OneView®

Tip Guide: Okta Verify Setup Guide

Complete setup for Multi-Factor Authentication (MFA)
using Okta Verify App

OVERVIEW

Okta Verify is the recommended authentication app because it's designed specifically to work with our company systems. This guide will walk you through downloading, setting up, and testing the app.

What You'll Need

- A smartphone or tablet (iPhone/iPad or Android)
- Access to your device's app store
- Your Okta account (you should have this open from the main MFA guide

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 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" as the sender. Security systems may interpret this as a phishing attempt.

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Step 1: Download the Okta Verify Application

On your mobile device, open the Okta Verify app. If you don't have it installed, download it from your device's app store
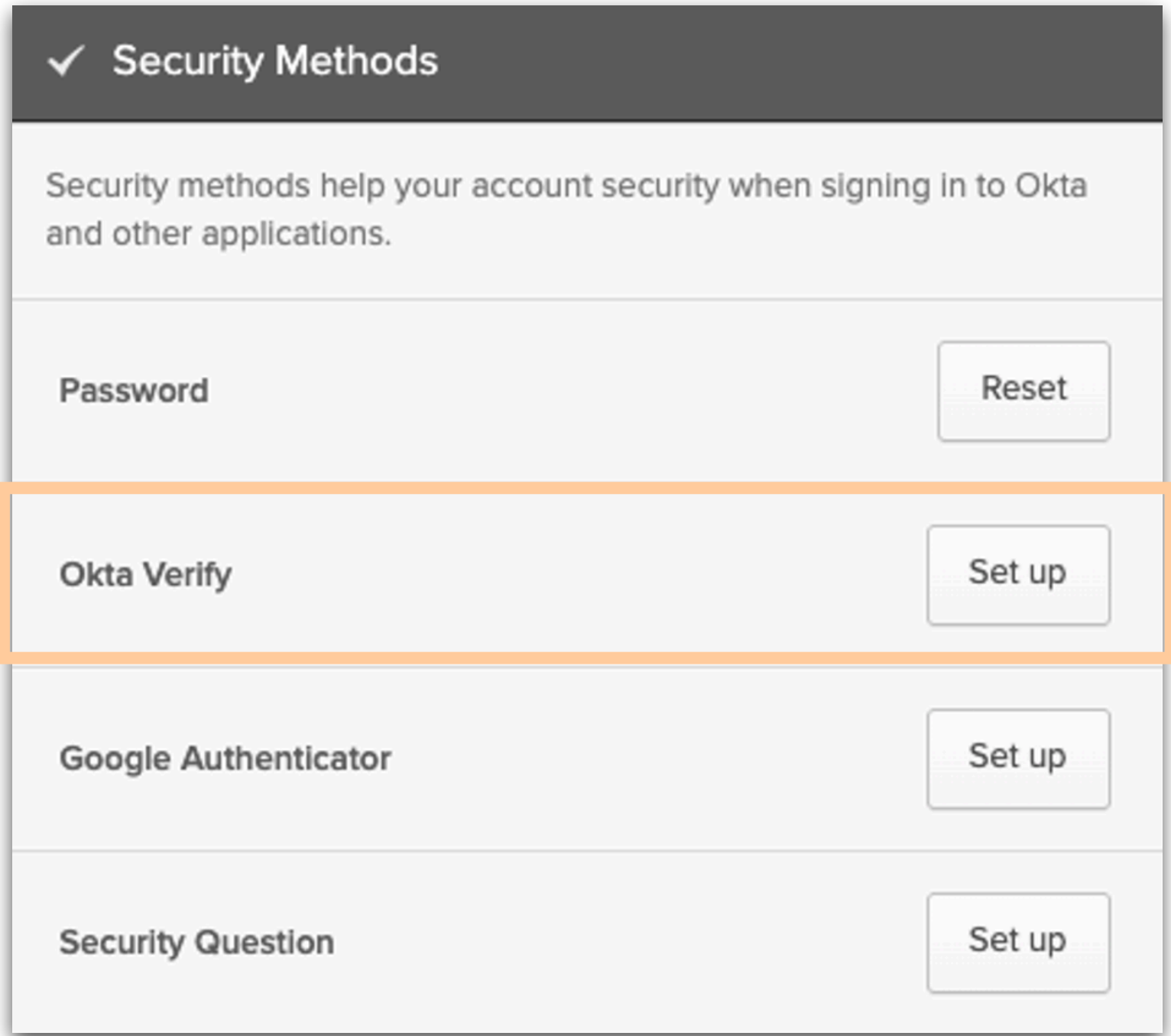
Download the Okta Verify App:
- **iOS:** Search "Okta Verify" in the App Store
- **Android:** Search "Okta Verify" in the Google Play Store
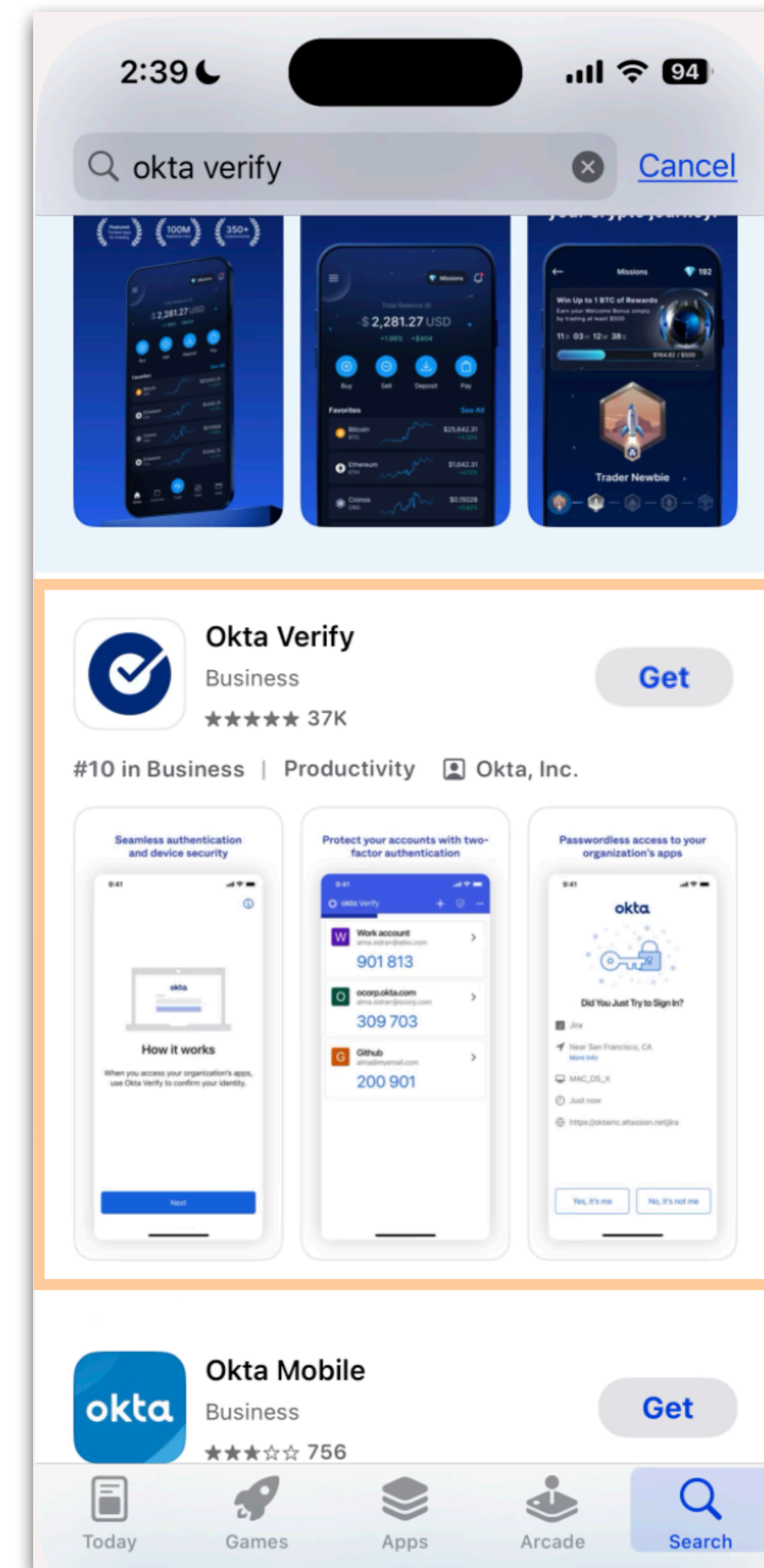
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Step 2: Start Setup in Okta

