

Okta Verify registration for corporate or personal iOS device

This Knowledge Article provides instructions to register for multi-factor authentication (MFA) on Okta Verify from your corporate or personal iOS device.

As part of our commitment to enhancing security and user experience, Carelon Health is transitioning to Okta Verify as the provider of multi-factor authentication (MFA) services. Okta is becoming our MFA tool for accessing Carelon Health Citrix system. This added layer of security will help to protect our company and valued members' sensitive information.

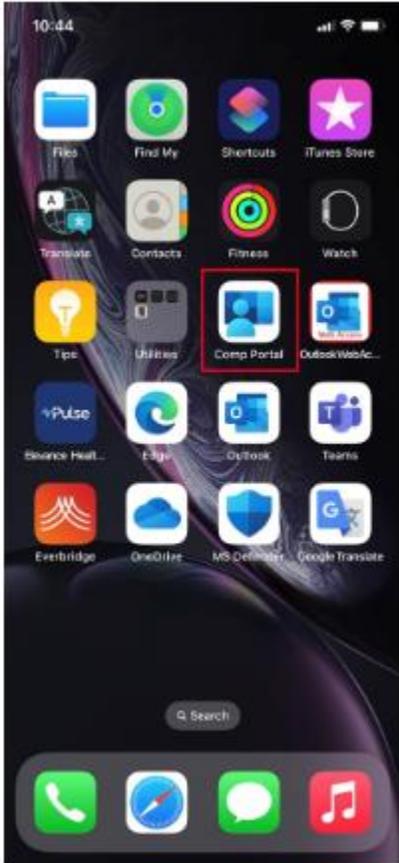
Table of Contents

- **How To *Download* Okta Verify (MFA) app on your corporate iOS mobile device**
- **How to *Download* Okta Verify (MFA) app on your personal iOS mobile device**
- **How To *Register* Okta Verify (MFA) app on your mobile device**
- **I Have Okta, Now What?**
- **Support**

How To Download Okta Verify (MFA) app on your corporate iOS mobile device

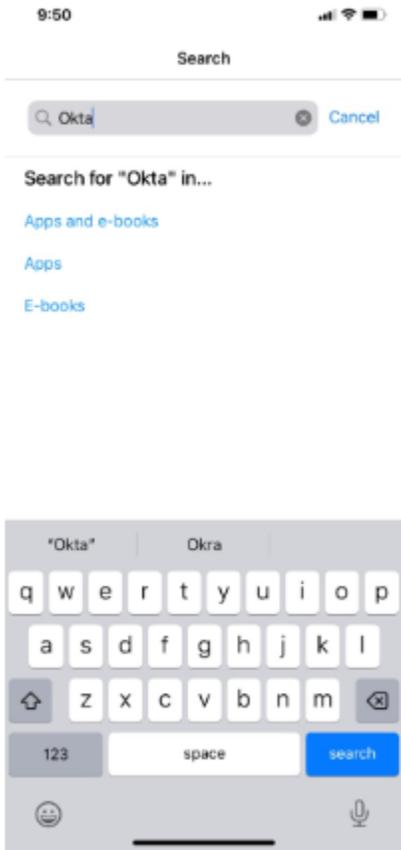
1. Navigate to the ***Comp Portal*** on your Elevance Health issued iOS phone.

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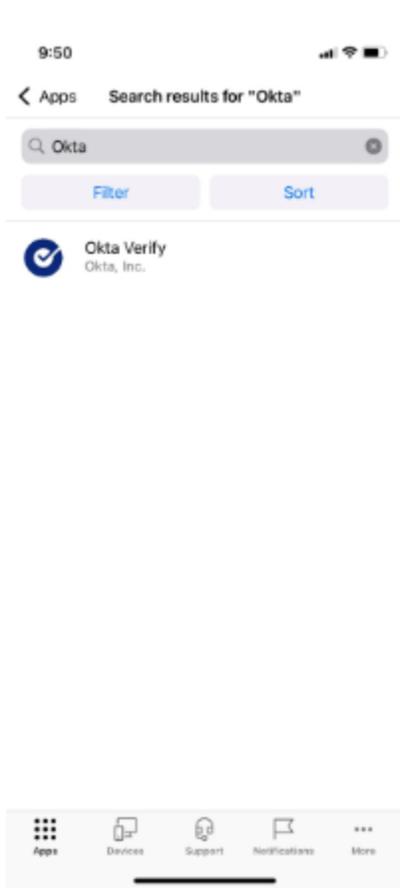
2. Type '**Okta**' in the Search bar and tap on '**Search**'.

