phone number (as seen below circled in green) and left-click on “Call”. Your Smartphone should ring with a computerized voice indicating the digits your need to enter.



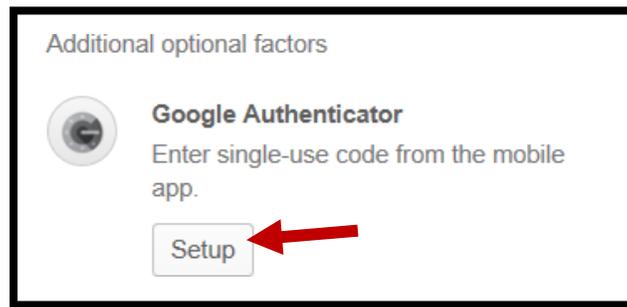
Step 12: Enter the numbers your just heard on your Smartphone the field show below, and left-click “Verify”.



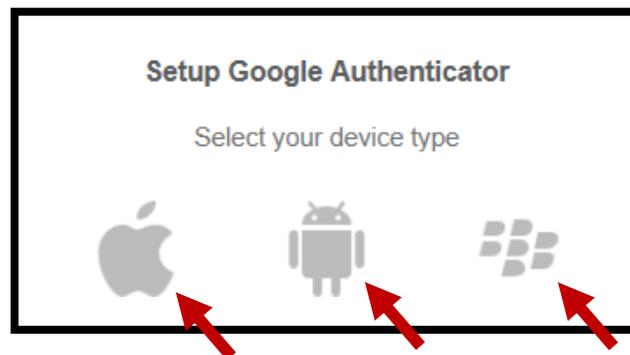
You should see:



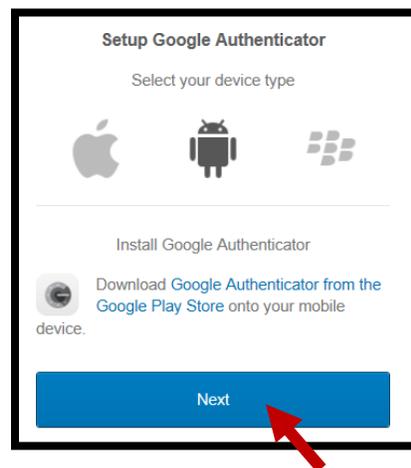
Step 13: Let's move to the next step..."Google Authenticator". Left click on "Setup".



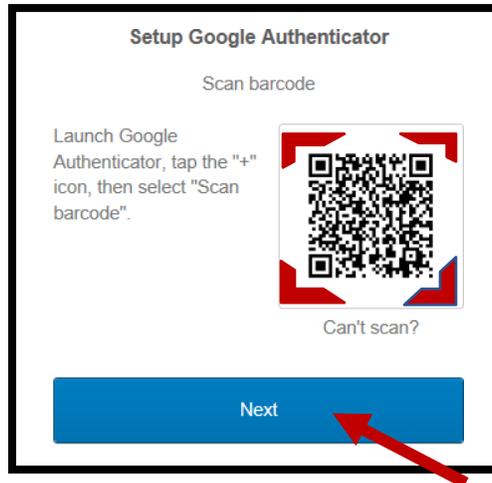
Step 14: Choose which type of device you have...Apple, Android, or Windows. Magellan devices are Android (the middle...the little Android man).



Step 15: Left-click on the "Next" button.