Make sure you're still logged into
https://auth.modiohealth.com/ on your
computer from the main guide

1. In your Security Methods section, find
"**Okta Verify**"
2. Click "**Set up**" next to Okta Verify

✓ **Security Methods**

Security methods help your account security when signing in to Okta and other applications.

Password	Reset
Okta Verify	Set up
Google Authenticator	Set up
Security Question	Set up

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3. Enter your password and click "**Verify**"

4. Click **"Send me an email"**, check your email, and either click **"Sign In"** in the email OR enter the 6-digit code.

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Verify with your password

kamriefchapman@gmail.com

Password

Verify

Forgot password?

Verify with something else

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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

Hi Kamrie,

You have requested an email link to sign in to modio. 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 rohit.khattar@chghealthcare.com.
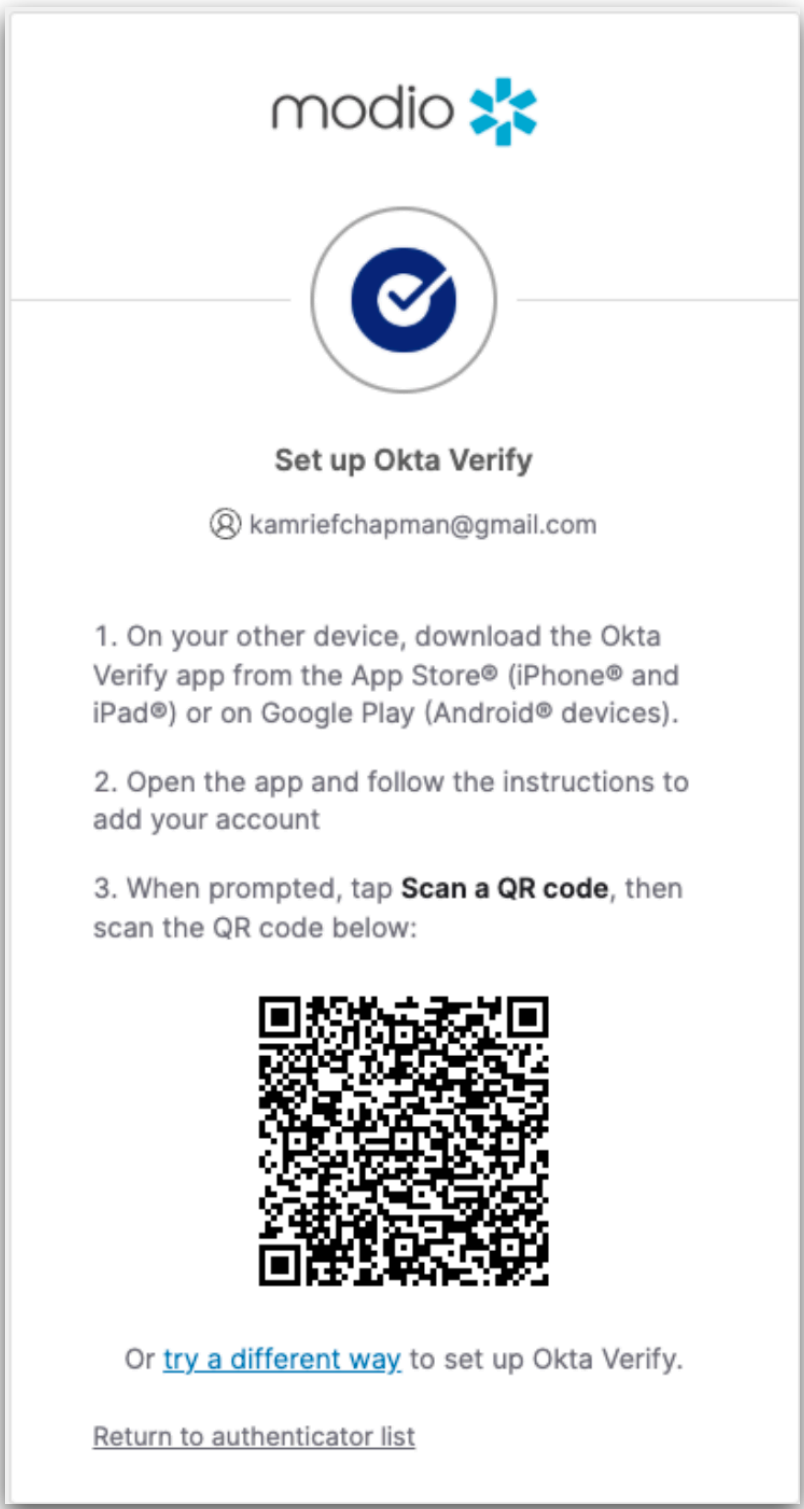
Sign In

