Single Sign-On Portal
User Reference

(Okta Cloud SSO)
Single Sign-on Portal User Reference (Okta)

**Okta Single Sign-on Portal**
The Okta Single Sign-on Portal is a new single sign-on service from Okta. This tool is a cloud-based solution that will allow you to easily log on to an application with a single click of your mouse. Once you log in to the Okta Single Sign-on Portal, your home page will display all your available applications in one location. Simply click the application’s corresponding icon and the application will open in a new browser window, or tab, and you will be automatically logged in to the application.

**Initial account creation and configuration**
In order to use the Okta Single Sign-on Portal, you will need to perform the following two tasks.

1. Create your Amway SSO Portal account. This is a simple process which can be completed in about three minutes by following these 7 steps:
   1. From your web browser, go to https://amway.okta.com/login/default
   2. Enter your Amway network Native ID and password, and click the "Sign In" button.
   3. Select your secondary email (if you have one available), otherwise check "I don’t have a secondary email".
   4. Select a security question.
   5. Provide an answer to your selected security question.
   6. Select a security image.
   7. Click the "Create Account" button. (It will take about two minutes to complete this process.)
   For more details on this task, please refer to the "First time manual login to the Okta Single Sign-on Portal" on page 4

2. Install the Okta web browser plugin. The plugin will provide additional functionality and improve user experience for future applications.
   - For NGD users, please go to the Software Center; search for and install the Okta IE plugin
   - For non-NGD users, please click on the browser plugin install link located on the Amway SSO Portal home page.
   For details on this task, please refer to the "How to… Install the Okta browser plugin" on page 16.

You should now be all set to use the Okta Single Sign-on Portal. If you receive any errors or messages, please refer to the “Messages to be aware of…” section of this document starting on page 7.

You may want to create a desktop short cut to http://amway.okta.com or save it as a favorite in your browser so that you can easily access the Amway SSO portal.

*** Important ***
- Please read the “Unusual Okta Single Sign-on Portal behaviors” section on page 6. This section provides important information you should be aware of when using the Amway SSO Portal.
- When you click on the very first application icon, the application may not open. However, you may see a ‘pop-up blocked…’ warning message near the top or bottom of your browser. You will need to allow pop-up windows from this site. Please see item #6 on page 11 for details on how to resolve this message.
**First time manual login to the Okta Single Sign-on Portal**

The first time you log in to the Okta Single Sign-on Portal, your Okta Single Sign-on Portal account will be automatically created. Part of the account creation process will require you to select a security image. Each time you log in thereafter, the security image will be displayed on the login page for your visual verification. You should expect to see this selected image every time you login after this first login completes. **If you do not see the image you selected, then you should not login and Contact your Service Desk and report the issue.**

1. From your browser, go to http://amway.okta.com/login/default
2. Enter your Native ID and password (same as your normal Active Directory network credentials)

**Note:** the first time you log in, the security image will display a question mark.

3. Click the “Sign In” button.

4. Enter a secondary (non-Amway) email account.
5. Select a security question
6. Enter an answer for the chosen question.

**Note:** The secondary email address and security question/answer will be used if you need to reset your password. A password reset notification and link will be sent to both your work email address and a secondary email address (in case you are unable to access your work email).
7. Select the security image you wish to use.

8. Click the “Create My Account” button.

   **Note:** It will take about two minutes to create your account, after clicking the button.


10. You may close the “Welcome…” message by clicking the “X” in the upper right corner.

You should now be all set to use the Okta Single Sign-on Portal. If you receive any errors or messages, please refer to the “Messages to be aware of...” section of this document starting on page 7.

You may want to create a desktop short cut to [http://amway.okta.com](http://amway.okta.com) or save it as a favorite in your browser so that you can easily access to the Amway SSO portal.

*** Important ***

- Please read the “Unusual Okta Single Sign-on Portal behaviors” section on page 6. This section provides important information you should be aware of when using the Amway SSO Portal.

- When you click on the very first application icon, the application may not open. However, you may see a ‘pop-up blocked...” warning message near the top or bottom of your browser. You will need to allow pop-up windows from this site. Please see item #6 on page 11 for details on how to resolve this message.
Unusual Okta Single Sign-on Portal behaviors

1. Amway network password changes
   Be aware of the following two situations when changing your Active Directory network password:
   
   - Changing your Active Directory network password using (Ctrl + Alt + Del) will change your Active Directory network password. However, it will not synchronize your Active Directory network password to your password stored in the Amway SSO Portal.

