Adding Okta Account to Google Authenticator or Okta Verify on Multiple Devices

811 Ryan Clauson Tue, Sep 6, 2022 wiTECH 2.0 Public Articles - Aftermarket 45704

If you have lost or damaged your smart phone or tablet and are unable to log into Okta, please refer to Lost Phone or Tablet - Unable to log into wiTECH 2 Aftermarket

wiTECH 2 Aftermarket currently uses a Multifunction Authentication (MFA) during login. This is an additional security measure that has been added to keep all accounts and their information as secure as possible. There are currently 3 different ways to utilize MFA:

- Okta Verify Mobile App
- Google Authenticator Mobile App
- YubiKey

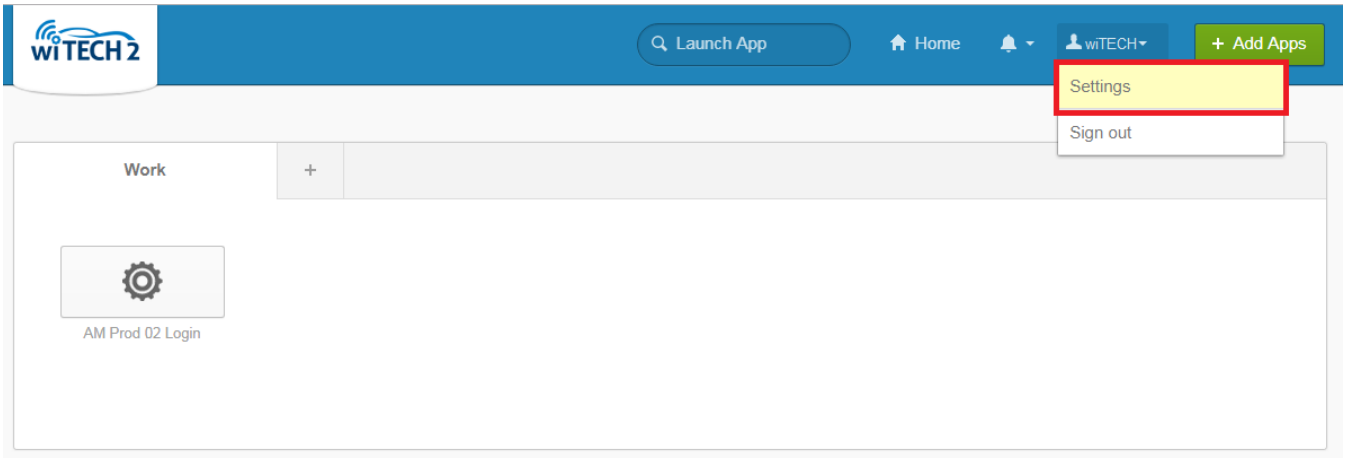
If you use Google Authenticator or Okta Verify for logging into your Okta account, you may lose all of your application data in the event that you lose or damage your phone or tablet. In order to prevent this, it is highly recommended that multiple devices are setup with Google Authenticator and linked to your Okta account.

Please perform the following steps to link an Okta account to multiple devices:

Note: Your Okta account must be setup in order to perform these steps. If you have not setup your Okta account yet, please finish that process first - How-To Create an Okta Login Account