This link expires in 5 minutes.
Can't use the link? Enter a code instead: **976694**
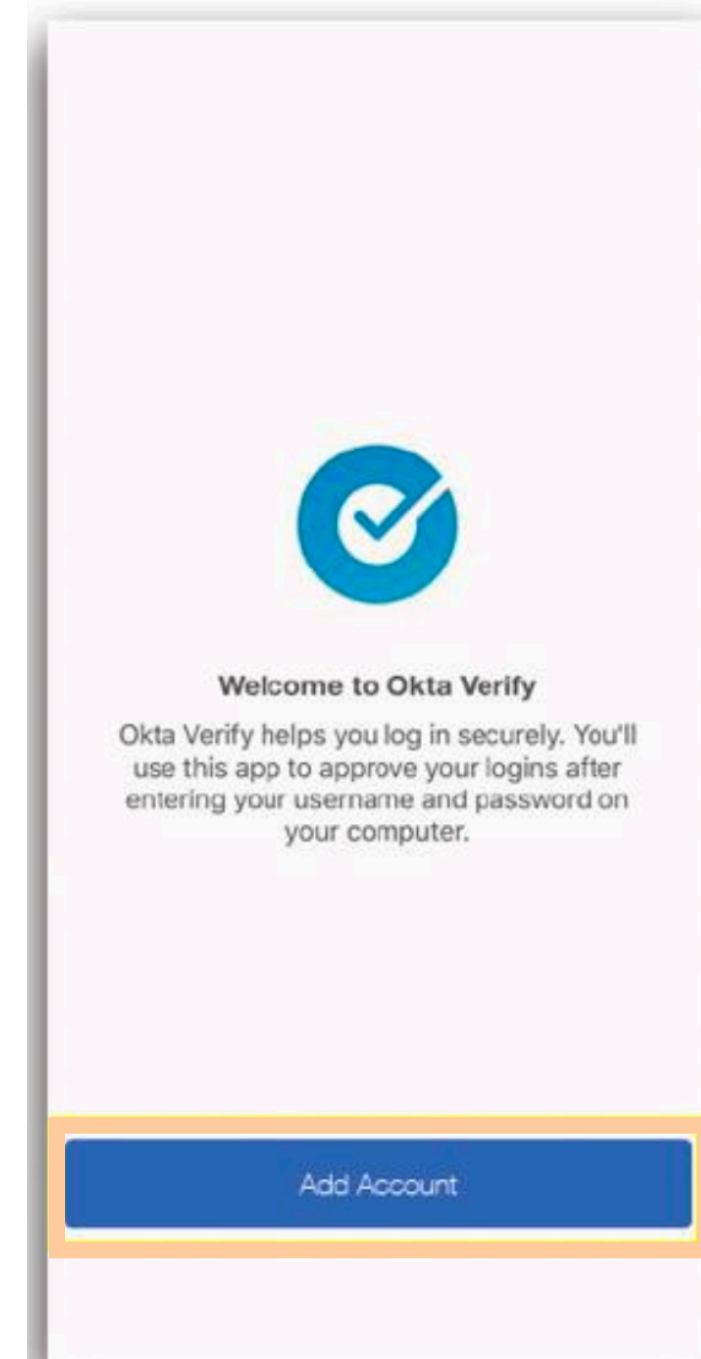
5. Click **"Set Up"** to set up Okta Verify
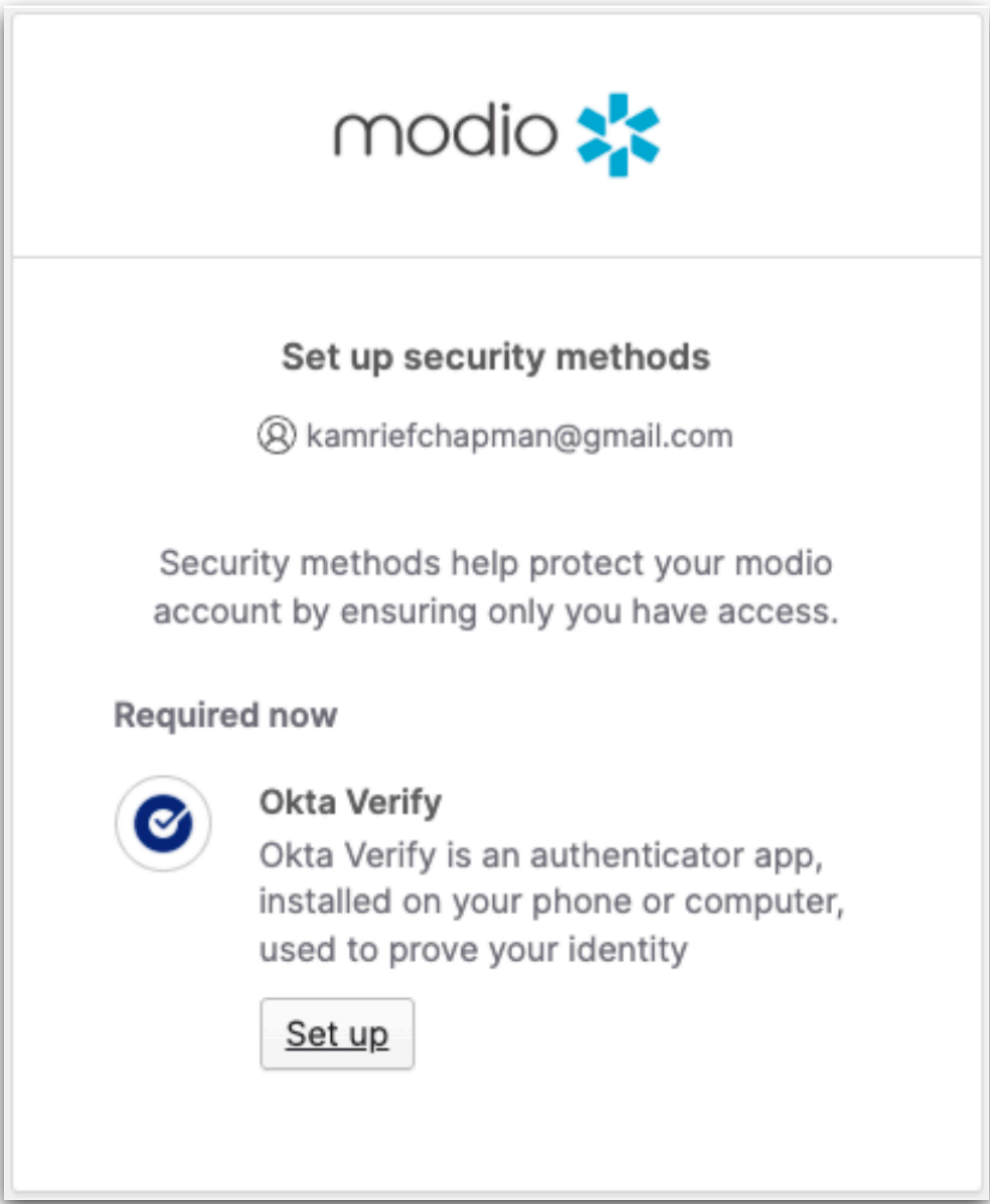
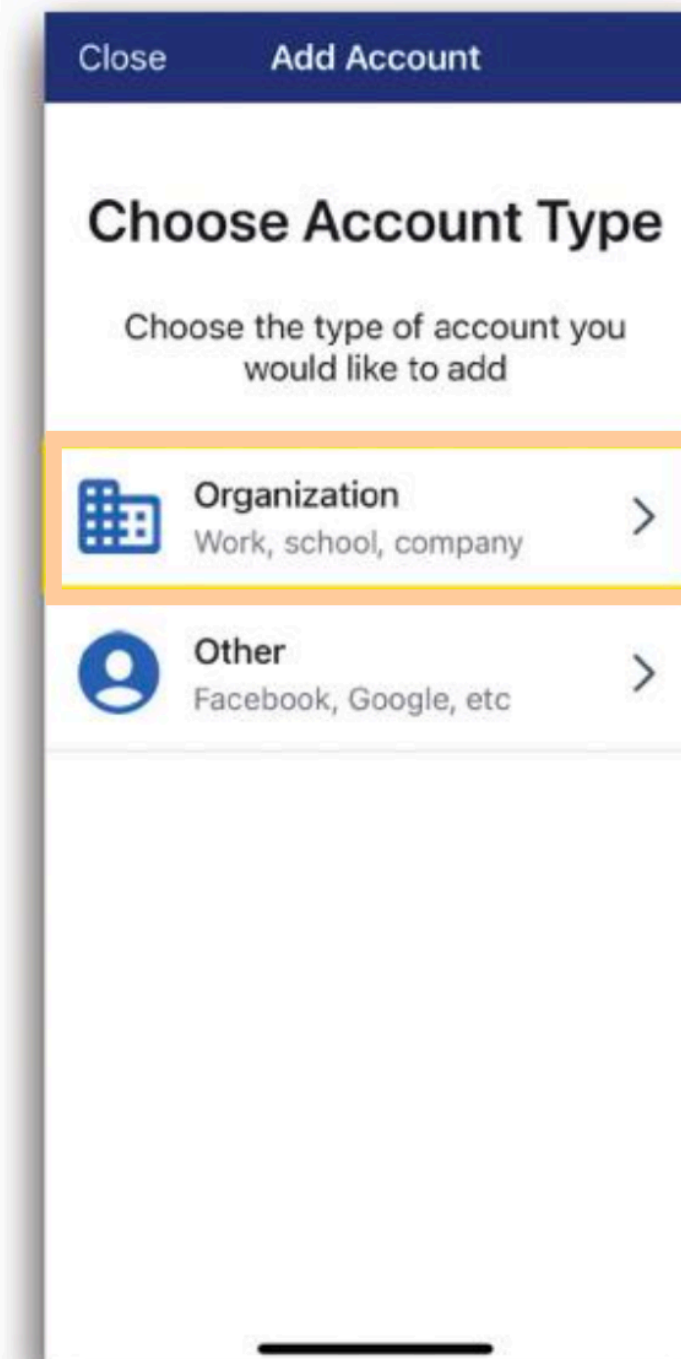6. A set up window will appear with a **QR Code**

