



Tip Guide: Changing Multi-Factor  
Authentication Method in Okta

## OVERVIEW

### Changing Multi-Factor Authentication Method in Okta

To protect your data, we are adding an extra security step called multi-factor authentication (MFA) to your account. This means that after entering your username and password, you'll need to verify it's really you with a second step.

By default, this verification will be done through email - you'll receive a code in your email that you'll need to enter. However, this guide will show you how to switch to a faster, more secure and convenient method of MFA using an authenticator application.

## COMMON QUESTIONS

### 1. How often will I be prompted to MFA?

You won't need to verify every time! If you're using the same device, MFA will only be required once every 7 days.


### 2. What if I'm not receiving emails from Modio Health?

If you're not receiving expected emails from us (such as password resets, notifications, or account updates), please try the following steps:

- A. First, check your spam/junk folder to see if the emails were filtered there.
- B. If the emails aren't in , contact your IT department to have Okta email servers and [support@modiohealth.com](mailto:support@modiohealth.com) added to your organization's trusted sender list.
- C. Note: Corporate email filters sometimes block emails coming from Modio Health because they're sent through Okta's servers but display "[support@modiohealth.com](mailto:support@modiohealth.com)" as the sender. Security systems may interpret this as a phishing attempt.

Step 1: Log into Okta

- 1. Go to <https://auth.modiohealth.com/>
- 2. Enter your username and password
- 3. Click Next

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Sign In

Email

☐ Keep me signed in

Next


[Unlock account?](#)


[Help](#)

Step 2: Verify Your Identity


Since you're still using email authentication, you'll need to verify your identity one more time:

- 1. Click **"Send me an email"**
- 2. Check your email for a message from Okta
- 3. Either click **"Sign In"** in the email OR enter the 6-digit code shown

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Get a verification email

 kamriefchapman@gmail.com

Send a verification email to **k\*\*\*n@gmail.com** by clicking on "Send me an email".

Send me an email

okta

Hi Kamrie,

You have requested an email link to sign in to Okta Dashboard. To finish signing in, click the button below or enter the provided code. If you did not request this email, please contact an administrator at [rohil.khattar@chghealthcare.com](mailto:rohil.khattar@chghealthcare.com).

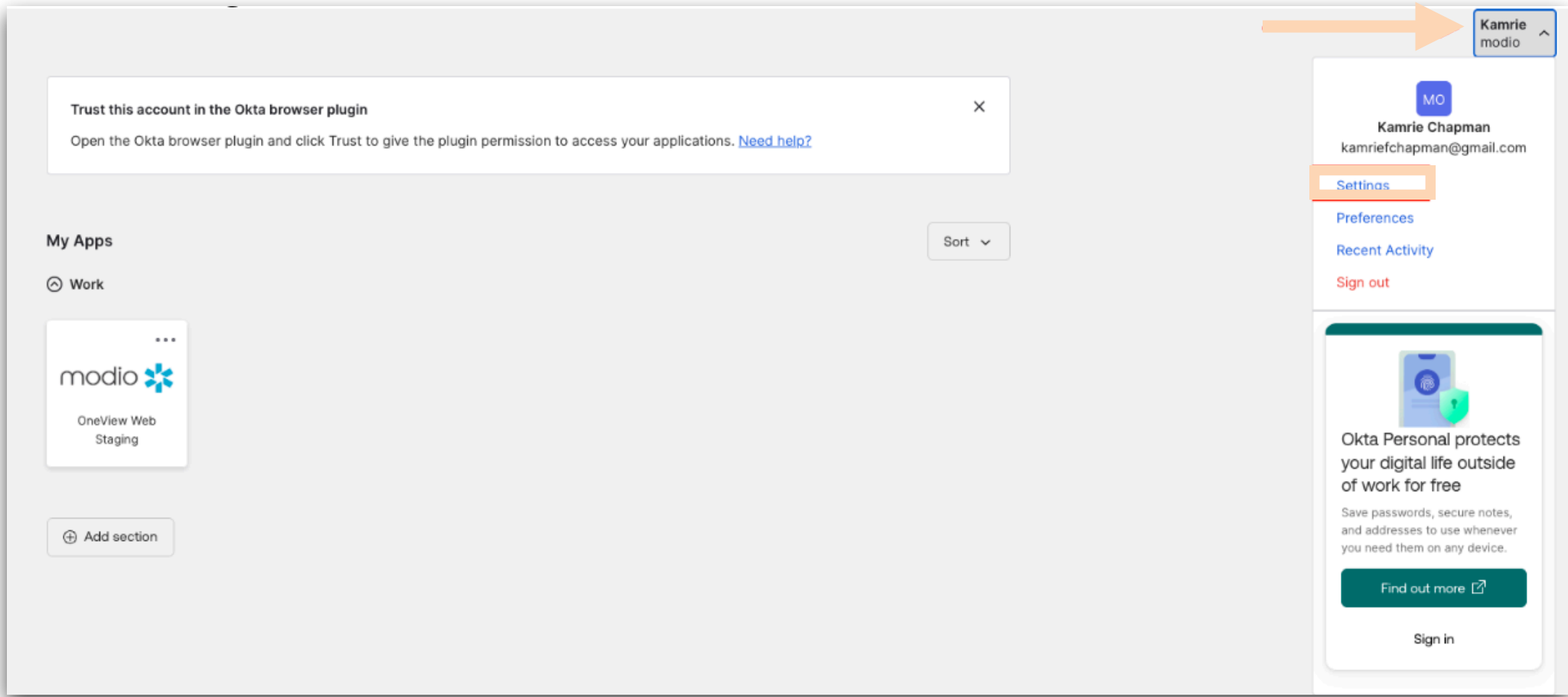
Sign In

This link expires in 5 minutes.  
Can't use the link? Enter a code instead: **256690**

This is an automatically generated message by [Okta](#). Replies are not monitored or answered.

