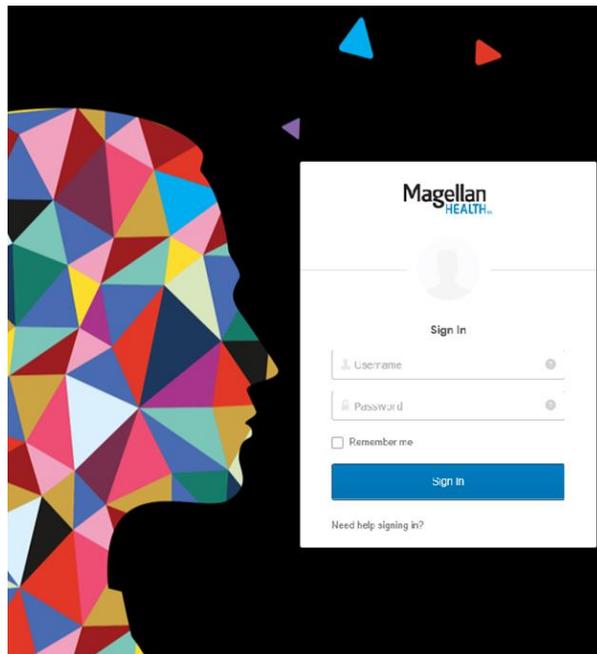


Purpose

Okta is a cloud platform that provides single sign-on for Magellan applications. HR systems such as Workday, Saba, VERN along with communication platforms and collaboration tools such as MagellanNOW, Workplace, Zoom, and Box are known as the Magellan HUB and are accessed through Okta.

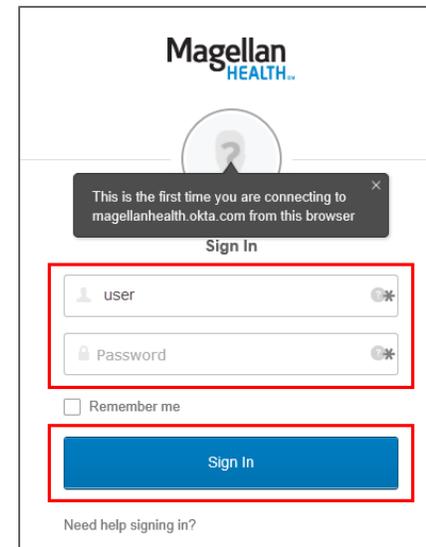
This job aid covers logging into Okta for the first time and configuring multifactor authentication (MFA.) Once Okta is set up, you will not need to remember user names or passwords for the Magellan HUB apps. You can access Okta from your desktop, or through an app on your smartphone or tablet.



Logging in to Okta for the First Time

Note: These instructions start from your desktop, however you will also need your phone to complete the set up.

1. From your web browser, go to <https://magellanhealth.okta.com>
2. Enter the **Username** and **Password** provided to you by Magellan in separate emails.
3. Click **Sign In**.

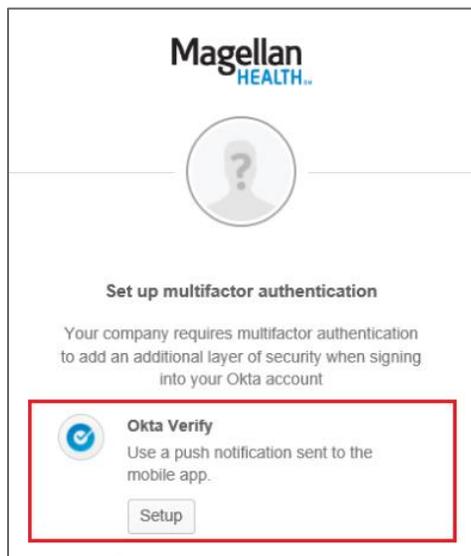


Multifactor Authentication

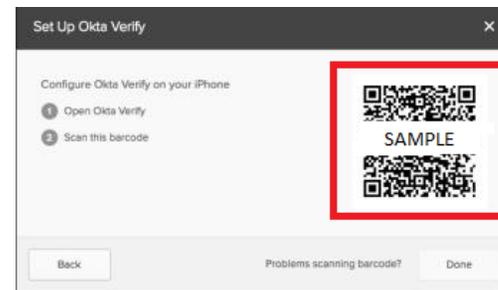
Multifactor authentication (MFA) is a security system that requires more than one method of authentication from independent categories of credentials to verify the user's identity to login. MFA helps safeguard access to data and applications using a simple sign-in process.