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Step 4: Connect Your Phone to Your Account
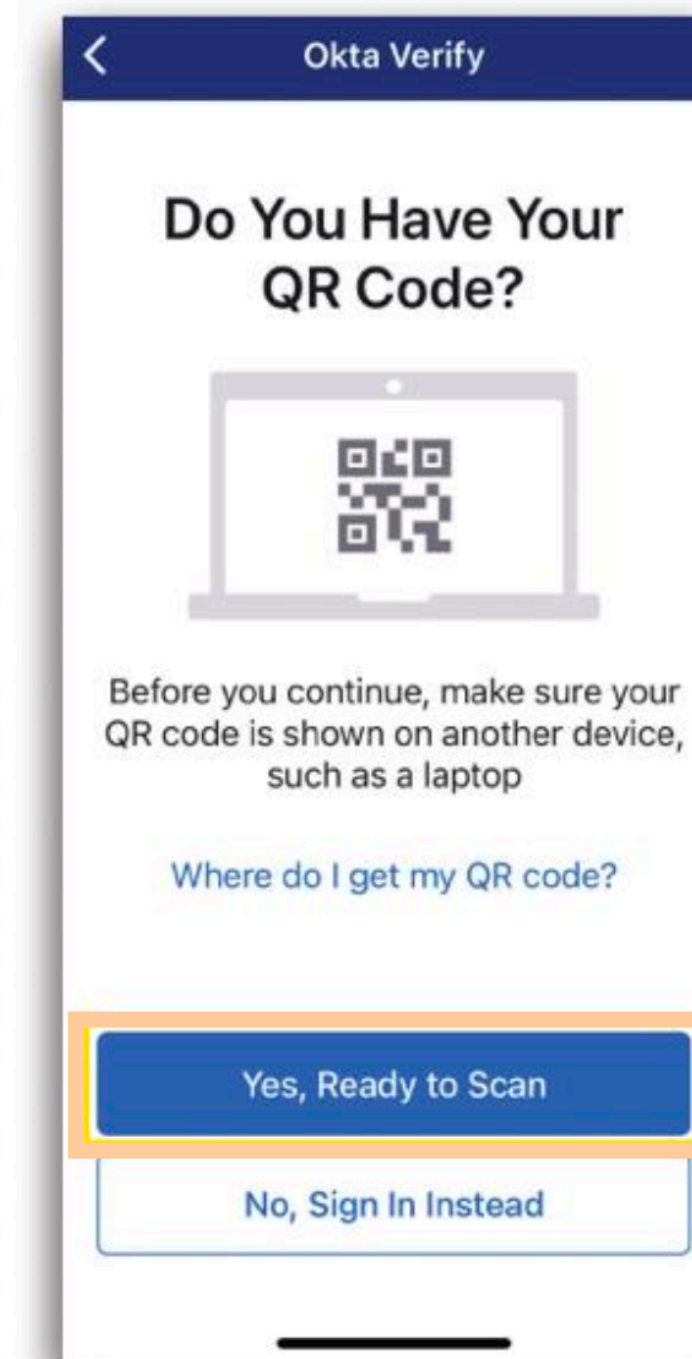
Open the Okta Verify App on your phone.

1. Tap **"Add Account"** or the **"+"** button in the Upper Right corner
2. Tap **"Organization"**
3. Point your phone's camera at the QR code on your computer screen
4. The app will automatically scan and add your account

(View on your mobile device)

(View on your mobile device)

(View on your mobile device)

