# 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.





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



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







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



Search results for "Okta"	
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Your organization has purchas app. Installing the app will use licenses.	ed licenses for this up one of the
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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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Date published	Oct 26, 2022	Date published	Oct 26, 2022
Device management required	Yes	Device management required	Yes
More information		More information	
Other Apps		Other Apps	
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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.





7. Tap 'Get Started'.







Securely sign in to your organization's apps.

Get Started

8. Tap **'Next'**.







9. Tap 'Add Account'.



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Ways to	verify		
When signing in, enter a Yes on a push notificati using Okta Verify on t	code from this app, tap on, or tap the "Sign in this device" button.		
Add Ace	count		

#### 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.





Choose the type of account you would like to add

▦	Organization Work, school, company	>
9	Other Facebook, Google, etc	>

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





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 <u>https://careloncmportal.okta.com</u> 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.





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.'





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.





#### 5. Tap 'Get Started'.

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Get Started



#### 6. Tap **'Next'**.

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When you Okta	How it works access your organization's apps, use a Verify to confirm your identity.
	Next
7. Tap '	Add Account'.
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Witen signing in Yes on a push using Okta V	enter a code from this app, tap notification; or tap the "Sign in entry on this device" button.
	Add Account



#### 8. 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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₽	Organization Work, school, company	>
9	Other Facebook, Google, etc	>

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

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





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

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12. Select "Password" when asked to verify it's you with a security method.



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



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Forgot pa	assword?	
Verify with	th something else	
Back to s	<u>sign in</u>	
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#### 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 <u>https://partnergw.carelonhealth.com</u>, It requires MFA, then you will be prompted to verify your identity.

Please enter your **Carelon Health ID** in the Username filed, **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:	bvijayan	
Password:		
Token:	•••••	
	I accept the Terms & Conditions	
	Log On	

#### 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.