1. Go to https://fcawitech.okta.com and login.

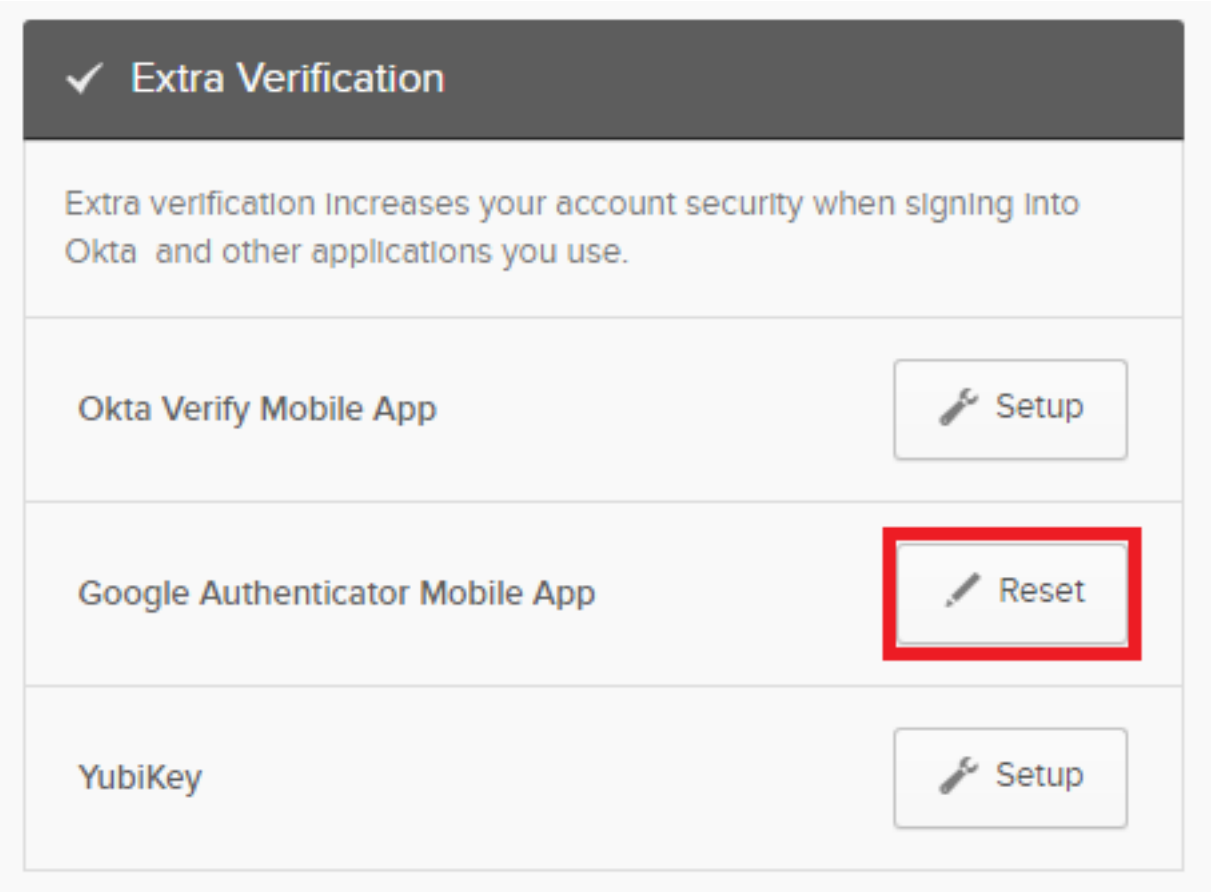
2. Once logged in, select **Settings** in the drop-down menu underneath the username.