Step 5: Complete Verification

1. After adding your account, Okta Verify will prompt you to either enable Face ID or Password

2. Either click **"Enable"** for Face ID or **"Not Now"**
   A. "**Enable**" - Adds Face ID/Touch ID protection to your Okta Verify app (recommended for extra security)
   B. **"Not Now"** - Skip this step (you can enable it later in the app settings)
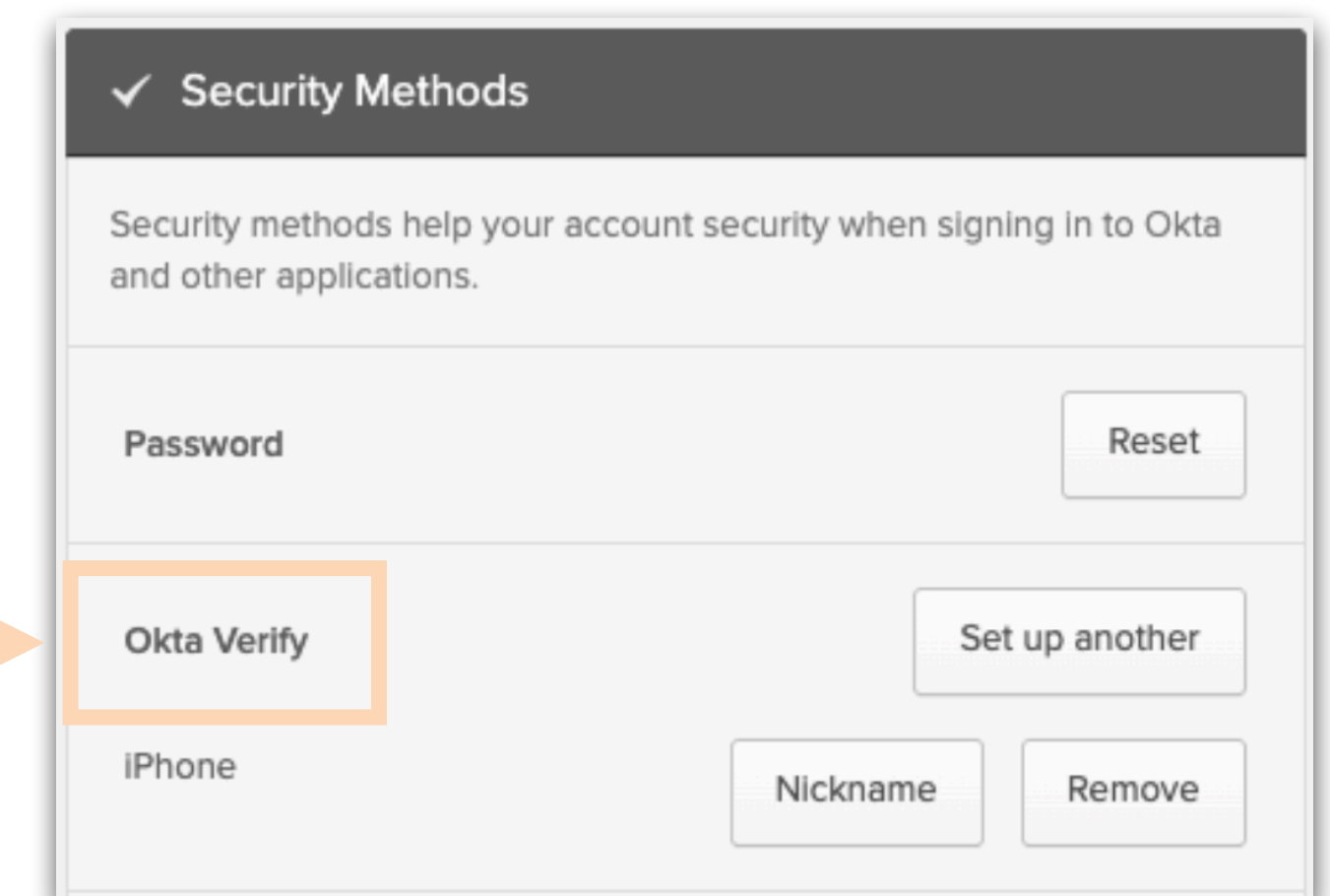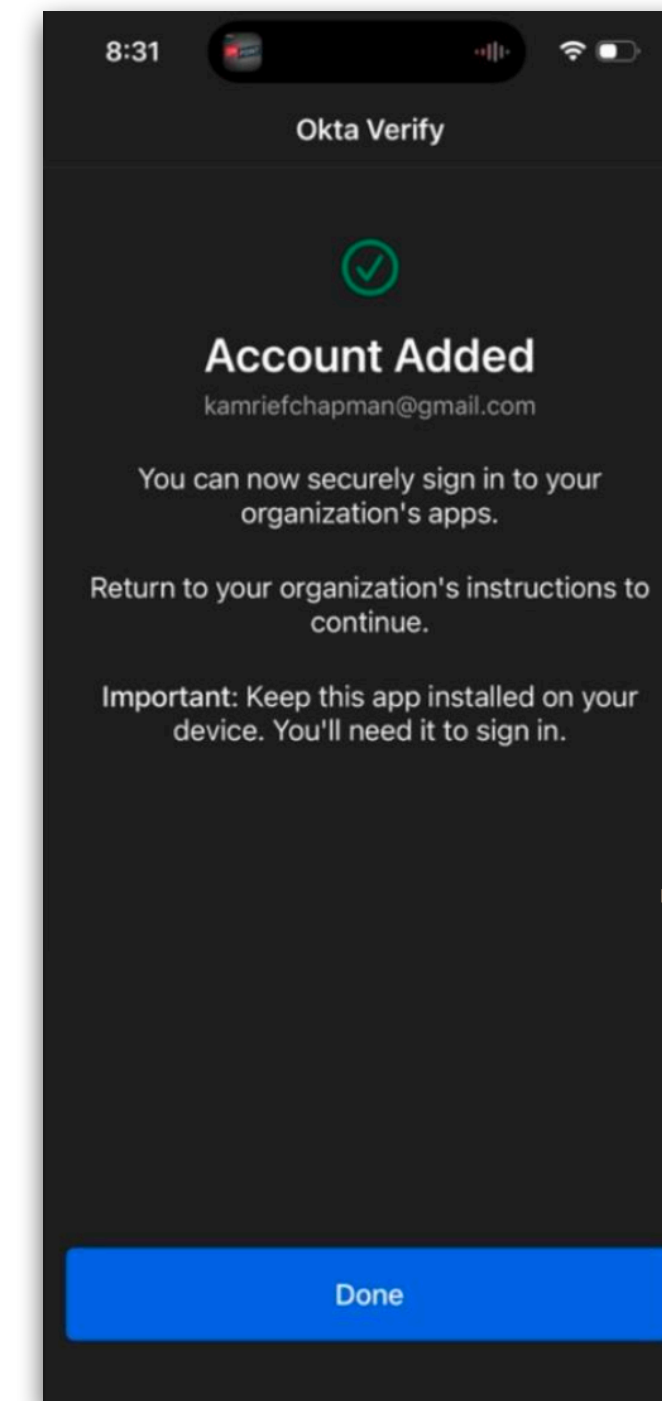
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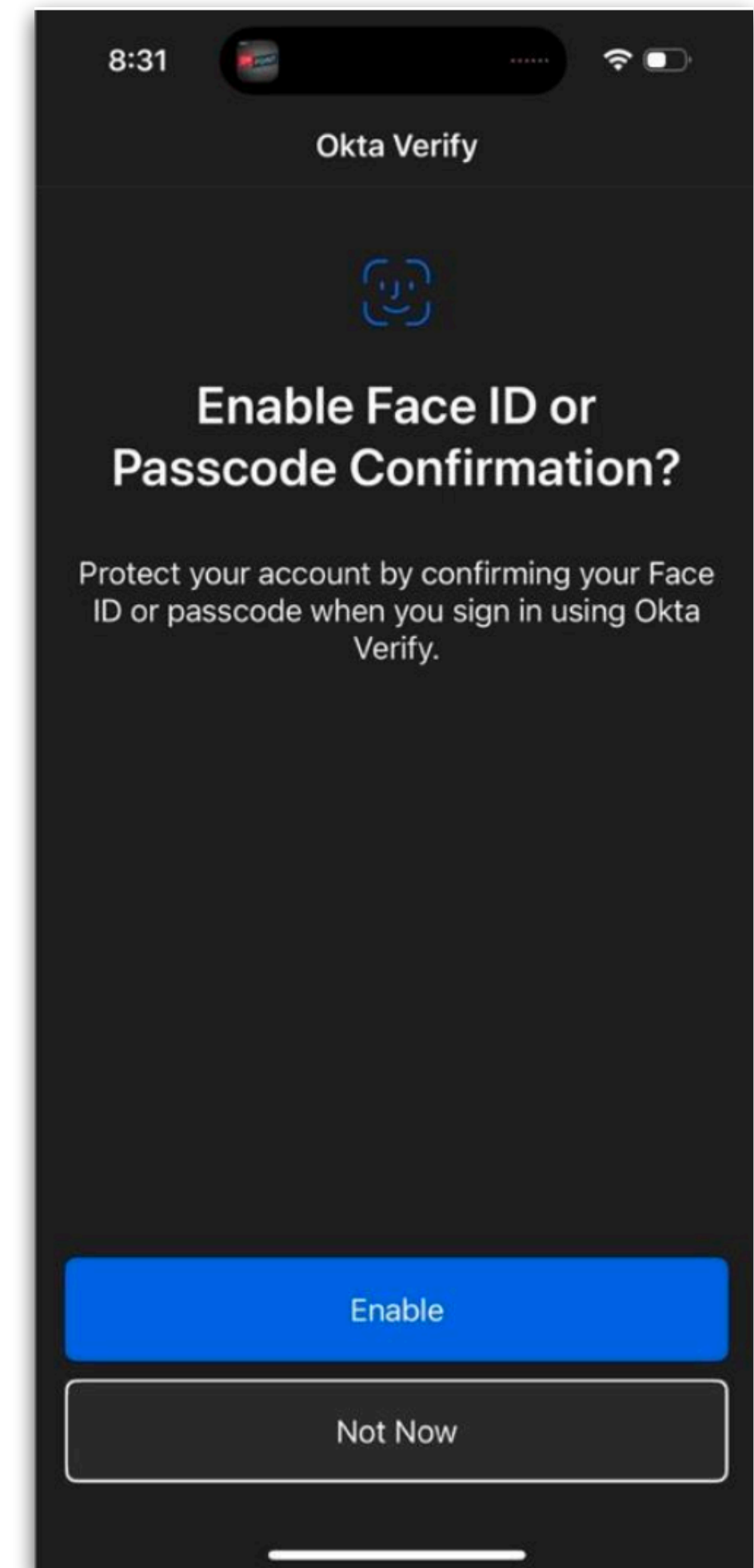
Step 6: Confirm Setup and Test