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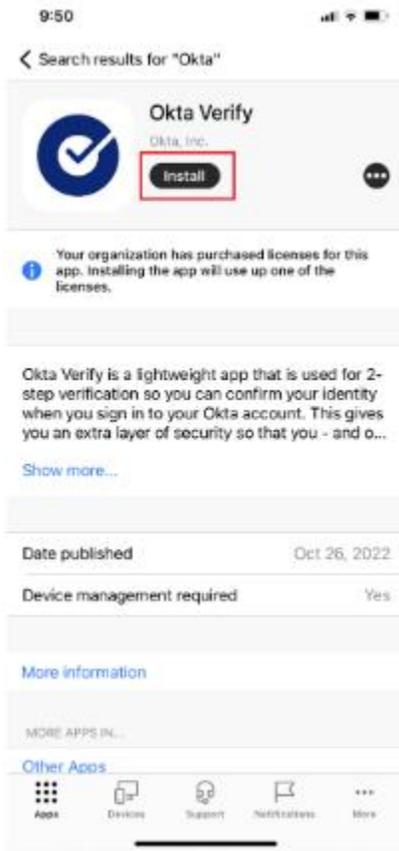
3. Tap on the '**Okta Verify**' application.

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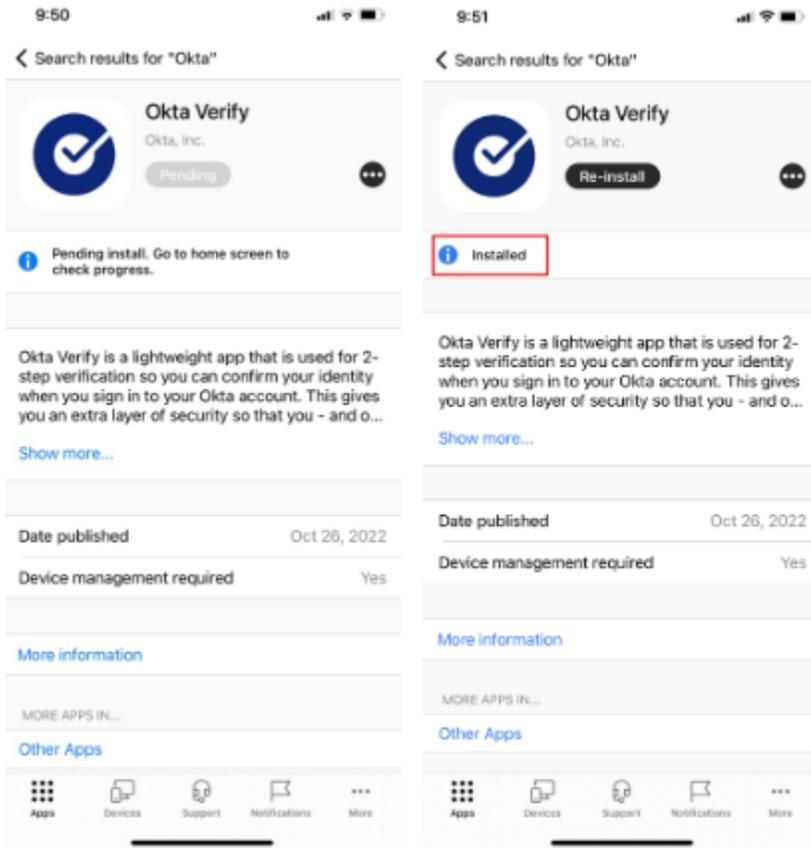
4. Tap on '**Install**'.