     **How to resolve:** Synchronize your Amway SSO Portal password manually. Please refer to the “How to... Synchronize your Amway network password in the Okta Single Sign-on Portal” on page 22.

   - Changing your Active Directory network password using the Okta Single Sign-on Portal will effectively change both your Active Directory network password and your password stored in the Amway SSO Portal. **This is the recommend method for changing your Active Directory password.**

2. Password changes for non-SAML applications
   Within the Amway SSO Portal there are two types of application icons. The first application icon type, when clicked, will automatically take you into the application. The second application icon type, when clicked, will present a log in prompt screen, however the log in screen is automatically populated for you. These second type of application icons are considered non-SAML applications and they require a little extra attention on your part.

   When you change your password within the application that is associated to one of these non-SAML applications, you will also need to update the password stored in the Amway SSO Portal.

   **How to resolve:** Please refer to the “How to... Modify credentials for an application” section on page 18.
Using Okta at a Glance

- Click on any application icon to launch that app or type in the name in the Launch App search box.
- Drag and drop any application icon to change the order in which it displays.
- Drag and drop any application icon into another tab to organize apps.
- Click on the + by the tab names to create a new tab (manage up to 5 tabs).
- Click on the tab name to view the apps in it.
- To change the name of the current open tab, hover by the name and click on the pencil icon.
Messages to be aware of when using the Okta Single Sign-on Portal

1. You may notice one of the following Okta browser plugin message on the home page.

![One or more of your applications requires the Okta browser plugin.
Click here to install.](image)

This message indicates that one or more of the applications available to you on your home page requires the Okta browser plugin in order for the single sign-on function to work properly.

Once the browser plugin is installed then you should not see this message again. However, if you use an alternate browser, such as Firefox or Safari, you will see this message appear when using the alternate browser. If this message appears when accessing the Okta Single Sign-on Portal using an alternate browser, this message means that the plugin is required to be installed for the alternate browser.

**To resolve this message:** Install the browser plugin for your current browser version (see page 13).

![One or more of your applications requires a newer version of the Okta browser plugin.
Click here to upgrade.](image)

This message indicates a newer version of the browser plugin needs to be installed.

Once the new browser plugin in installed then you should not see this message again. However, if you use an alternate browser, such as Firefox or Safari, you will see this message appear when using the alternate browser. If this message appears when accessing the Okta Single Sign-on Portal using an alternate browser, this message means that the plugin is required to be updated for the alternate browser.

**To resolve this message:** Install the browser plugin for your current browser version. Please see “How to... install the Okta browser plugin” on page 13.
2. You may be asked for your credentials.

This message, or similar appearing message, indicates that the Okta Single Sign-on Portal requires your credentials so that it can take appropriate action to log you into an application.

You should only be prompted once for any specific application; the first time you access it. However, if you change your Amway network password, you may be reprompted the next time you attempt to access your application.

**To resolve this message:** Enter your credentials, then click the “Save Credentials” button.
Single Sign-on Portal User Reference (Okta)

3. You may be asked to autofill your credentials.

This message may appear when 1) you log out of an application; or 2) when you are accessing a site that does not support this technology; or 3) when you have changed a password related to the application you are attempting to access. Therefore you must provide your credentials to log in to the site.

To resolve this message: Do one of the following:

a) Click the “Autofill” button to have your login credentials entered into the form. You will need to click the submit button to complete the log in process. This message will reappear each time you visit this site.

b) Click the “Never” button to make it so that you will always have to manually provide your credentials to this site. Clicking this button will also disable this message permanently for this site. To undo the “Never” option please refer to the “why are my credentials not entered for a specific application sign-on page?” in the FAQ section.

c) Click the “X” to close (ignore) this message. This message will be redisplayed the next time you visit this application.

d) If you have changed your password related to this application, then you will need to update your password in the Okta Single Sign-on Portal. Please see “How to… Modify credentials for an application” on page 18.

4. You may be asked if you were signed in successfully.

This message indicates that the portal is verifying that a login was successful.

To resolve this message: Click “Yes” or “No” appropriately.

If you click “No” and continue to experience sign-on issues for a specific application, please contact your Service Desk to report the issue.
5. **You may receive a ‘pop-up blocked’ message.**

   This message indicates that your Internet Explorer browser blocked The Okta Single Sign-on Portal from opening up your application in a new pop-up window.

   Depending on the browser you are using, you may receive a message similar to one shown below:

   To resolve this message: Right click the message and select “Always Allow Pop-ups from This Site...”, then click the application icon again.