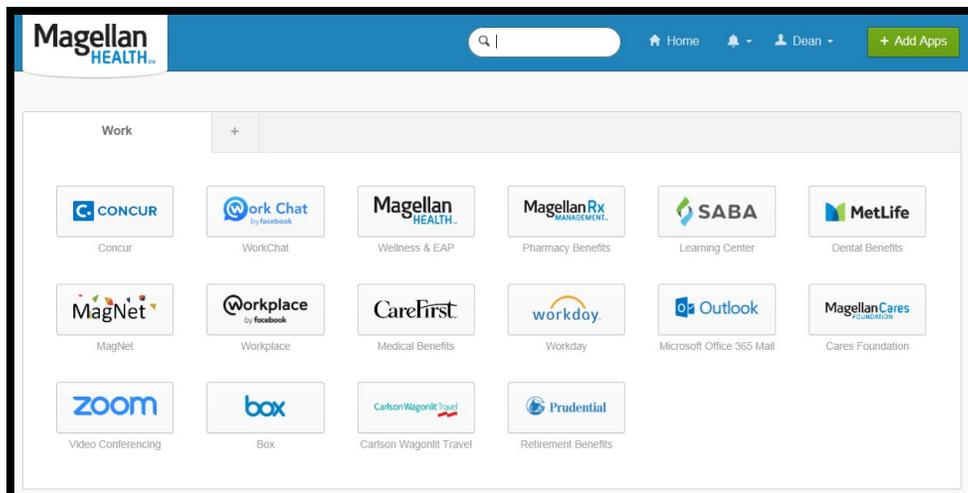


Step 16: Take your Smartphone, open the “Google Authenticator” app and touch the small red plus sign (on the bottom right-hand side of your Smartphone screen....not pictured) and touch “Scan a barcode” on your Smartphone screen. An outline of a red box appears on your Smartphone screen. Take your Smartphone and hold it up to your personal computer. Use your Smartphone to take a picture of the “Setup Google Authenticator” barcode that appears on the computer screen. The red outline on your Smartphone should be lined up with the barcode on your computer screen. Left click on “Next”.



Note: If the barcode on the computer is too small, then the Smartphone may not be able to scan it. Use the Zoom feature to make the barcode larger.

Step 18: You are done!



The rest of this document was created by Magellan’s Security Team which you also may find helpful as you advance through the steps. The screens above attempt to give you a step-by-step through the MFA process.

MFA: Enrollment (Existing Okta Users)

For those accounts already created in Okta, you will notice a change upon the next time you sign into Okta, either internally or externally.

Okta Multi-factor authentication has been enabled for all user accounts. MFA will add an additional protection measure on your account by requiring one of the listed 4 options (right image) prior to completing the sign-on process.

Okta Verify: This is an app installed on your iOS, Android or Windows Phone device and provides one of several methods:

- Rolling Code – Provides a timed interval 6-digit code you can type into Okta directly.
- Push: This method allows you to push an approval from Okta login page during sign-on, and you simply need to tap “approved”. No need to use a 6-digit code.
- Watch Push: For Apple Watch users, Okta Verify will alert you on the accompanying Okta Verify watch app.

SMS Authentication: Registering your cell phone number, Okta will send a one-time 6-digit code via text message.

Voice Call Authentication: Registering your landline (extension supported) or cell phone, Okta will call you with a 5-digit code.

Google Authenticator: You can use the Google Authenticator app on your Android or iOS device to use a rolling 6-digit code.

Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing into your Okta account



Okta Verify

Use a push notification sent to the mobile app.

Setup



SMS Authentication

Enter a single-use code sent to your mobile phone.

Setup



Voice Call Authentication

Use a phone to authenticate by following voice instructions.

Setup



Google Authenticator

Enter single-use code from the mobile app.

Setup

Okta Verify: Installing & Enrollment



Okta Verify

Use a push notification sent to the mobile app.

Setup

To register Okta Verify, begin by clicking “Setup” under Okta Verify. This will take you to the screen, allowing you to choose the device you will use the Okta Verify app on (iOS, Android, Windows Phone).

Click on the logo that represents the phone or tablet you will be installing the Okta Verify Mobile App on. A link will appear below “Download Okta Verify for...”. Avoid clicking on this link as it takes you to the web version or each mobile phone app store page. (You can ignore the blue “Next” button until later in this page).

Select your device type



Okta Verify
Okta, Inc.

Instead, enter your phones app store and search for “Okta Verify”. Tap Get or Install and follow your phones prompts to download. **Note: Each app store requires an account (Apple iCloud, Google Play, Microsoft Windows Store) to download and install apps for your phone or tablet.**

Once installed, you can tap to open the application.



Welcome to Okta Verify

Okta Verify helps you log in securely. You'll use this app to approve your logins after entering your username and password on your computer.