### Step 3: Access Your Okta Profile

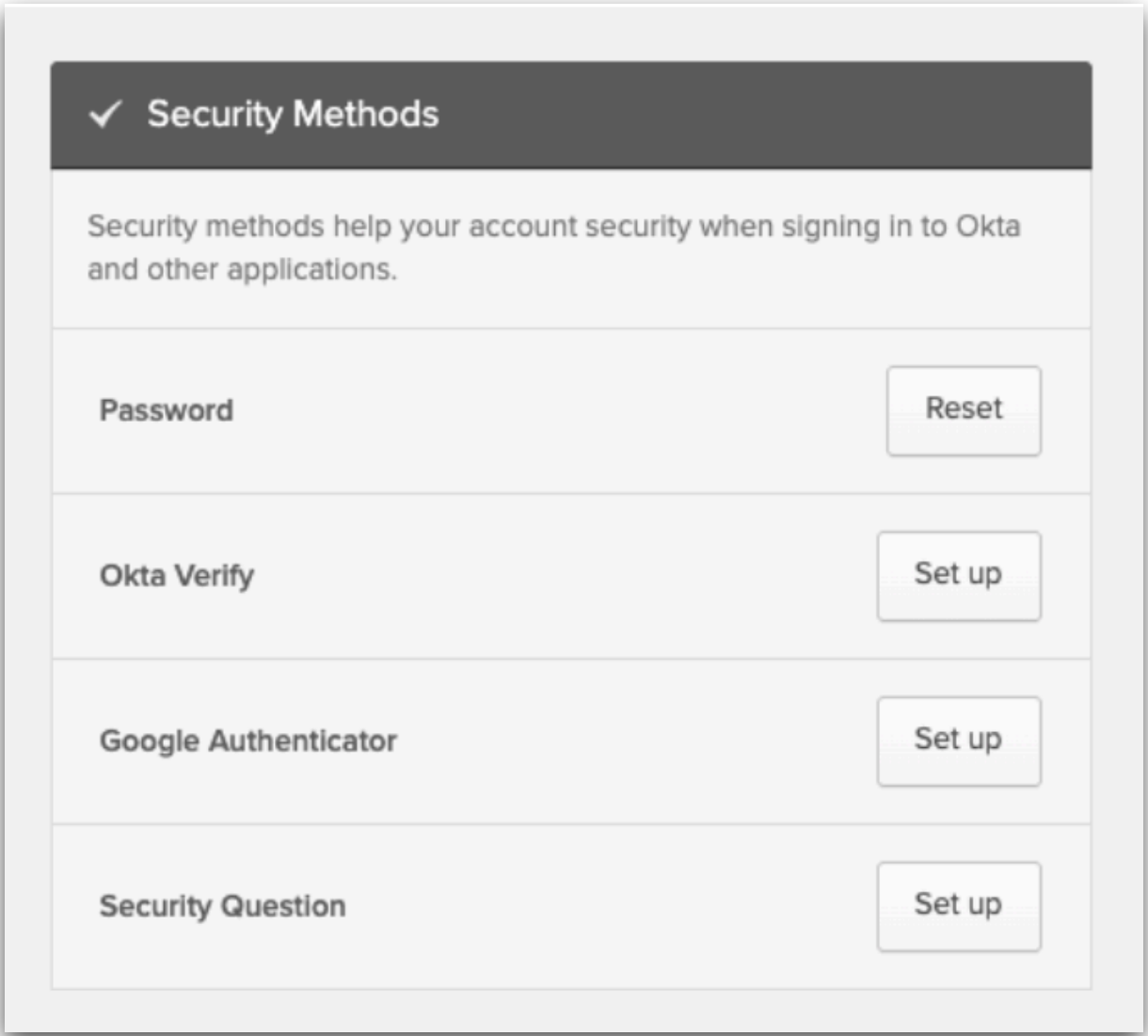
1. Once you're logged in, look for your name in the **upper right corner**.
2. Click the **dropdown arrow** next to your name. Select **"Settings"** from the menu.



### Step 4: Choose Your Authenticator App

You'll see a section called **"Security Methods"** with several options.

- Find your preferred app and click **"Set up"**:
- o **Okta Verify** (recommended for easiest setup)
  - o **Google Authenticator**
  - o **Microsoft Authenticator**



## Step 5: Complete Your App Setup

For detailed setup instructions for your chosen authentication method, refer to these guides:

- [Okta Verify Setup Guide](#) (recommended for easiest setup)
- [Google Authenticator Setup Guide](#)
- [Microsoft Authenticator Setup Guide](#)

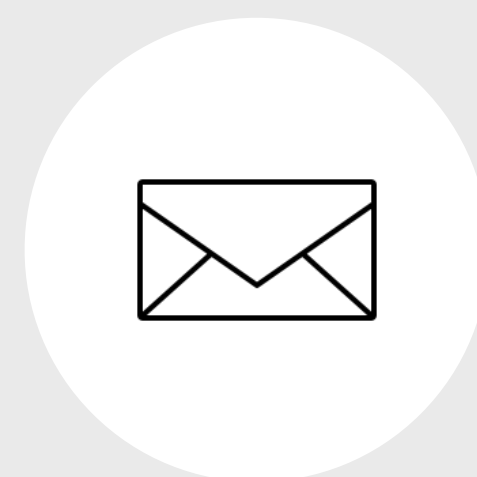
Each guide includes screenshots and step-by-step instructions for downloading the app, scanning QR codes, and completing verification.

For additional questions or further training, contact the Modio Team:

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**Online:**  
Live Chat Support



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