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5. Wait for the application to complete the installation process. The "Pending" notification will change to "Installed" on the application page. You can close out of the Comp Portal now.

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How To Register Okta Verify (MFA) app on your mobile device

6. Navigate to your list of applications (*swipe up*), you will now see the Okta Verify application. Tap on the application icon to open it.

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7. Tap '**Get Started**'.

9:51



Welcome to Okta Verify

Securely sign in to your organization's apps.

Get Started

8. Tap **'Next'**.

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9:51



How it works

When you access your organization's apps, use Okta Verify to confirm your identity.

Next



9. Tap '**Add Account**'.

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Ways to verify

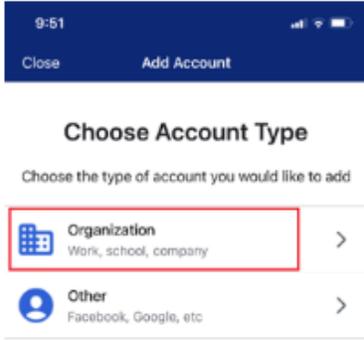
When signing in, enter a code from this app, tap Yes on a push notification, or tap the "Sign in using Okta Verify on this device" button.

Add Account

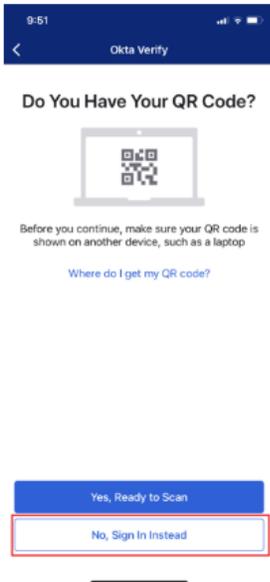
10. Tap '**Organization**'.

NOTE: Do NOT use other 2-factor authentication codes for third-party services or connect your Okta account with your Facebook, Google, or other authentication service.

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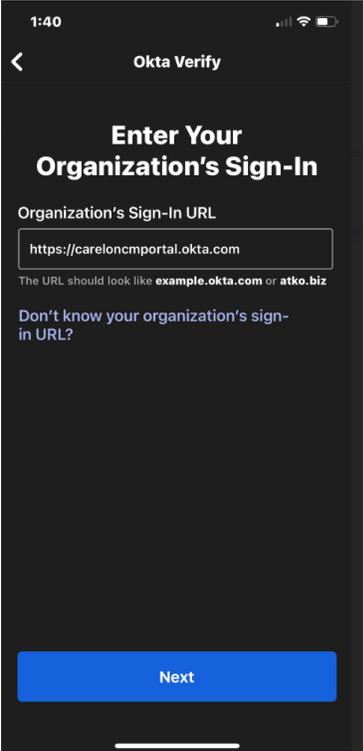
11. When asked if you have a QR code, Tap '**No, Sign In Instead**'.



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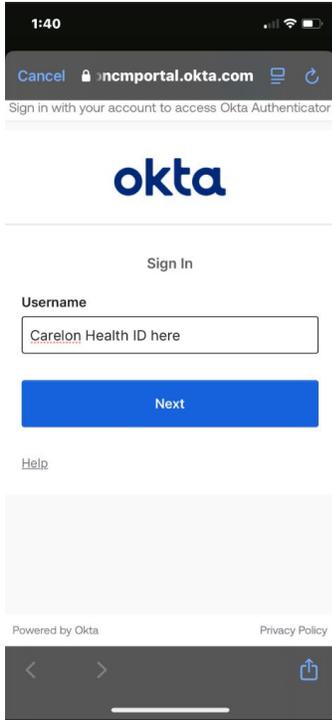
12. The Organization Sign-In URL should already be pre-populated. If it is not or you are on your personal mobile phone, then