🎉 **Success! You should see a confirmation that Okta Verify is now set up.**
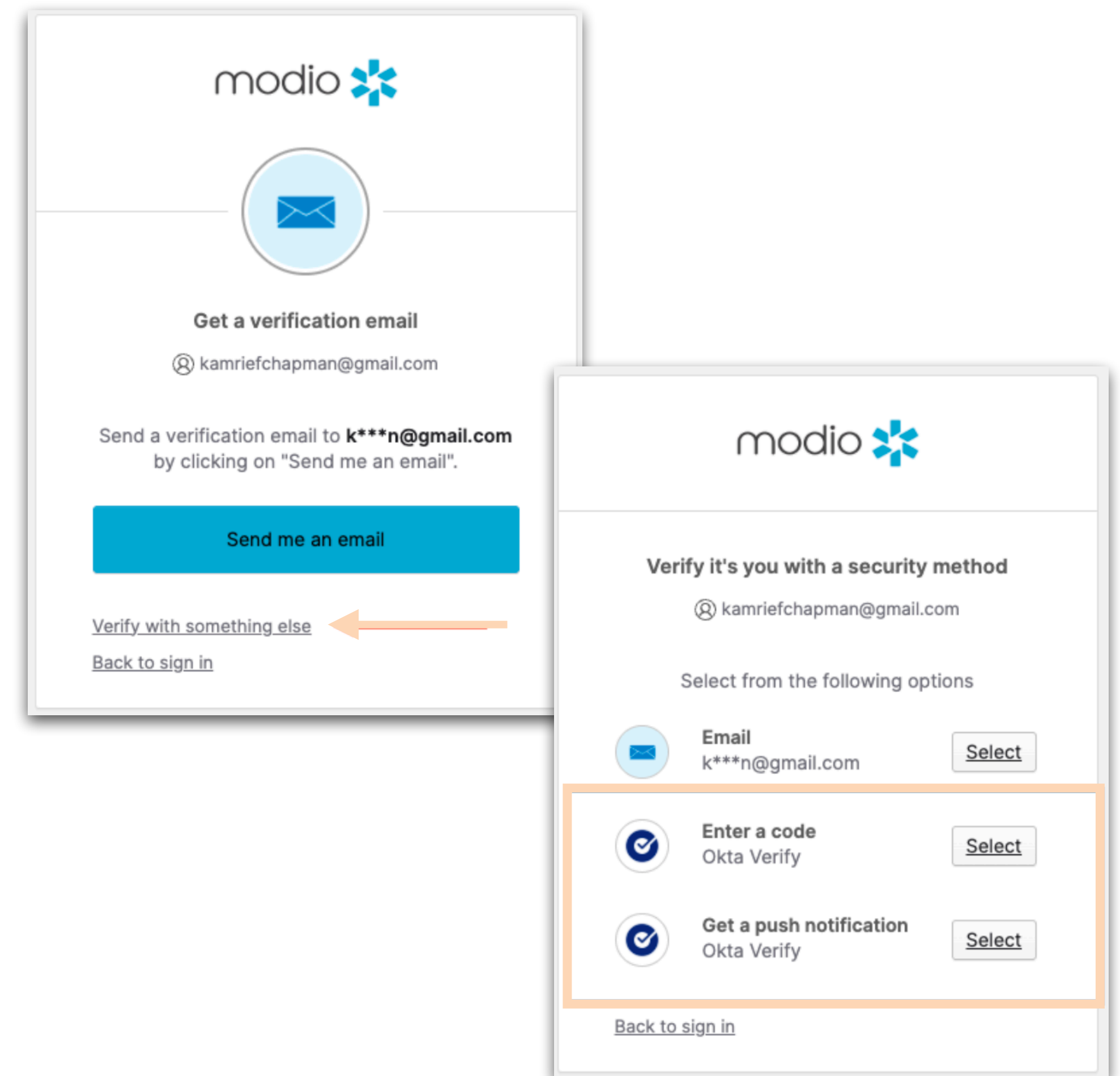
Confirm Your Setup
1. On your phone, you'll see **"Account Added"** in the Okta Verify app with a green checkmark