Add Account

Upon first use, tap the “Add Account” button. Okta will alert you that access to your Camera is needed. This is to allow the app to view a special QR code that will automatically add the needed information into the Okta app. Click the blue “Continue” button.



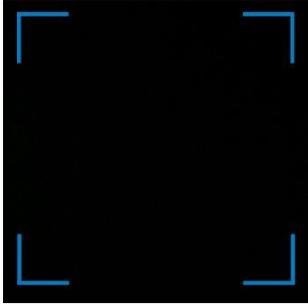
Allow Camera Access & Push Notifications

Okta Verify needs access to your camera to help add accounts. We only use the camera to scan codes.

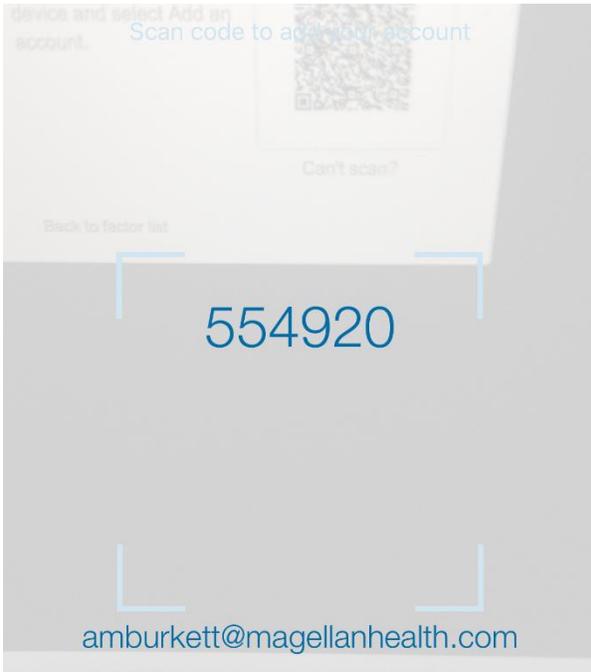
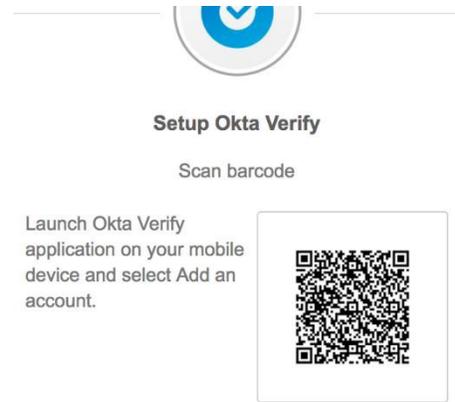
Continue

Okta may alert you to agree to allowing access to your Camera. If you see this, please accept.

Okta may also ask to send you alerts on your phone. These are needed to use the special “Push” feature of Okta verify, allowing easier logons when using Okta MFA. If you see this, please accept.



You'll now see a small four corner box overlaid on your camera from your mobile device. From your computer, click the blue "Next" button under the logo from the top of this page. This will display the QR code you will use your phone to point at.



Using your phone, line up the QR code on your computers screen within the four blue corners of your Okta app on your phone.

Depending on your camera's focus length, you may not need to get the QR code very far within range of the camera before it registers.

Note: If you are unable to scan the code, you can click the "Can't Scan" link under the QR code on your computer to display Okta's secret one time code for your app. You can then click on the button on your phone's Okta Verify app "No Barcode?" to enter the secret key that appears on your computers browser.

Once successful, Okta in your computers browser will automatically complete the registration and show this factor as registered.

Enrolled factors



Okta Verify



SMS Authentication: Enrollment

To setup SMS Text message, start by clicking the “Setup” button.

Note: SMS text message charges apply, depending on your carrier. Messages can take up to 15 minutes or more depending on your carrier and are outside the control of Okta.



SMS Authentication

Enter a single-use code sent to your mobile phone.

Setup

Receive a code via SMS to authenticate

United States

+1 555-555-5555

Send code

Type your SMS capable cell phone number into the number field. When finished, click “Send Code”. If you do not receive your code within a timely fashion, the “Send Code” button will change into a “Re-Send” button, allowing you to resend the code.