3. Scroll down to **Extra Verification** to view all available MFA strategies.

4. Next to **Google Authenticator Mobile App** or **Okta Verify Mobile App**, select **Reset.**

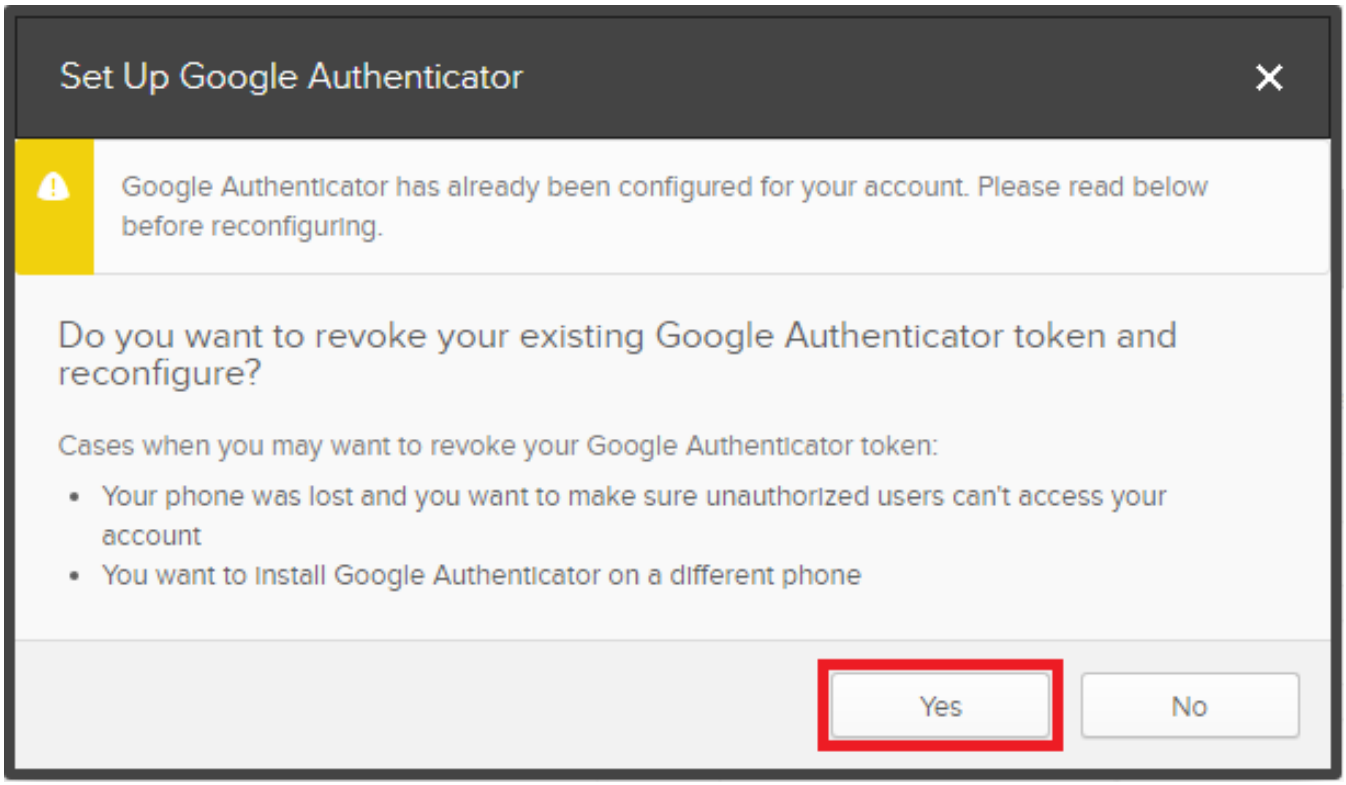
Note: If you are unable to select **Reset,** scroll back up to the top, select **Edit Profile,** and proceed with the login steps. Once logged in, you will be able to access the **Reset** button.



