



# Multi-factor Authentication (MFA) for TriWest Veteran Self-Service Portal

## Help Guide

### Purpose

The purpose of this help guide is to assist Veterans with activating their Okta account and setting up a multi-factor authentication (MFA) in the TriWest Veteran Self-Service Portal.

### Overview

Multi-factor authentication enhances security by requiring users to identify themselves by more than a username and password. This help guide is to assist Veterans with setting up their personal multi-factor authentication. You will be prompted to use the multi-factor authentication each time you log in to the Veteran Portal. The steps below walk you through how to set up your Okta account and how to log in using multi-factor authentication.

**NOTE:** Contact Veteran Portal Support team at 877- 226-8749 with any technical issues.

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### Terms and Definitions

Term	Definition
Multi-factor Authentication – Also referred to as MFA	A security technology that requires you to answer an MFA challenge question in addition to providing your regular user ID and password when logging in each day, or when logging in to an application that is protected by this technology
Okta	Identity management service that TriWest uses to better position our organization to align with current system authentication trends and requirements.
Push Notification	Security mechanism used by Okta to send you authentication to you each time you log into a TriWest system that requires authentication.

## Setting up Multi-factor Authentication (MFA)

Once you attempt to access the Veteran Portal, you are prompted to perform a one-time MFA set up. Then each subsequent access to the Veteran Portal you will receive a push notification or a call based on your initial MFA selection.

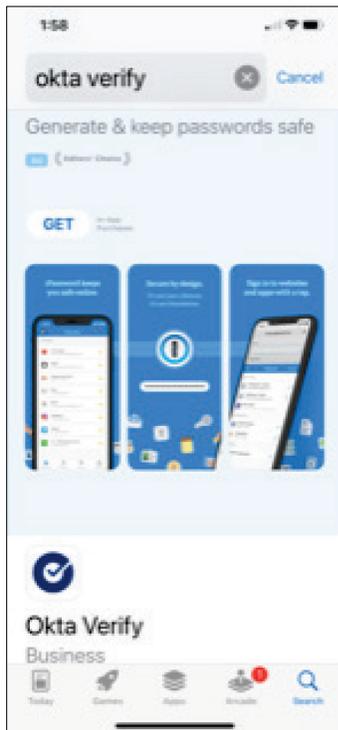
If you are presented with more than one MFA option (Okta Verify, or Voice Call), the application prompts you to perform a one-time set up for each one. Setting up additional verifications allows you to have more than one multi-factor authentication to use as a back up. Follow the steps below to set up your initial and additional MFAs (if presented to you).

### Okta Verify Setup

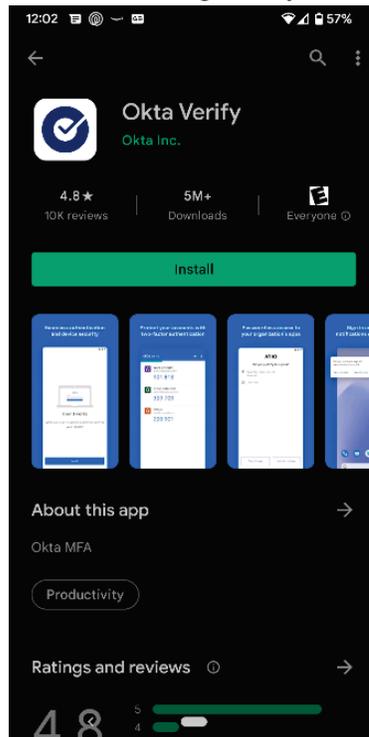
If you select to use Okta Verify, you will need to download the “Okta Verify” app from the App store/Google Play store. The application is where the authentication is “pushed” to you each time you log in to the Veteran Portal. This is a one-time set up so if you have not set it up yet, you are prompted to set it up.

1. **Access the Veteran Portal (the way you normally do).**
2. Click **Configure Factor** under **Okta Verify**.
3. Select your device type.
  - iPhone
  - Android
4. Access your phone and download the Okta Verify app.

iPhone – App Store



Android – Google Play Store



5. Click **Next** on your computer screen **Setup Okta Verify**.
  - From your phone:
    1. Press **Open** on the Okta Verify app on your phone.
    2. Press **Get started**.
    3. Press **Next**.
    4. Press **Add account**.
    5. Press **Organization**.
    6. Press **Yes, ready to scan**.
    7. Press **OK** in the pop-up message to allow Okta Verify to access camera and push notifications while using the app.)
    8. Scan the **QR code** on your computer.

If you are...	Then...
Able to scan QR code	<b>Account added</b> displays on your mobile device
Not able to scan QR code	i. You are able to request an activation link to be sent via SMS (Text Message) ii. Email (Opening the email displays a code that you enter into the Okta Verify app.) <b>Click the link.</b> iii. Setup manually without push notification

**Important:** Keep Okta Verify installed on your device, as you will need it to sign in daily.

1. Press **Allow**.

**RESULT:** Account added

2. Press **Done**.

**Note:** The Okta Verify app installs your credentials to the app so you can now receive push notifications when logging in to TriWest systems that require the multi-factor authentication for access.

## 6. END OF PROCEDURE.

## Voice Call Authentication

**Note:** If your mobile device blocks spam calls, it may block the Okta Voice Call.

If you selected your multi-factor authentication via a voice call, you will receive a recorded call from Okta Verify (872-278-8883) to the phone number you provided each time you log in to the Veteran Portal. The recording provides you with a 5-digit code you will enter into your computer to be authenticated. Follow the steps below to set up your voice call MFA.