When you receive your text on your phone, type the 6 digit code into the “Enter Code” field, and click verify.

Receive a code via SMS to authenticate

United States

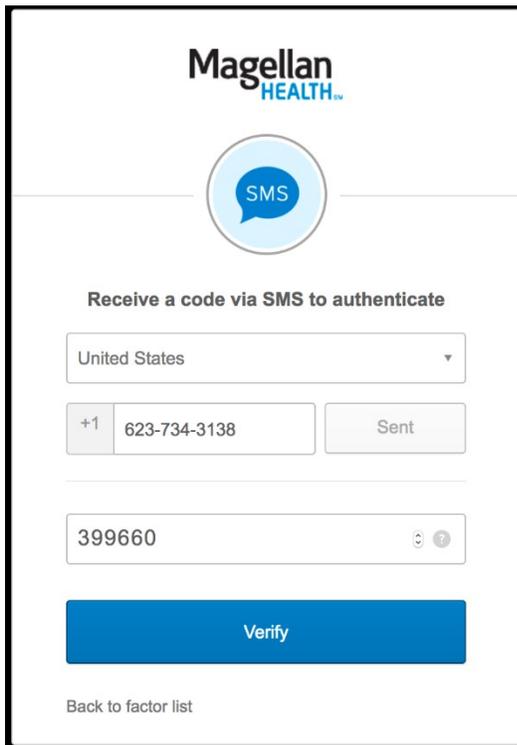
+1 555-555-5555

Send code

Enter Code

Verify

Once verified, Okta will return to the various factors list and display your SMS Authentication is setup and successfully registered.



SMS Authentication



Voice Call Authentication: Enrollment

To setup Voice Call Authentication, start by clicking “Setup” button.



Voice Call Authentication

Use a phone to authenticate by following voice instructions.

Setup

The screenshot shows the Magellan Health logo at the top. Below it is a blue circular icon with a white telephone handset and signal waves. The text reads "Follow phone call instructions to authenticate". There is a dropdown menu for "United States". Below that are two input fields: one for the phone number "+1 623-734-3138" and another for "Extension". A large blue button labeled "Call" is centered below the input fields. At the bottom left, there is a link that says "Back to factor list".

Enter your Cell phone or Landline (phone extensions are supported). When done, click “Call” button to have Okta call your phone with a 5 digit verification number. (left image)

The automated call will say “Hello. Thank you for using the phone verification system. Your code is...”. Type in this code into the “Enter Code” field. (below image).

Once verified, Okta will return to the various factors list and display your Voice Authentication is setup and successfully registered.

The screenshot shows the Magellan Health logo at the top. Below it is a blue circular icon with a white telephone handset and signal waves. The text reads "Follow phone call instructions to authenticate". There is a dropdown menu for "United States". Below that are two input fields: one for the phone number "+1 623-734-3138" and another for "Extension". A button labeled "Redial" is centered below the input fields. Below that is a large input field containing the number "13262". A large blue button labeled "Verify" is centered below the input field. At the bottom left, there is a link that says "Back to factor list".

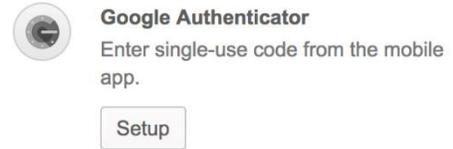
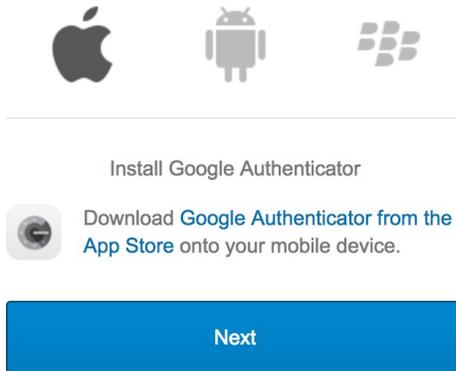


Voice Call Authentication



Google Authenticator: Installing & Enrollment

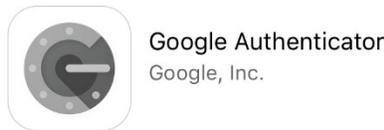
To setup Google Authenticator, click the "Setup" button



Click the logo of the phone type you have (Apple for iPhones/iPads, Robot for Android phones, Blackberry for capable Blackberry handsets).