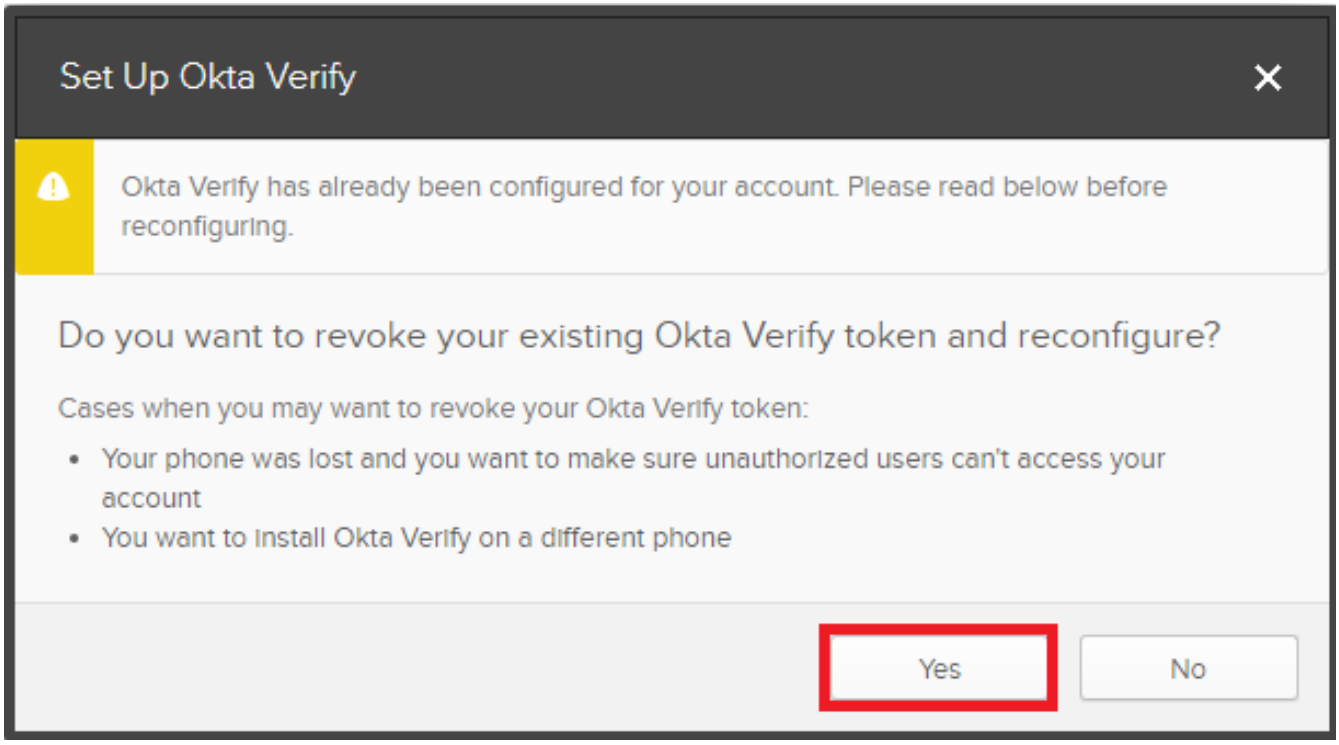
5. Once you have selected **Reset**, you will receive a prompt in regards to revoking your current Okta token. Select **Yes.**

Important: Please be aware that once the Google Authenticator token has been revoked, all devices that were previously setup with your Okta account will no longer work for logging in. To re-enable these devices, they must scan the latest QR code when setting up devices (step 8).