You will be prompted to set up multifactor authentication. There are several methods available. **Okta Verify** is highly recommended for Magellan employees living in the United States. Employees outside the U.S. (aka international employees) are required to use Okta Verify.

4. On your phone: install **Okta Verify** from either the Android or Apple App store.
5. On your desktop: This screen displays. Under **Okta Verify**, click **Setup**.

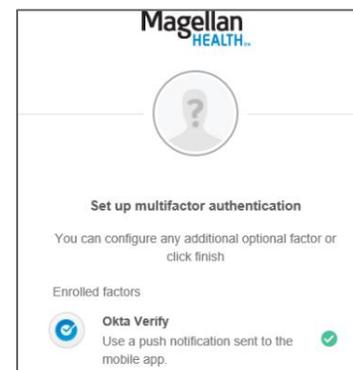


6. On your phone: Open the **Okta Verify** app and tap **Add Account** for Apple iOS or tap "+" for Android.
7. Use your phone to scan the QR code on your desktop computer screen.



8. The Pass Code Generate screen appears and generates pass codes that you can enter for verification. A new code is generated every 30 seconds.
9. Click **Done**.

The **Set up multifactor authentication** screen displays again with a green checkmark next to **Okta Verify**.



10. Click **Finish**.

Re-Set Password

11. Complete the fields to change your **Okta password**. Make sure your new password meets the requirements.

Set up Password Recovery

Okta gives you two options for recovering a forgotten password. You can use a separate email address, or you can have a code sent to your phone (voice call verification).

NOTE: Voice Call Verification is not an option for international employees.

12. Click **Secondary email** and enter the address.

13. Choose your **Forgot Password question** and enter the answer.

14. Choose a **security image**.

15. Click **Create My Account**.

16. To set up voice call verification, in the next screen, click **Add Phone Number**.

17. Enter a **Phone Number** where you can be contacted to receive a security code.

18. Click **Call**.

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: United States
Select the country where your phone is registered.

Phone number: [Red box around input field]

Extension: [Input field]

Call [Red box around button]

You will now receive a phone call to the number you entered with a verification code.

19. Enter the verification code that was sent to your phone, then click **Verify**.

Set Up Voice Call Verification

Call is in progress. Once you have the passcode enter it below.

Enter code: [Red box around input field] Verify: [Red box around button]

Back Done

20. Once your phone number has been verified, click **Done**.

Set Up Voice Call Verification

Call is in progress. Once you have the passcode enter it below.

Enter code: 14462 Verify

Phone number successfully verified!
Click Done to finish setup.

Done [Red box around button]

Okta confirms that your phone number has been successfully verified. Your setup is now complete.

21. Click **Done**.

Please update your profile

Add a phone number for resetting your password or unlocking your account using Voice Call (optional)
Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.

Number successfully verified!

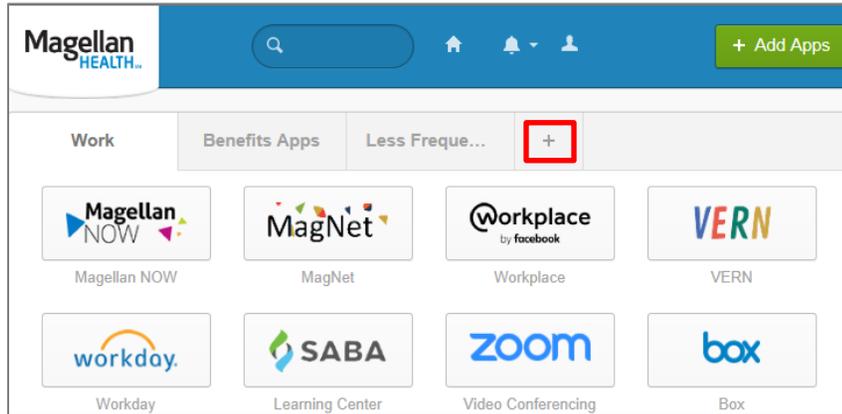
Done [Red box around button]

Access Magellan HUB

Going forward, the Okta home page will open to the Magellan HUB where you will have access to a number of applications represented by the "tiles" in the screen shot below.

You will not use all of them every day, and some of them you may never use. You can customize your view by dragging the tiles you use most to the top of the page.

You can also create new tabs by clicking on the "+" sign next to the Work tab.



Enter a name for the new tab, then return to the Work tab and drag and drop tiles to the new tab.