Please ignore the link "Download Google Authenticator..." and instead use the App Store or Google Play Store to search for and download "Google Authenticator on your Phone or tablet.

Click the blue "Next" button to have Okta display the QR code you will need to register with your Phones Google Authenticator app.



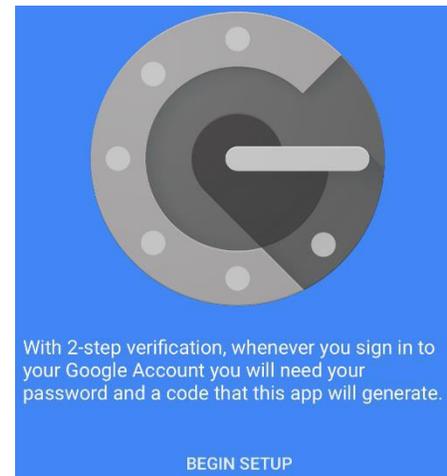
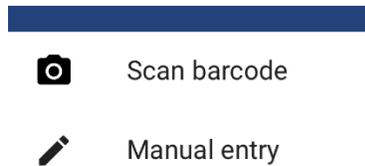
On your Smart Phone or Tablet, once downloaded, you can open the app by tapping it.

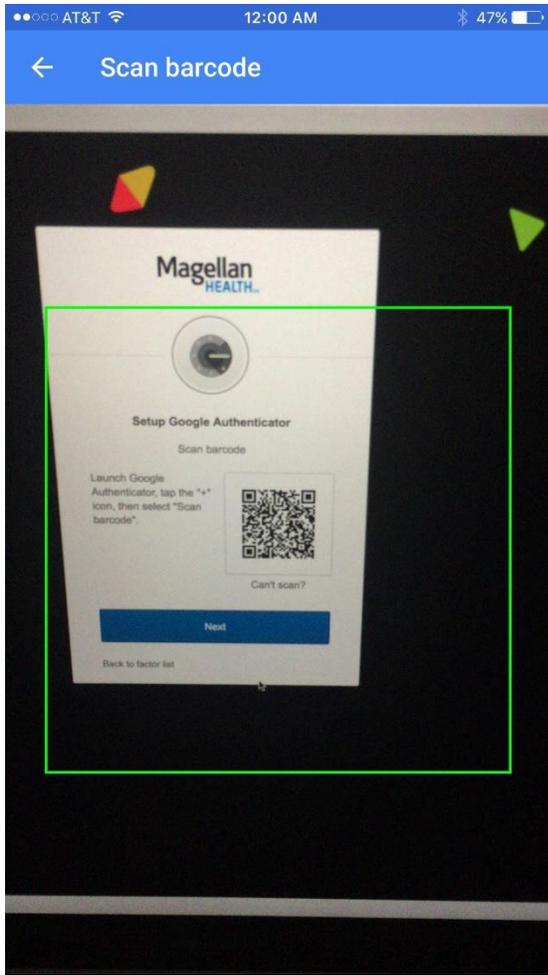


Can't scan?

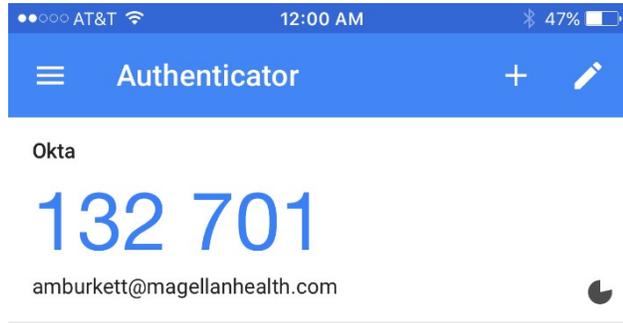
On the initial screen, tap "BEGIN SETUP" text.