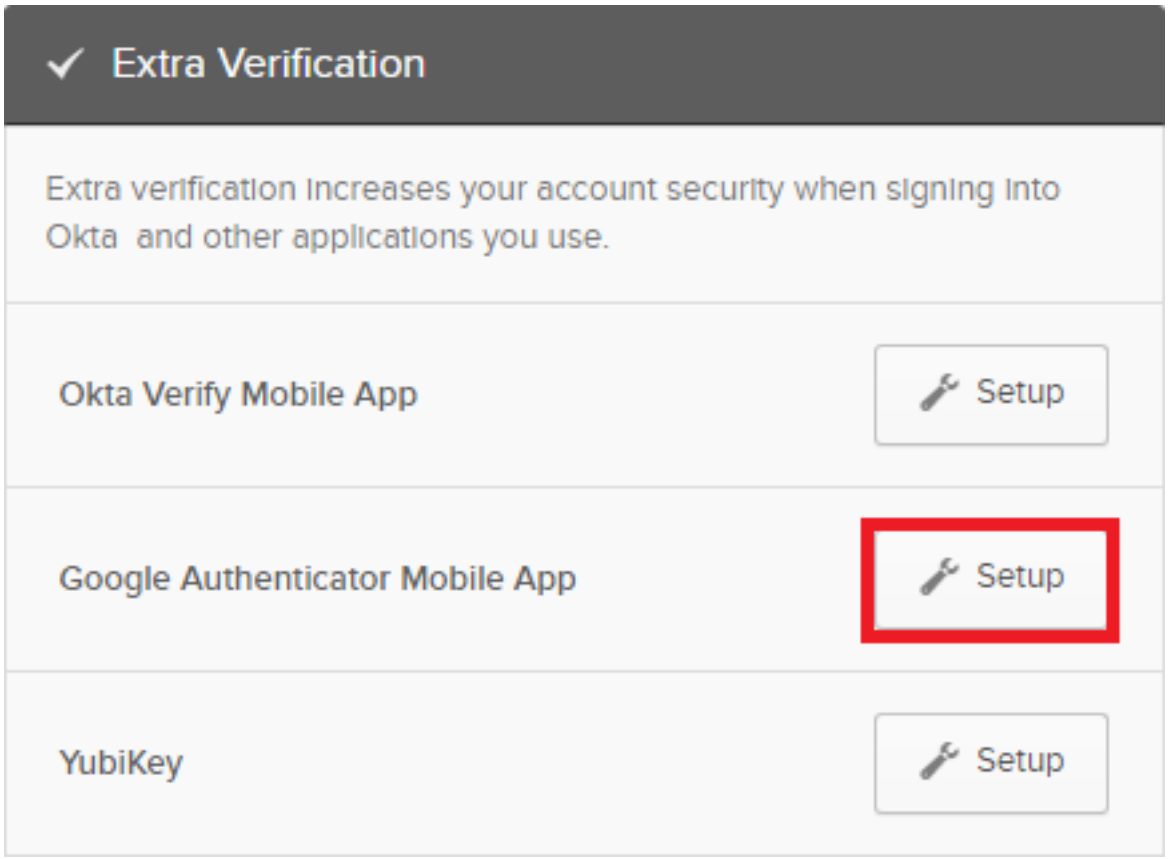
Google Authenticator-


Set Up Google Authenticator
Google Authenticator has already been configured for your account. Please read below before reconfiguring.
Do you want to revoke your existing Google Authenticator token and reconfigure?
Cases when you may want to revoke your Google Authenticator token:
Your phone was lost and you want to make sure unauthorized users can't access your account
You want to install Google Authenticator on a different phone
Yes
No