Enter <https://careloncmportal.okta.com> for the Organization's Sign-In URL, Then, Tap **'Next.'**

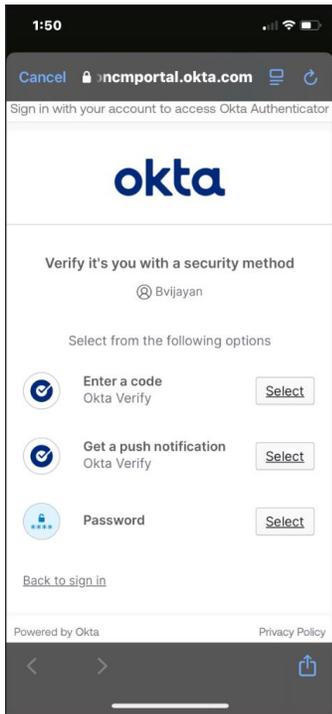


13. Enter your Carelon Health Domain ID in the textbox that asks for your username and click next

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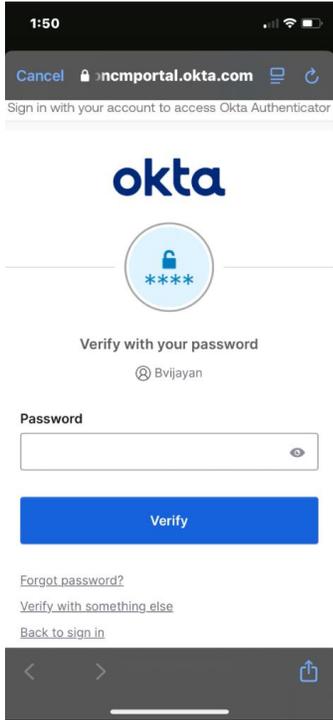


14. Select “Password” when asked to verify it’s you with a security method.



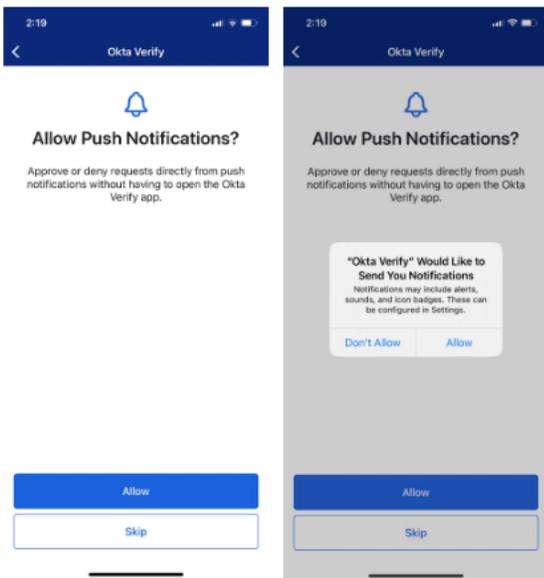
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15. Enter your Elevance Health Domain password in the textbox asking for the password.



16a. You can allow for Push Notifications by tapping '**Allow**' and then '**Allow**' again on the pop-up.

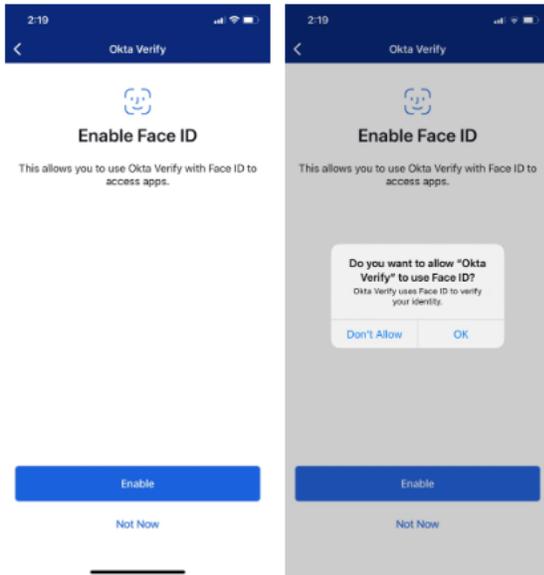
NOTE: You may need to first enable "push notifications" from your iOS General Settings for this to work.