1. Click **Setup** under **Voice Call Authentication** on your computer screen.
2. Enter your **Phone number** and extension (if needed).
3. Click **Call**.
4. A **5 digit code** is provided via a recorded call to the Phone number entered.
5. Enter the 5 digit Code in the field provided.
6. Click **Verify**.
7. **END OF PRECEDURE.**

## Logging in to Veteran Portal after MFA is set up

Follow the steps below when logging in to the Veteran Portal after you have activated your Okta account and set up your MFA.

1. Access Veteran Portal using the same link you normally use.
2. Use the drop down to select which MFA you want to use.

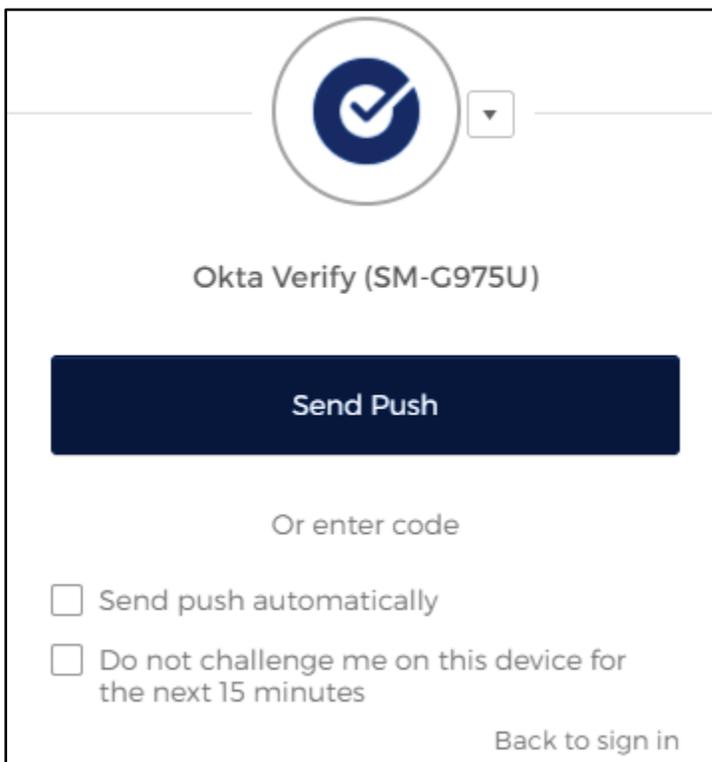
**NOTE:** The dropdown ONLY appears if you have activated more than one MFA.

3. Follow the steps below for the MFA you are using.

If you are using MFA for **Okta Verify, Push or Code:**

1. Log in with your username and password.

**RESULT:** Push Notification Screen displays



The screenshot shows the Okta Verify Push Notification screen. At the top, there is a circular logo with a checkmark inside, and a small dropdown arrow to its right. Below the logo, the text "Okta Verify (SM-G975U)" is displayed. A large, dark blue button with the text "Send Push" is centered on the screen. Below the button, the text "Or enter code" is displayed. At the bottom left, there are two checkboxes: "Send push automatically" and "Do not challenge me on this device for the next 15 minutes". At the bottom right, there is a link that says "Back to sign in".

If you select...	Then...
<p><b>Send Push</b></p> <p><b>Note:</b> You can also select Send Push Automatically to have them automatically sent upon login</p>	<ol style="list-style-type: none"> <li>1. You receive a notification on your Mobile Device. "Did you just try to sign in?"</li> <li>2. Select <b>Yes, It's me</b>.</li> <li>3. You are authenticated and granted access to the Veteran Portal.</li> <li>4. <b>END OF PROCEDURE.</b></li> </ol>
<p><b>Or enter code</b></p>	<ol style="list-style-type: none"> <li>1. The Okta Verify app displays a 6-digit code. <div data-bbox="777 369 1219 590" data-label="Image"> </div> </li> <li>2. Enter the 6-digit Code in field provided.</li> <li>3. Click <b>Verify</b>.</li> <li>4. You are authenticated and granted access to the Veteran Portal.</li> <li>5. <b>END OF PROCEDURE.</b></li> </ol>

### If you are using MFA for **Voice Call Authentication**:

1. Log in with your username and password.

**RESULT:** Voice Call Authentication Screen displays

2. Click **Call**.
3. A **5 digit code** is provided via a recorded call to the phone number entered.
4. Enter the 5 digit Code in the field provided on your computer screen.
5. Click **Verify**.
6. You are authenticated and granted access to the Veteran Portal.
7. **END OF PRECEDURE.**

## Okta Self Service

Using the Okta Self Service allows you to make edits to some things that will reduce the need to contact the Veteran Portal Support team. Follow the steps below to access Okta Self Service.

1. Enter the URL <https://trivest.okta.com> in a Google Chrome browser window.
2. Enter your Veteran Portal user name and password.
3. Click the Down Arrow "carrot" on the top right of your screen.
4. Click **Settings**.
5. Select the edit(s) you wish to make.

**NOTE:** If you do not see the edit you wish to make or have technical issues, contact the Veteran Portal Support team at 877- 226-8749.

6. **END OF PROCEDURE.**