A menu will fly up from the bottom. Select "Scan barcode" to scan the QR code on your computer browser or if scanning does not seem to work, you can click "Manual entry". Using manual entry will require you to also click "Can't Scan?" text under the QR code on your computer to manually enter the code provided by Okta.





Move the green box from your phone and move it to scan the QR code on your computer. Once Google Authenticator sees it, it will display a 6-digit code.



On the QR page in your computer browser, click the blue "Next" button under the QR code itself. This will display the "Enter Code" field. Enter your 6-digit code (No Spaces) and click Verify.

Setup Google Authenticator

Enter code displayed from the application

Verify

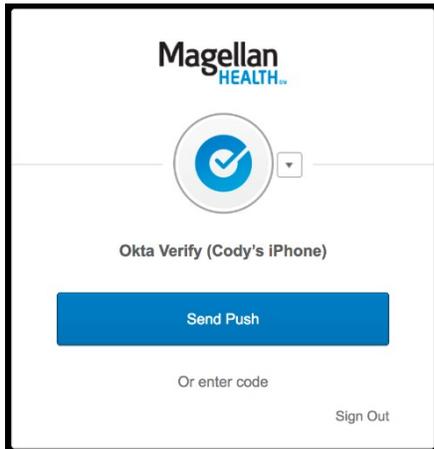
Once verified, Okta will return to the various factors list and display your Google Authentication is setup and successfully registered.



Google Authenticator

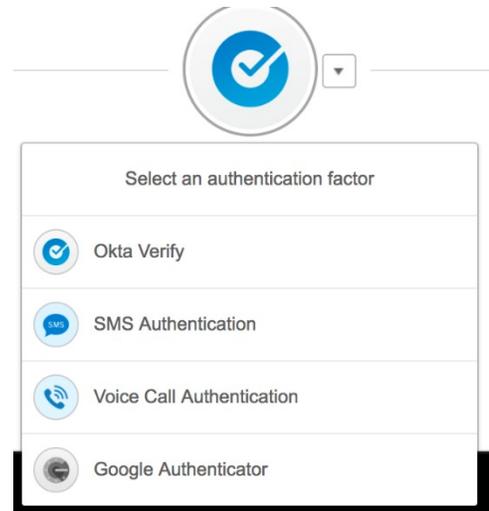


Using MFA



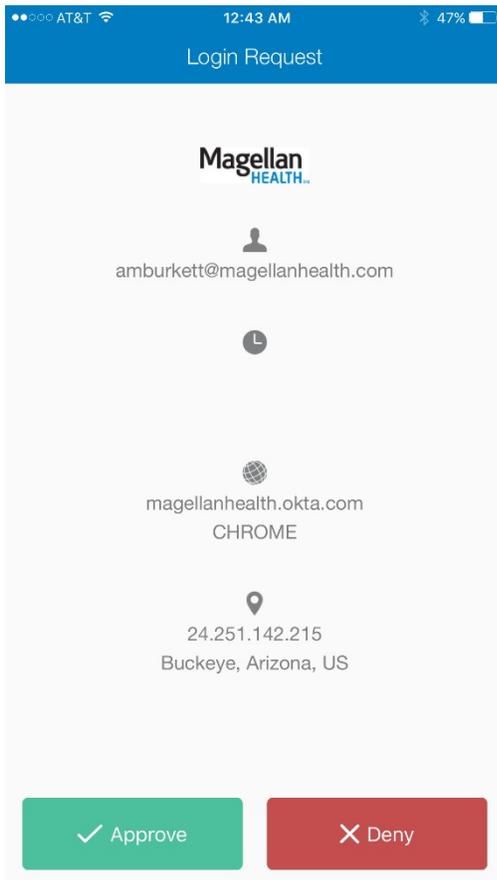
When Okta prompts you for a Multi-Factor, depending on how many factors you registered for, you'll be given the choice of which one to use that is most usable and convenient to you.