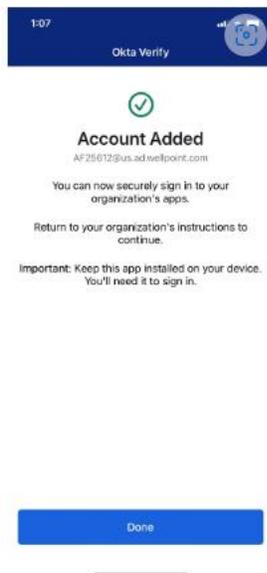
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16b. If your device is equipped with Face ID or fingerprint scanning, you may see a screen to enable it. Go ahead and tap Enable and then ok on the popup.

If you do NOT have the Face ID feature or decide to opt out, then tap “Not Now”



17. Success! Your account has been added. Tap ‘**Done.**’



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18. Your application should now be displaying a six digit code as below.

19. You are now ready to use Okta Verify to authenticate as you log in to Elevance Health applications that are integrated with Okta. You will be prompted to use the Okta Verify app as needed

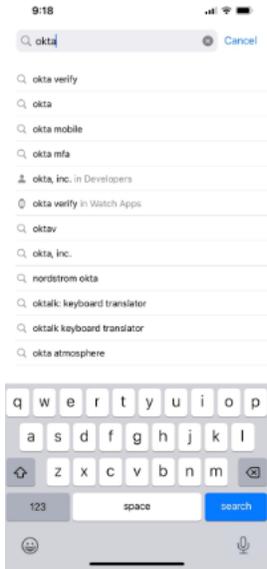
How to *Download* Okta Verify (MFA) app on your personal iOS mobile device

1. Navigate to the **App Store** on your personal phone.

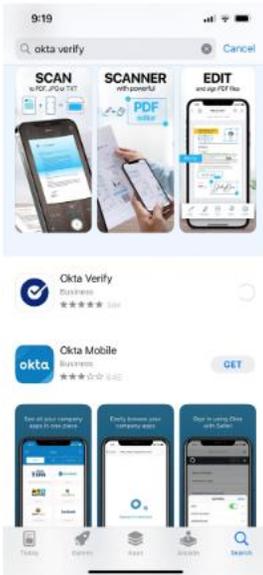


2. Type 'Okta' in the Search bar and Tap 'Search'.

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3. Tap '**GET**' to download the Okta Verify application. Once installed, close the App Store.



4. Navigate to your Applications list (*swipe up*), you will now see the Okta Verify application. Tap on the application to open it.