2. Tap **"Done"** to finish
3. On your computer in Okta, you should see **Okta Verify** now shows as set up in your Security Methods
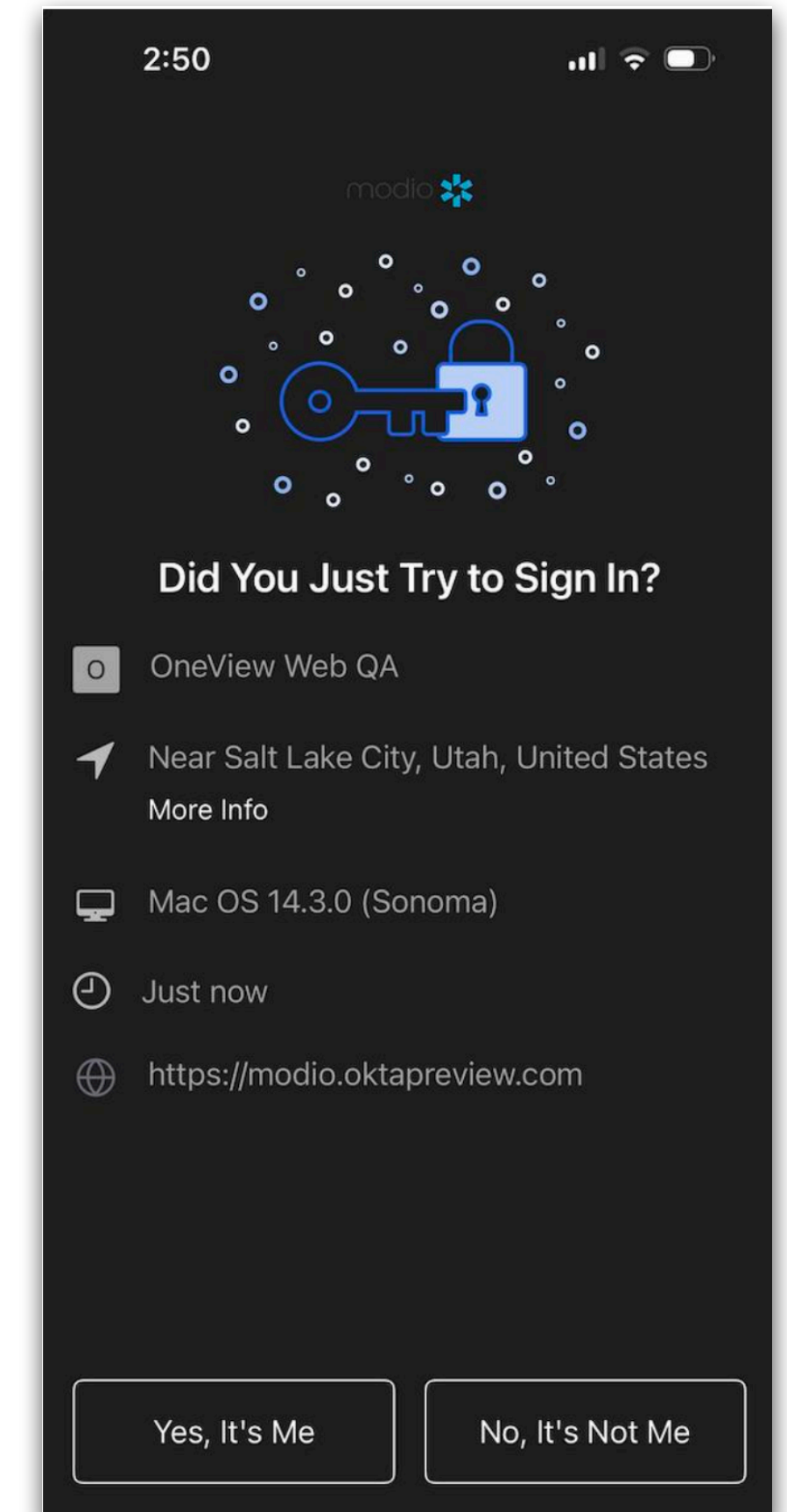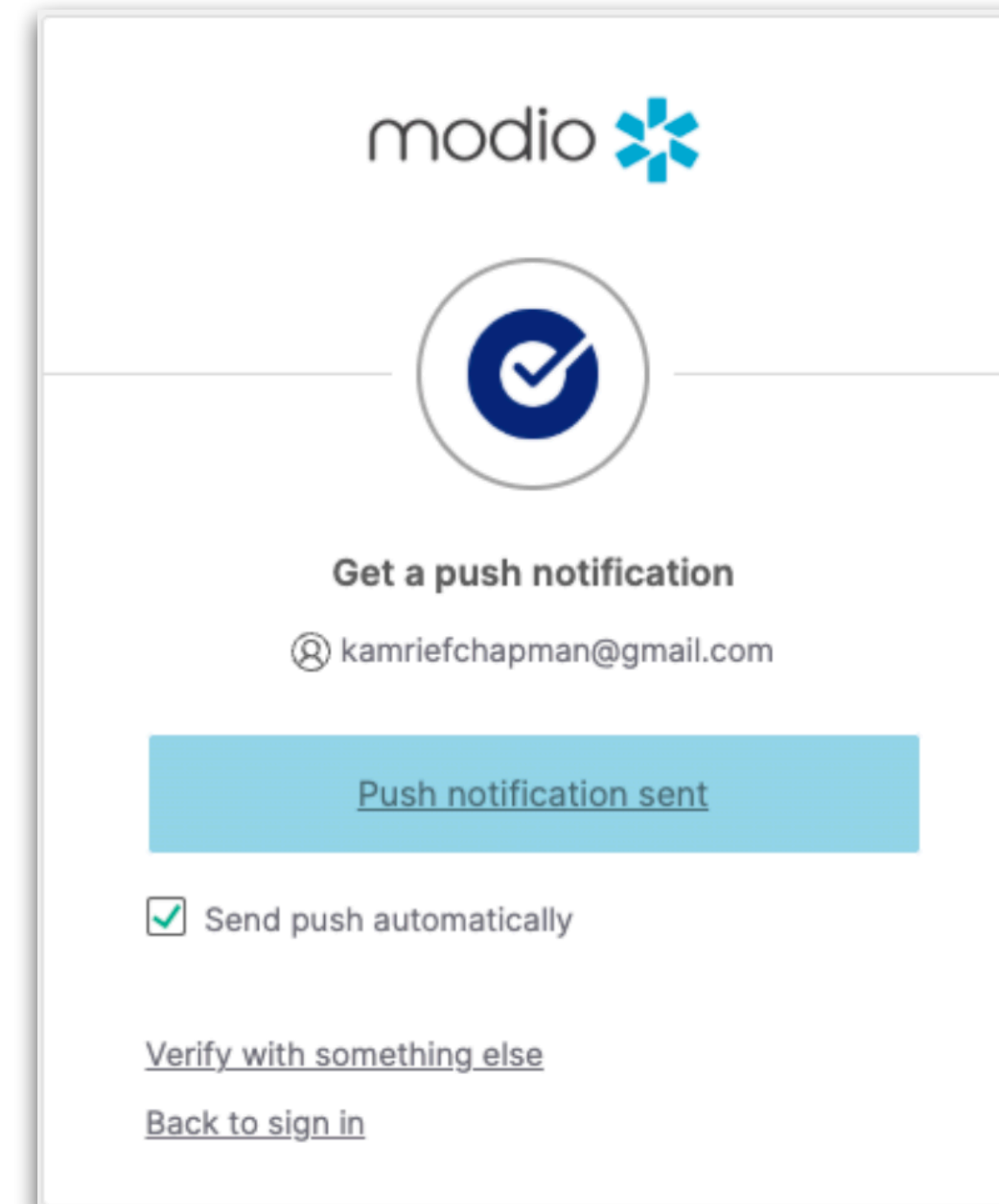
Test Your New Authentication

