

# OKTA Multi-Factor Authentication

## Sunnybrook Health Sciences Centre

### Frequently Asked Questions (FAQ)

**Q1:** What will happen if I don't enroll my authentication factor by the specified date?

**A1:** Users who have not enrolled any authentication factors by the specified date will not be able to connect to Sunnybrook resources via VPN or access VDI from the Internet. MFA is mandatory requirement; please refer to Remote Access Policy on Sunnynet at <https://sunnynet.ca/default.aspx?cid=103468>

**Q2:** I tried to enroll at <https://sunnybrook.okta.com> but it said "Unable to sign in". What should I do?

**A2:** Make sure your Sunnybrook network account is active. While within the Sunnybrook network, you can confirm this by trying to log-in at a workstation, or try to log into <https://owa.sunnybrook.ca> to ensure your network account still works.

If your network account works internally, but you're unable to log-in to <https://sunnybrook.okta.com> to enroll, please contact Sunnybrook Help Desk to have the issue remediated.

**Q3:** How many authentication factors should I enroll?

**A3:** We recommend that you enroll two or more authentication factors as fallback method(s) in case your preferred authentication factor does not work.

**Q4:** Will I be prompted for multiple authentication factors if I enrolled more than one?

**A4:** No. Only your hospital network username/password, plus **one (1)** additional factor will be required.

**Q5:** Is there a time-out/expiration for each authentication method/verification code?

**A5:** Yes. The time-out/expiration for all verification is **5 minutes**. After that you will be required to authenticate again from the beginning.

**Q6:** I currently use VDI only when at work, from a computer that is connected to the hospital corporate network. Will I be affected?

**A6: No.** Only **external** access to VDI will require second authentication. There will be **NO change** on how you access your VDI today from a corporate computer in your office.

**Q7:** I don't have a cellphone or a landline and so I can't use the Okta Verify, SMS or voice calls authentication factors. What should I do?

**A7:** Unfortunately in this case, you will not have access to VPN or VDI externally from the Internet.

**Q8:** Does the voice call verification work with extensions?

**A8:** Yes, however the extension must be entered immediately after the main-number is dialed, without delay. Please note that it will not work if the extension cannot be dialed immediately due to:

- An intermediate menu (press 1 for Sales, 2 for Support, etc.), then the extension is dialed
- A long recorded greeting that is mandatory, then extension is dialed

**Q9:** I have a 3rd party vendor that supports our departmental application over VPN. What should I do?

**A9:** Please follow these steps:

1. Complete vendor request form located on Sunnynet at <https://sunnynet.ca//Default.aspx?cid=131831&lang=1>. Contact your vendor to provide you with the required information.
2. Submit completed form to Help Desk at this link: <https://sunnynet.ca/Default.aspx?cid=100434&lang=1>
3. Wait for e-mail confirmation that your vendor AD account is ready for MFA enrollment.
4. Ensure that your vendor enrolls at <https://sunnybrook.okta.com> for Multi-factor authentication. You can share with your vendor the MFA User Guide and MFA FAQ document downloaded from SunnyNet at <https://sunnynet.ca//Default.aspx?cid=131831&lang=1>.

**Q10:** I will be travelling abroad and require to do work from there. Will these authentication factors incur any charges?

**A10:** Depending on the enrollment method you are planning to use, the following services might incur charges:

- Okta Verify – this is done over your Internet connection and will depend on your connection method. For example, it should not incur any charges if you are connected to free/complimentary Wi-Fi at the remote location.
- SMS Text – these are free within North America (US/Canada). For other locations please check with your carrier to confirm cost for receiving SMS Text messages from US and Canada.
- Voice call authentication – these voice calls are made from various Okta data center locations within the United States, and will likely incur long distance charges if you are using a SIM card issued by a Canadian cellular carrier. Check with your carrier to confirm cost for receiving calls from United States.

**Q11:** Can I use my personal cellphone or does it have to be corporate cellphone?

**A11:** It can be a personal cellphone or a corporate-issued cellphone.

**Q12:** How secure is my enrollment data such as my cellphone/landline number?

**A12:** This data is kept by Okta.com only. Sunnybrook Information Services staff do not have access to this information and this information is not visible to any Sunnybrook users or on the Internet.

**Q13:** What should I do if I lost my cellphone?

**A13:** Please contact Sunnybrook Help Desk immediately to report a stolen/lost corporate mobile device. If you lost your personal phone, used for MFA, please contact Help Desk to have your MFA re-enabled on your new phone.

**Q14:** How do I enroll additional authentication factors?

**A14:** Once your account is created and you have at least one factor enrolled, you can enroll additional authentication factors. Please refer to the “Okta Multifactor Authentication User Guide” located on Sunnynet at <https://sunnynet.ca//Default.aspx?cid=131831&lang=1>

**Q15:** How do I change the “security image” that I see when I log into <https://sunnybrook.okta.com> ?

**A15:** Log into <https://sunnybrook.okta.com> , click on your name at top right corner, select settings then scroll down until you see the section for changing security image.

**Q16:** Is there a cost for using MFA?

**A16:** No. This service is free of charge for all Sunnybrook users and vendors supporting Sunnybrook systems.

**Q17:** What cellphone types are supported?

**A17:** The following devices are supported:

1. For SMS authentication – any cellphone capable of receiving SMS text messages.
2. For voice call authentication – any cellphone/phone capable of receiving voice calls.
3. For Okta Verify – only Apple iOS-based and Android-based devices are supported. Blackberry devices are not supported for Okta Verify. Your mobile phone must have Internet connectivity (Wi-Fi or cellular data based) in order to use Okta Verify.