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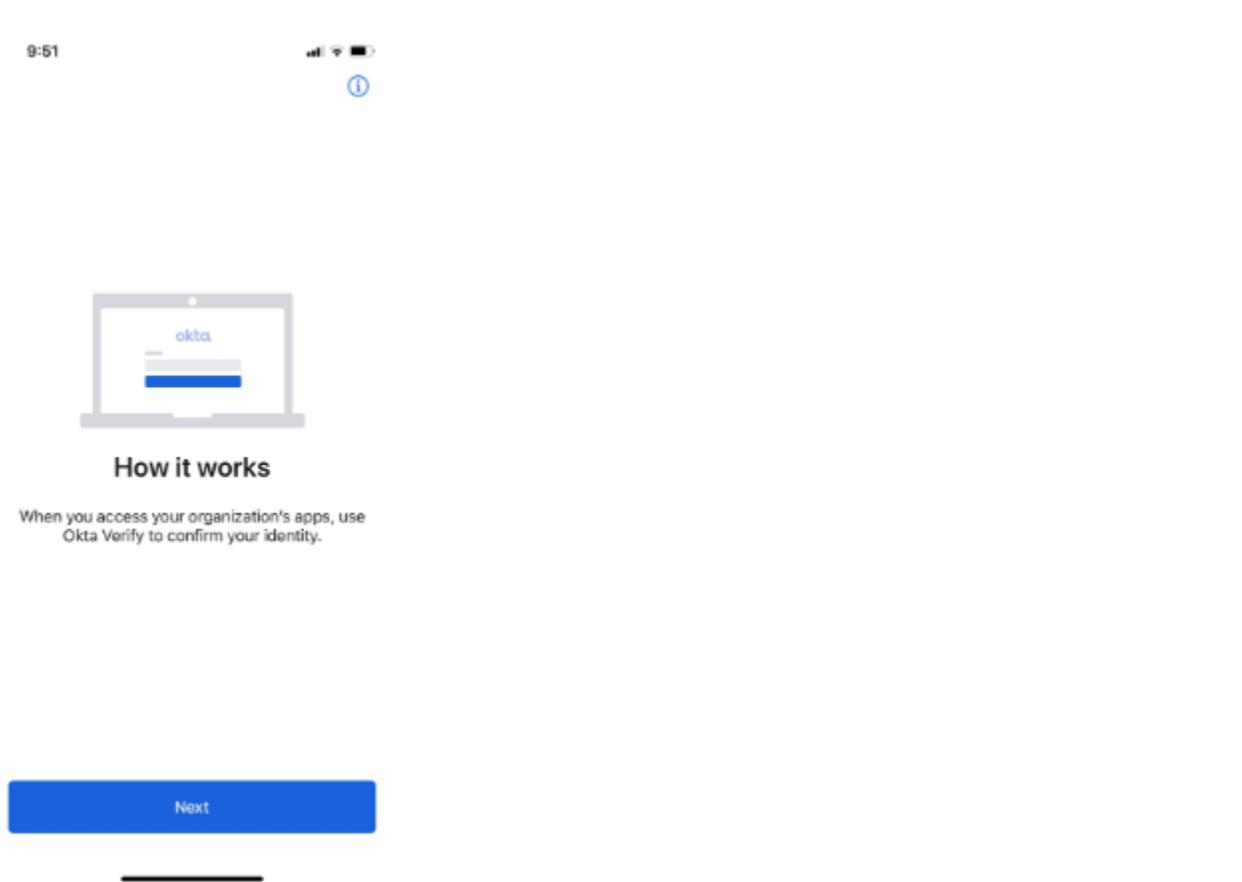


5. Tap '**Get Started**'.



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6. Tap **'Next'**.



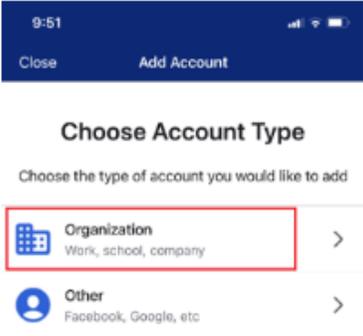
7. Tap **'Add Account'**.