Clicking the small "down arrow" to the left of the circle icon, will reveal additional factors, if configured



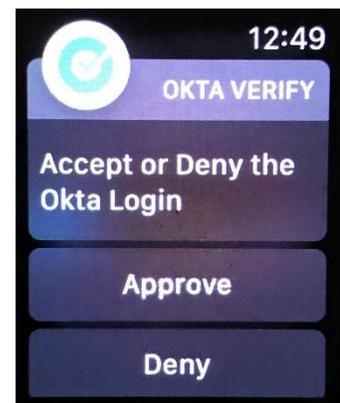
Okta Verify

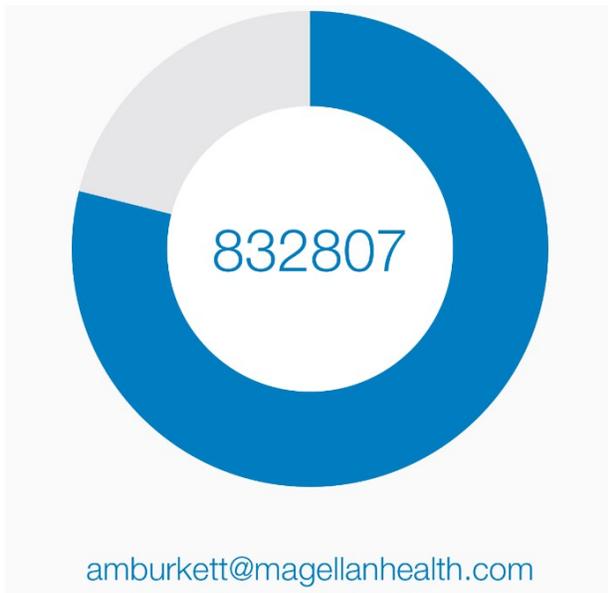
Selecting Okta Verify, will give you two options of passing this factor. You can select "Send Push", or click the "Or enter code" text just below.



Send Push: This will send an approval to your Okta Verify app. Opening your phone and selecting the app (or using the pop-up notification on your phone, if applicable) will open the app. This will display information about the request you can use to validate (including detailed information about where it was requested from). Clicking the green approve button will notify Okta to allow your sign in. After a few seconds, your Okta browser will then sign in, without ever needing to enter a code

Apple Watch users: Okta Verify comes with an accompanying apple watch app. You can use this for even faster sign ins.





Enter Code: You can also use the rolling code by clicking the “Or enter code” below the Push button. Enter your Okta Verify app, and enter the 6-digit code displayed there and enter it into the

Enter Code Verify

SMS Authentication

Select the SMS Authentication to use SMS Text based MFA.

Simply click “Send Code”. Once you receive the text message, enter the 6-digit code provided and click “Verify”

After a moment, Okta will complete MFA process.

Sent



SMS Authentication
(+1 XXX-XXX-3138)

Voice Call Authentication



Voice Call Authentication
(+1 XXX-XXX-3138)

Call

Verify

Select the Voice Call Authentication to have Okta call you on your Landline or Cell phone.

Clicking “Call” button will have Okta immediately call the phone you registered and will play an automated recording with your 5-digit code.

Enter this 5-digit code into the “Enter Code” box and click verify. After a moment, Okta will complete your sign in.

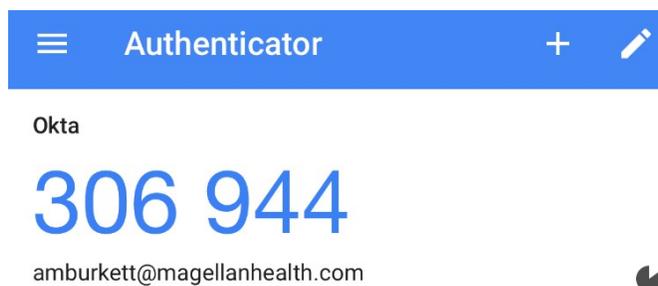
Calling

Verify

Google Authenticator

Select Google Authenticator to use the rolling code option.

Open your Google Authenticator app on your Smart Phone and use the code tied to your Okta Email address.



Authenticator

Okta

306 944

amburkett@magellanhealth.com



Google Authenticator

Enter your Google Authenticator passcode

Enter Code

Verify

Enter the 6-digit code (with no spaces) and click “Verify”.

132567

After a moment, Okta will complete the MFA process.

Verify