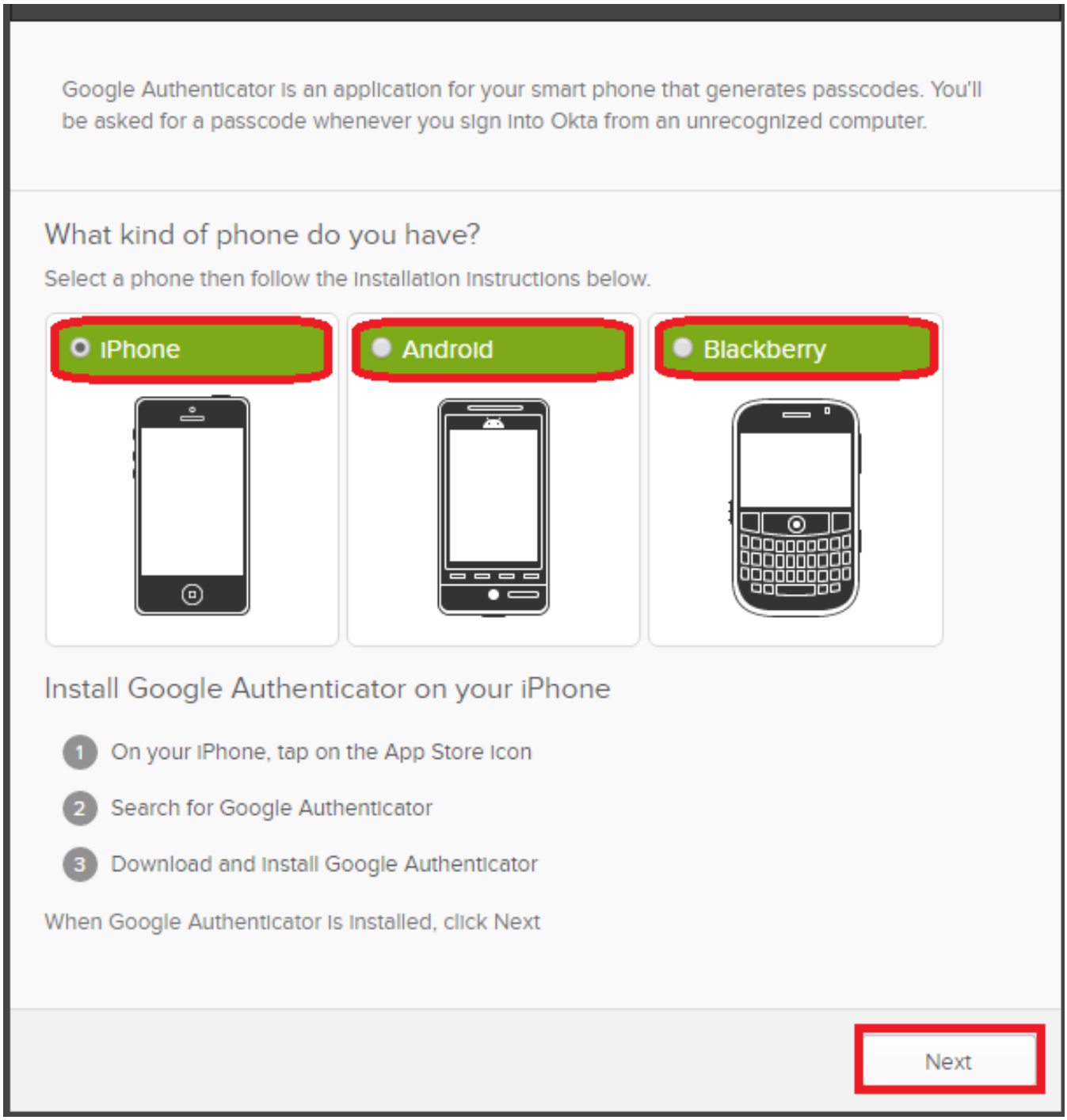
Okta Verify -



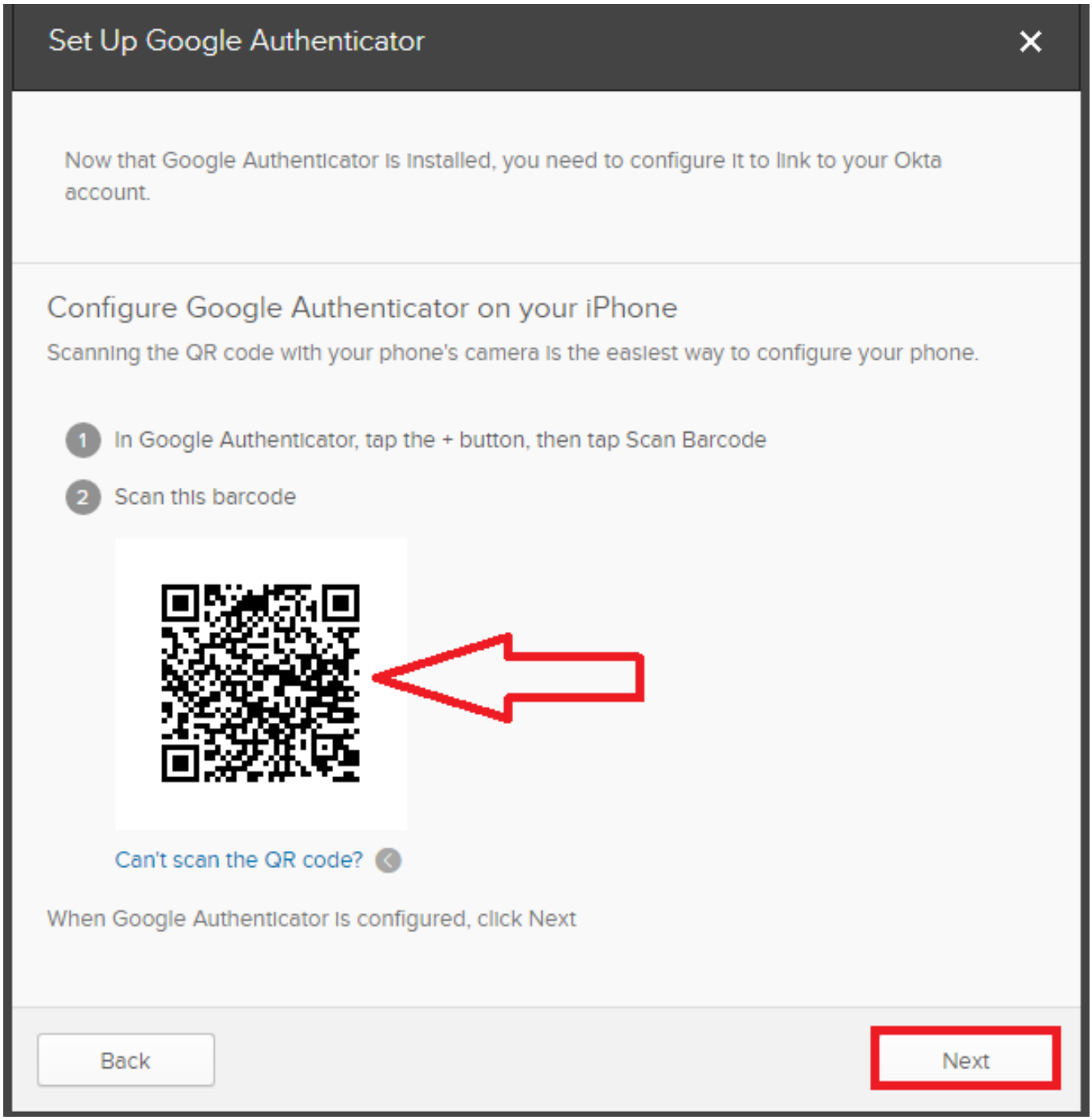
6. Scroll back down to **Extra Verification** and select **Setup** next to **Google Authenticator Mobile App** or **Okta Verify Mobile App**