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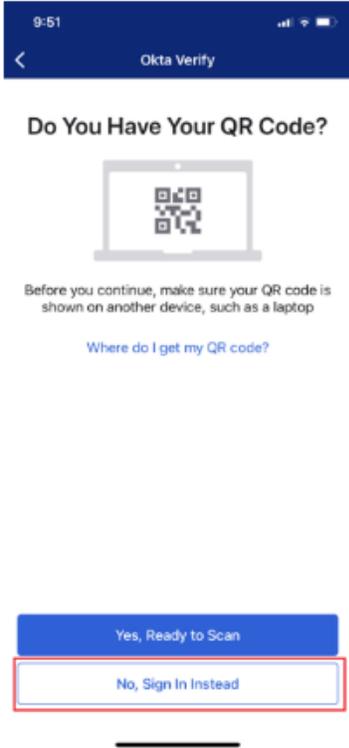
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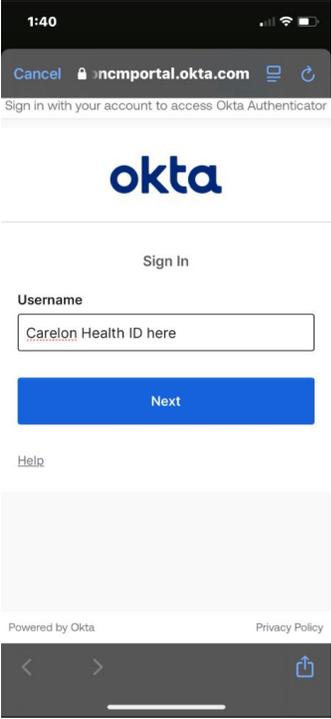
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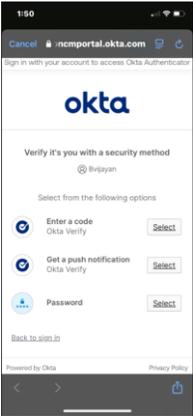


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11. Enter your Carelon Health Domain ID in the textbox that asks for your username and click next