   ![Pop-up blocked message]

   To resolve this message: click the “Options for this site” button and select “Always Allow”, then click the application icon again.

6. **You may receive a ‘not able to access’ message.**

   This message indicates that you attempted to access an application using a direct link. However, you have not been granted access to this application within Okta (Okta Single Sign-on Portal).

   To resolve this message: Contact your Service Desk and request access to the application.

7. **You may receive a failed login message from an application.**

   This message indicates that a password associated with this application may have been recently changed.

   To resolve this issue: Please refer to the topic “How to... modify credentials for an application” on page 18. If you continue to experience this issue after following the “How to...” instructions, please contact the Service Desk for assistance.
8. **Error Credentials are not set up.**

   ![Error Message]

   This message indicates that the application is not completely configured within the Okta Single Sign-on Portal.

   **To resolve this message:** tap the "OK" button then update your credentials for the application. Please refer to the topic "How to... modify credentials for an application" on page 18.

9. **Credentials.**

   ![Credentials]

   This message indicates that the Okta Single Sign-on Portal requires your credentials for the application so that it can take appropriate action to log you into the application.

   You should only be prompted once with this message for this application and it will also affect your PC and mobile devices.

   **To resolve this message:** Enter your password.

10. **You may not be logged into an application.**

    When you click on an application from the Okta Single Sign-on Portal, the application opens, however the application is prompting you for your credentials. This may indicate that your browser plugin is not installed.

    **To resolve this issue:** Install the browser plugin for your current browser version (see page 13).
11. Internet Explorer has stopped working.

When you access http://amway.okta.com you may get the message “Internet Explorer has stopped working.” There is an Adobee browser plugin that is conflicting with the portal. This issue is being investigated.

**To resolve this issue:** Disable the “Adobe PDF Link Helper” browser plugin.
1. From the browser menu, click “Tools -> Manage add-ons”
2. Find the “Adobe PDF Link Helper”
3. Select the plugin, then click the “Disable” button.
4. Restart your browser.

12. You may receive a message indicating OktaBHO Class add-on is ready for use.

This message indicates that the Okta IE Plugin has been installed and needs to be enabled in your browser.

**To resolve this issue:** Click the “Enable” button.

13. You may see an application icon that displays an exclamation and text reading “Needs plugin”

This message indicates an issue with your browser plugin.

**To resolve this issue:** Verify the Okta browser plugin is installed and enabled.
1. From the browser menu, click “Tools -> Manage add-ons”.
2. Find the Okta plugin in the list.
3. Select the plugin, then click the “Enable” button.
4. Restart your browser.

If you are unable to find the plugin, then please refer to the “How to… install the Okta browser plugin”
14. Okta aprompting for a phone number

Why am I receiving this prompt?

Okta is integrated into our Active Directory. When you authenticate to Okta, Okta is interacting with our Active Directory. If you forget your Active Directory password, Okta has the capability to reset your password for you. However, before Okta will reset your password, it needs to verify that you are who you say you are.

One way Okta can do this verification is to send a text message with a password recovery code to your text enabled phone that is registered to your Amway account in Okta. This prompt initiates the process to register your phone to your Amway account in Okta.

If you do not have a text enabled phone or do not wish to associate a phone to your Okta account, then you may click the “Remind me later” button. Unfortunately, I am not sure how long it will wait until Okta will re-prompt you for a phone number. We have requested Okta remove this prompt or at least add a “Do not ask me again” button.

If you have a text enabled phone and want to add a phone number, you may click the “Add Phone Number” button and complete the registration process. The steps below outline the registration process.
1. Click the “Add Phone Number” button
2. You will be receive the following prompt

3. Update the country and phone number accordingly.
4. Click the “Send Code” button.
5. On your phone, you will receive a text message with a 6-digit code.
6. On your screen, you will receive the following prompt to enter a code.

7. Enter the code from the text message into the “Enter code” field.
8. Click the “Verify” button.
9. You should receive the following success message.

10. Click the “Done” button.
The registration process is completed.
How to... Install the Okta browser plugin (Internet Explorer)

If your PC is participating in Next Generation Desktop (NGD) then please follow these five steps.

1. Open your Software Center

2. Click the “Find additional applications from the Application Catalog” link

3. Search for “Okta” and install the “Okta 3.16.5” application

4. Select the “Okta IE plugin”

5. Click the “INSTALL” button

6. You may receive a message:

7. Click the “Enable” button.
How to... Install the Okta browser plugin (Chrome)
If you are using the Google Chrome web browser, you will need to install the Okta plug-in for Chrome.