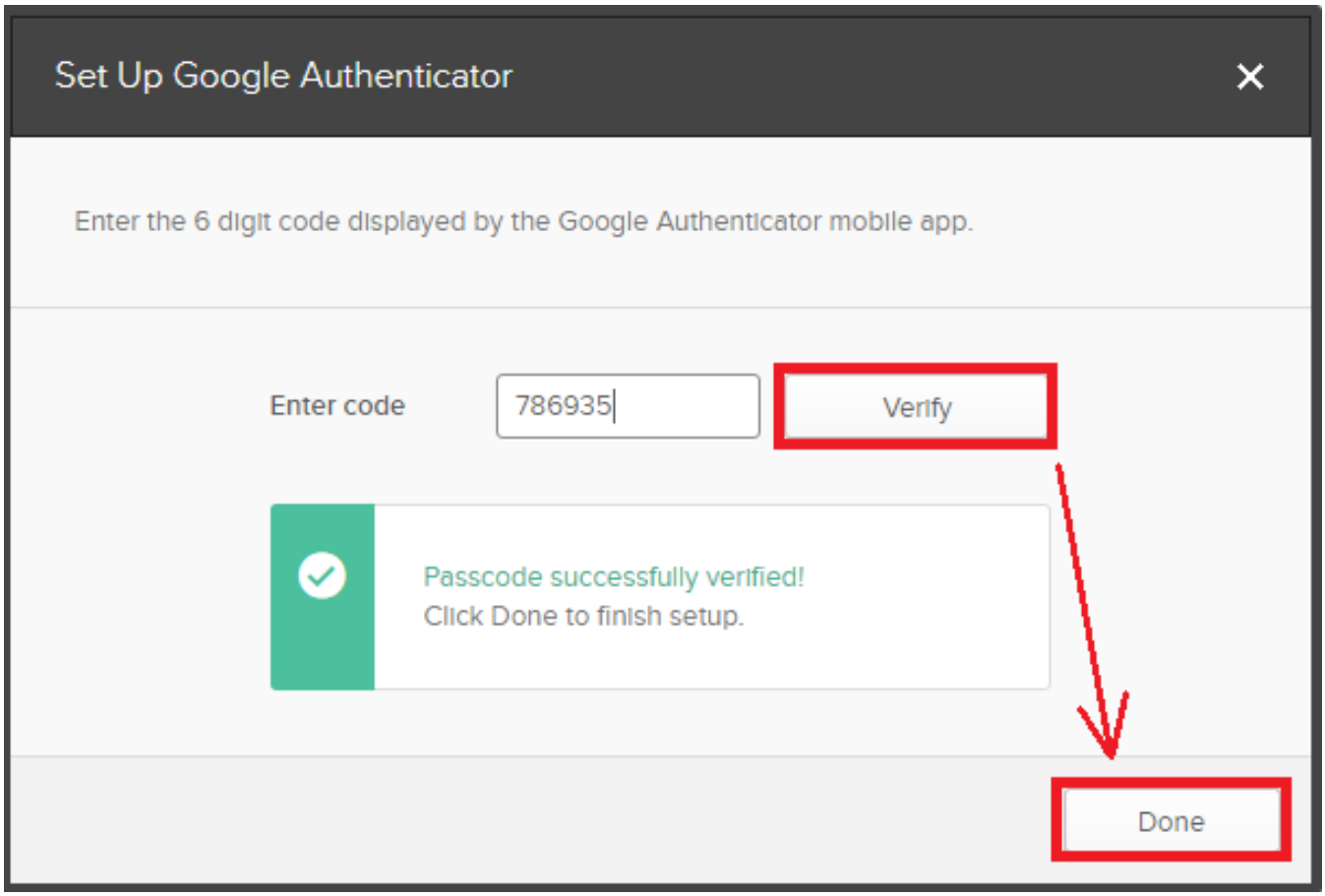
7. Select the appropriate phone type and select **Next**



8. A QR code is generated and populated on the screen. **At this time, scan this code with all devices (tablets, smart phones, etc) that you would like to setup with Google Authenticator or Okta Verify. Once all desired devices have scanned this code, select Next.**



9. Using one of the devices that you setup with Google Authenticator or or Okta Verify, enter in the 6-Digit code and select **Verify**. If the device has been setup correctly, you will receive a notification that the passcode was successfully verified. Select **Done** if this message is received.



If the 6-Digit code you have entered is not successfully verified, confirm that the code you have submitted matches the code that is being displayed on your device. If there are multiple accounts within your Google Authenticator App or Okta Verify Mobile App, please ensure that you are viewing the correct account.

If the 6-Digit code appears to be correct but Okta does cannot successfully verify it, please try running through the above steps again. If the issue persists after reattempting the above steps, please contact the wiTECH Help Desk - [wiTECH Premium Support Helpdesk Contact Information]

Online URL: https://kb.fcawitech.com/article/adding-okta-account-to-google-authenticator-or-okta-verify-on-multiple-devices-811.html