1. Navigate to modiohealth.com and log in to your account (you may need to sign out first)
2. Enter your username and password
3. Upon your first login, email authentication will still show up as this is the default method
4. Click "**Verify with something else**" (as shown in the screenshot with the red arrow)
5. Select one of the "**Okta Verify**" options
   a) Push notification (recommended)
   b) Enter a Code

Important Note: You will only have to "verify with something else" once. Okta will remember this is your preferred MFA and will automatically use this method upon your next login.

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

Verify with something else
Back to sign in

Verify it's you with a security method

ⓒ kamriefchapman@gmail.com

Select from the following options

Email
k***n@gmail.com   Select

Enter a code
Okta Verify   Select

Get a push notification
Okta Verify   Select

Back to sign in

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Push notifications:

1. Click **"Select"** next to **"Get a push notification"**
2. Okta will automatically send a **push notification** to your phone
3. Your phone will show a notification asking **"Did You Just Try to Sign In?"**
4. Review the login details (location, device, time)
5. Tap **"Yes, It's Me"** to approve the login
6. You'll be automatically logged into OneView!

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Get a push notification

👤 kamriefchapman@gmail.com

Push notification sent

☑ Send push automatically

Verify with something else

Back to sign in

2:50

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Did You Just Try to Sign In?

O OneView Web QA

📍 Near Salt Lake City, Utah, United States
More Info

🖥 Mac OS 14.3.0 (Sonoma)

🕐 Just now

🌐 https://modio.oktapreview.com

Yes, It's Me   No, It's Not Me

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Enter a Code

1. Click **"Select"** next to **"Enter a code"**
2. Open the Okta Verify app
3. Under your OneView account you will a six-digit code.
4. If no code appears, click the **eyeball** icon and the code will be revealed.
5. Enter the six-digit code on the login screen and click "**Verify**"
6. You'll be automatically logged into OneView!
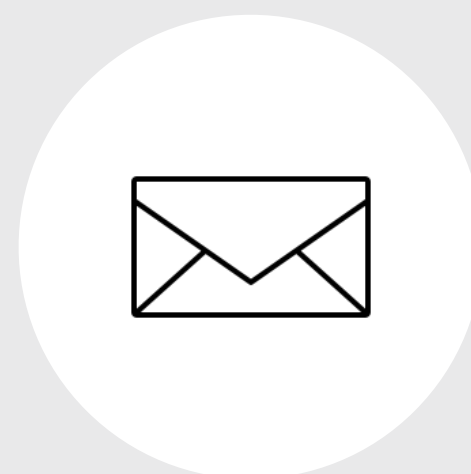
You'll know it's working when:
You can log into OneView using Okta Verify, and future logins will default to Okta Verify
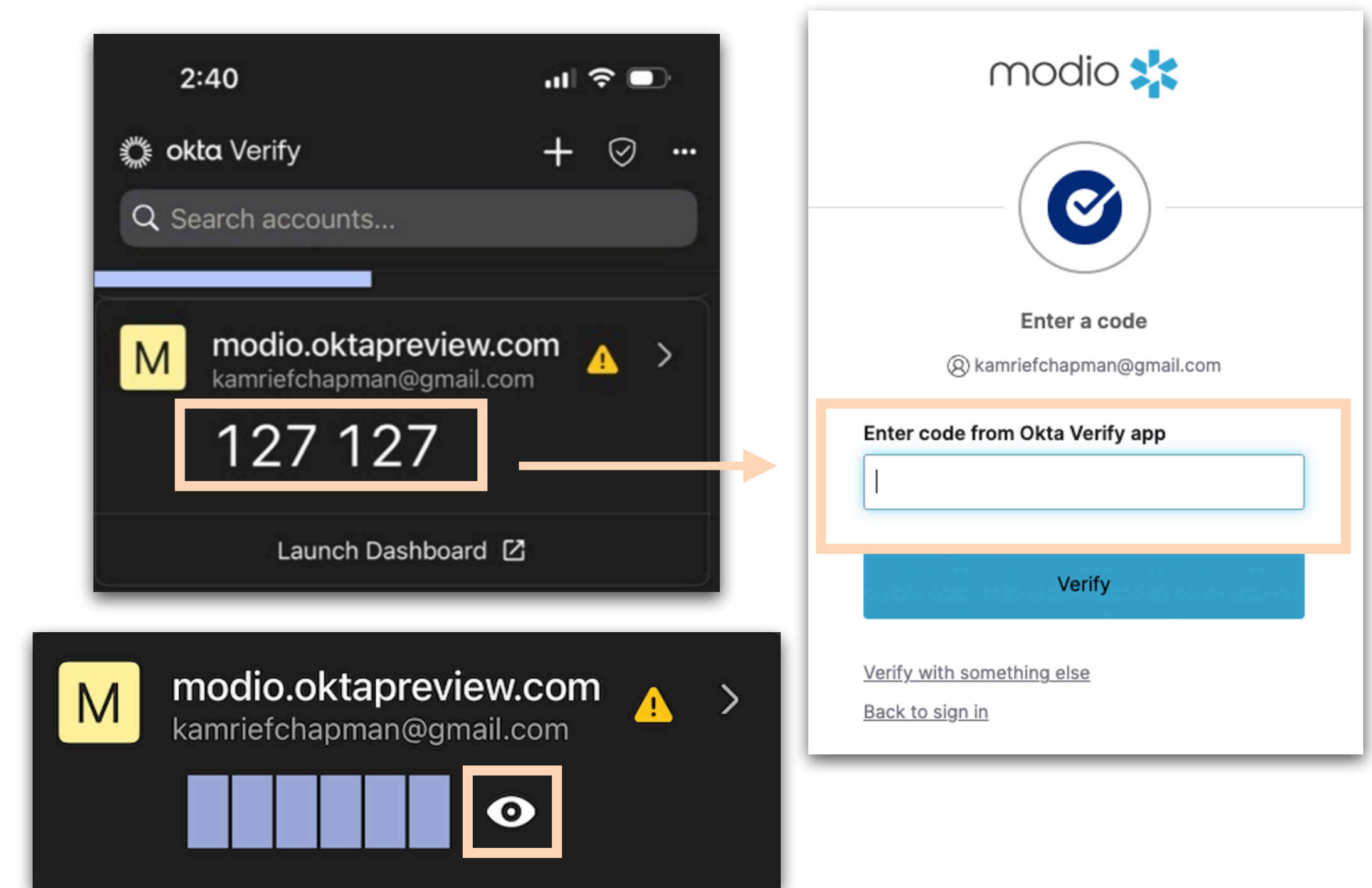
For additional questions or further training, contact the Modio Team:

Online:
Live Chat Support

Email:
support@modiohealth.com

Phone:
844.696.6346