1. Open Chrome
2. Browser to https://chrome.google.com/webstore
3. Search the Chrome store for... “Okta”
4. Find the “Okta Secure Web Authentication Plug-in” Extension
5. Click “FREE” to install.

6. Click the “Add” button on the “Confirm New Extension” dialog

Done.
**How to... Modify credentials for an application**

If you recently changed a password related to an application, or are unable to successfully sign on to an application, you may need to update your password within the Okta Single Sign-on Portal. Please follow these steps to update your password for an application.

1. From your Okta Single Sign-on Portal Home page, move your mouse pointer to the icon of the application.
2. Click the gear icon that appears in the upper right cornet of the icon.
3. Modify your credentials, then click the “Save” button.

**How to ... Set your forgotten password reset question**

In order to use the self-serve password reset function you will need to answer a security question that is referenced when you reset your password.

1. From the Okta Single Sign-on Portal Home page, click the “Settings” link from the drop down menu under you name.
2. Click the “Edit Profile” button.
3. When prompted, verify your current network password
4. Click the “Forgotten Password Question Edit” button.
5. Select a question and provide an answer
6. Click the “Save” button
How to... Change your Amway Active Directory (AD) password

1. Go to http://amway.okta.com (Enter your network nativeID and password if prompted)
2. From the Okta Single Sign-on Portal Home page, click the “Settings” link from the drop down menu under your name.

3. Click the “Edit Profile” button.

4. When prompted, verify your current network password

5. Enter your current and new passwords, then click the “Change Password” button.

6. If you are using an Amway owned workstation, lock your workstation, then unlock the workstation.
   Note: Press the Windows+L keys to lock. Press CTRL+ALT+DEL keys to unlock.

7. If you are being prompted by Outlook, then you may need to enter your new password once into the prompt.

This will change your Active Directory password and affects logging onto your corporate PC and VPN (remote connection) from home. You may need to manually change your network password in Jabber and on your mobile devices.
How to... *Update your profile to enable the password reset function*

1. From your browser, go to [http://amway.okta.com](http://amway.okta.com)

2. From the Single Sign-on Portal Home page, click the “Settings” link from the drop down menu under your name.

3. Click the “Edit Profile” button.

4. When prompted, verify your current network password.

5. Click the “Forgotten Password Question Edit” button.

6. Select a question and provide an answer.

7. Click the “Save” button.

8. Click the “Personal Information Edit” button.

9. Enter a secondary email address.

   Note: Specify an additional secondary email (such as a personal email account) with which Okta may use to communicate to you during a password reset request. This email address would be used for password reset requests if you are unable to access your primary (work) email address.

10. Click the “Save” button.

11. Click the “Home” link.
How to... Reset your Active Directory (AD) network password in the Okta Single Sign-on Portal

If you forgot your Active Directory network password, you can have your password reset for you.

1. From your browser, go to http://amway.okta.com/login/default

2. Click the “Forget Password?” link

3. You should have received an email from Okta with a link to reset your password.

4. Click the link.

5. Enter your security question answer.

6. Click the “Reset Password” button.

7. Enter your new password.

8. Confirm your new password.

9. Click the “Reset Password” button.
How to... Synchronize your Amway network password in the Okta Single Sign-on Portal

If you changed your Active Directory network password from outside of the Okta Single Sign-on Portal, please follow these steps to update your password in the Okta Single Sign-on Portal.

1. From your Okta Single Sign-on Portal Home page, click the “Sync Network Password” application icon.

2. Enter your network NativeID and password.

3. Click the “Sign In” button.

This will open a new tab or window in your browser. You may close this tab or window.

How to... Rearrange the Okta Single Sign-on Portal application icons

If you wish to rearrange the application icons on your home page, then please follow these steps.

1. From your Okta Single Sign-on Portal Home page, drag and drop the icons to an alternate location within the home page.

2. You may also drop the icon on to a tab to move the application to an alternate tab.

3. Changes are automatically saved.
How to... Add an application via self-service

If you wish to add an application that is available in the self-serve catalog, please follow these steps:

1. From your Okta Single Sign-on Portal Home page, click the “Add Apps” Button.

2. Scroll through the list of applications and click the “Add” button next to the application you would like added to your home page.

3. There may be more applications than initially displayed. Click the “Show More” banner at the bottom of the page to display additional available applications.

4. To return to your home page, click the “Home” link at the top of the page.
Mobile access to the Okta Single Sign-on Portal

The Okta Single Sign-on Portal may be accessed from mobile devices such as your iPhone or iPad. The Okta Mobile application is free and will need to be installed on your device.