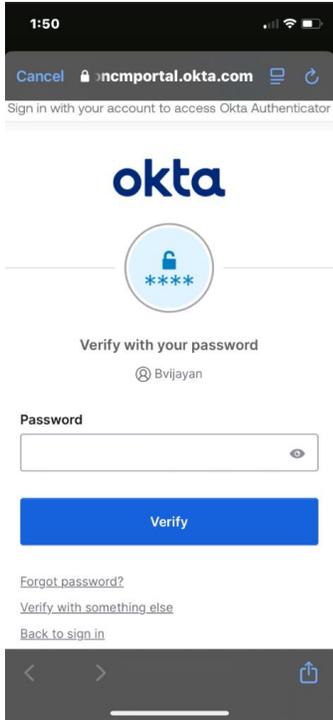


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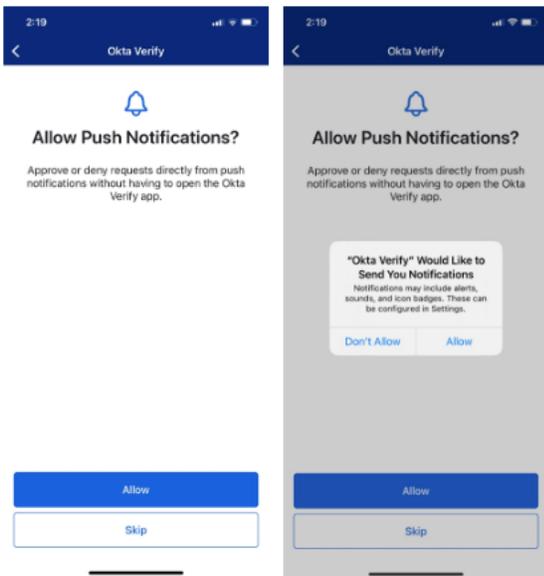
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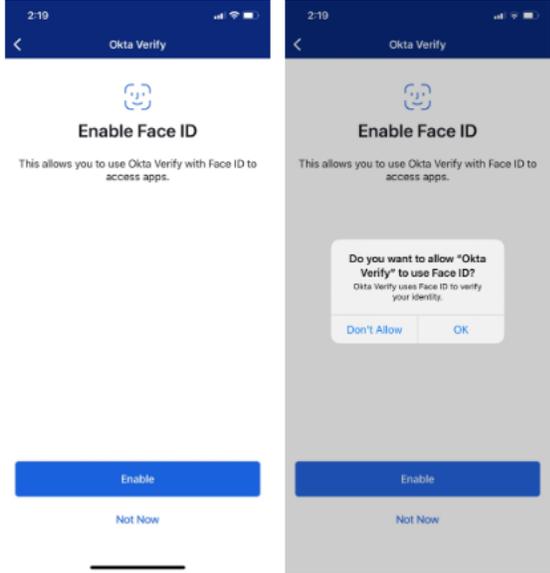
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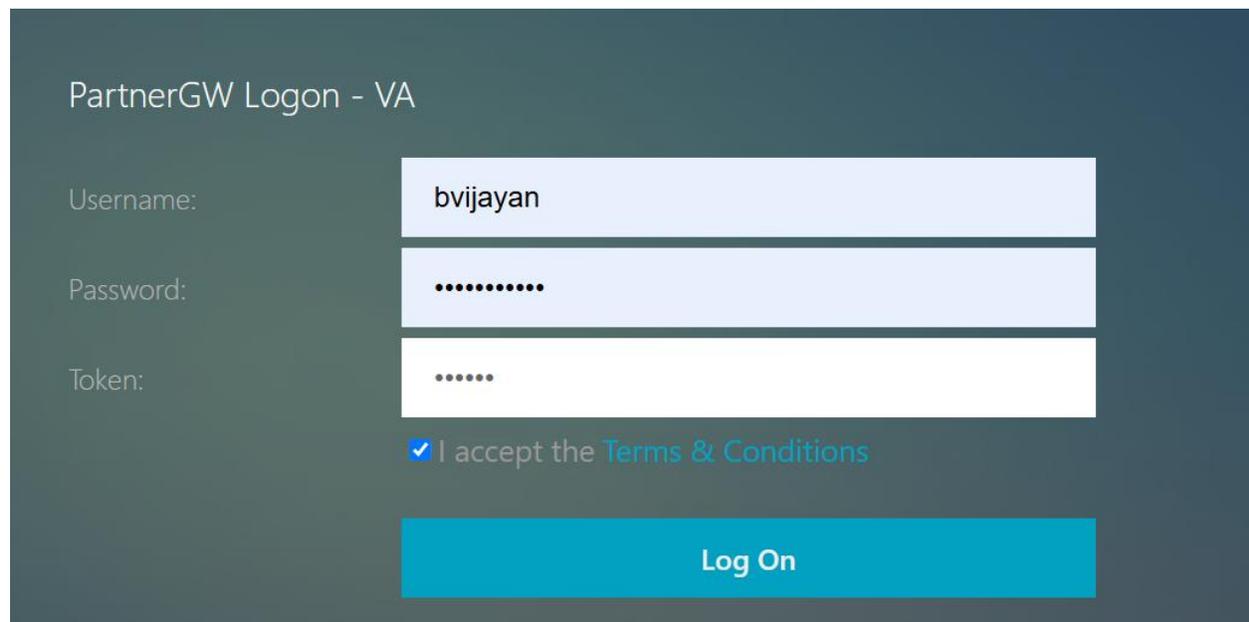
17. You are now ready to use Okta Verify to authenticate as you log in to Elevance Health applications that are integrated with Okta. You will be prompted to use the Okta Verify app as needed

I Have Okta, Now What?

Carelon Health application Citrix migrating to Okta Verify, you will notice a difference in the sign in process. When you open the new Citrix link <https://partnergw.carelonhealth.com>, It requires MFA, then you will be prompted to verify your identity.

Please enter your **Carelon Health ID** in the Username field, **Carelon Health password** in the Password field and Okta token **6 digit pin** in the Token field.

Once your read the terms and condition and click on **accept checkbox** then click on **Log On** button



PartnerGW Logon - VA

Username:

Password:

Token:

I accept the [Terms & Conditions](#)

Support

Need more help? Contact the **IT Enterprise Service Desk**, in IT ServiceConnect using [REPORT Submit and Track Issues](#), or press **CHAT** from the [IT ServiceConnect](#) home page, or by phone at 888-268-4368.

Note: Please let service desk team know this account is related to Carelon Health and provide your Elevance ID and Carelon Health ID.