How to... Install the Okta Mobile application on your device

1. From your mobile device’s application store, search for the “Okta Mobile” application. This application is free to install and use.

2. Follow your device’s normal procedure to install an application.

How to... Configure the Okta Mobile application on your device

1. Tap the “Okta Mobile” application icon on your mobile device.

2. Enter “amway” into the “Site name” field.

3. Enter your Native ID into the “Username” field.

4. Enter your Windows network password in the “Password” field.
5. Enter your Windows network password in the “Password” field.

6. Tap the “Done” button

Done

7. Enter a 4-digit pin number.

8. Confirm your pin number by re-entering it.
**How to... Use the Okta Mobile application**

1. Tap the “Okta Mobile” application icon on your mobile device.

![Okta Mobile application icon]

2. Enter your pin number if prompted (specified in mobile configuration section above).

3. From the list of applications presented, tap the application you wish to use.

**Note:** Some applications are not available via mobile devices. If an application is missing from your list of available applications, then it is likely not supported on your mobile device.

**Frequently Asked Questions**

Q  **Why do I only see one or two application icons on the Amway SSO Portal?**
A  More applications will be forthcoming. We have only begun to integrate applications to the portal.

Q  **How can I get an application added to the Amway SSO Portal?**
A  IT Security & Risk (ITSR) will need to acquire some information regarding the application. Please submit a remedy ticket to ITSR using the Remedy template “IDM - OKTA New Application Request Template”. Please ensure you complete the questions in the ticket Notes area.

Q  **How do I reset my password for the Amway SSO Portal?**
A  The Amway SSO Portal uses your normal Amway network credentials. You may either reset your own password from the Amway SSO Portal Login page (https://amway.okta.com/login/default) or contact your Service Desk to reset your password.

Q  **Can I make a short cut on my desktop to the Amway SSO Portal?**
A  Yes. Create a new shortcut on your desktop with a target location of http://amway.okta.com. This can easily be accomplished by dragging the Okta icon, located on the left side of the browser URL address, to your computer’s desktop.

Q  **Can I make these portal applications available on my desktop?**
A  Yes. Just drop and drag the application icons from the Amway SSO Portal page to your desktop.

Q  **Will my passwords be safe after I enter them into the Amway SSO Portal?**
A  Yes. The passwords you enter are encrypted and inaccessible by anyone. Even Okta admins will be unable to access your password.
Q Can I add any of my personal applications, such as Facebook or my bank, to the Amway SSO Portal?
A No. At this time only business related applications will be added and managed on the portal.

Q Can someone else login to the Amway SSO Portal from my PC?
A Yes. If you are already in Okta, then click the “Sign out” link from the drop down menu under your name. Otherwise you may go to https://amway.okta.com/login/default.

The other person will need to log into Okta manually using the individual’s Amway network credentials (Native ID and password). Please refer to the “First time manual login to the Okta Single Sign-on Portal” section of this document, located on page 4, for additional information.

Q Can I access the Amway SSO Portal from my smart phone or iPad?
A Yes. However, currently only iOS (iPhone and iPad) is supported. There are plans to support Android devices in the future. Please refer to the “Mobile access to the Okta Single Sign-on Portal” section on page 24, for device setup and configuration.

Q Can I access internal applications from outside Amway?
A You will not be able to access any internal application from outside the Amway network unless you are connected to the Amway network via a VPN connection.

Q I was expecting to see an icon for the portal on my desktop – but it isn’t there?
A The portal application is not automatically added to your computer’s desktop. You will need to manually create a shortcut on your desktop to the Amway SSO Portal. This can easily be accomplished by dragging the Okta icon, located on the left side of the browser URL address, to your computer’s desktop.

Also as an option, you may drag/drop an individual application icons from the portal directly onto your desktop.

Q Why are my credentials not entered for a specific application sign-on page?
A You may have clicked the “Never” option when asked to “autofill” your credentials. Please refer to item #4 in the ‘Messages to be aware of’ section.

To undo the “Never” option, you will need to delete the associated file for the browser you are using:

If you are using Internet Explorer (Windows 7 or XP):
[user_home_dir]\Local Settings\Application Data\Okta\IE Plugin\persistent_x86.dat
[user_home_dir]\AppData\LocalLow\Okta\IE Plugin\persistent_x86.dat

If you are using Chrome, Firefox, or Safari:
chromei-extension_com.amway.okta3-b7f62b65bn_0.localstorage