OKTA Multi-factor Authentication

Sunnybrook Health Sciences Centre

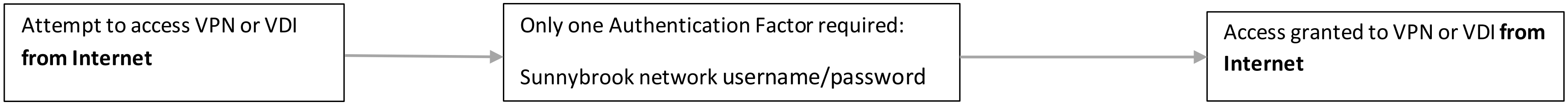
User Guide

What is Multi-Factor Authentication and why is it important?

Traditionally Sunnybrook have relied on username & password pair as the primary method of authentication into various IT systems. Though this has served well in the past, proliferation in credential phishing and crafted hacking activities have starting to put access to various IT systems at greater risk. To mitigate this risk -- Sunnybrook Information services will be implementing Multi-factor authentication (MFA) to various IT systems & assets, starting with ones that are readily accessible from the Internet – namely VPN and VDI.

What's changing and how will it affect me?

Prior to March 1st, 2021:



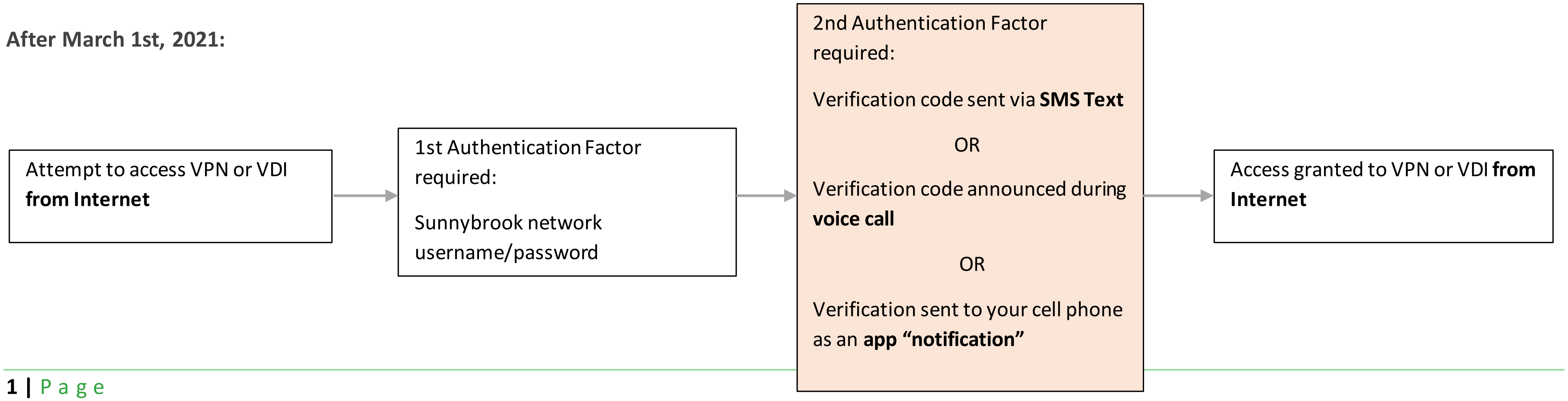
Attempt to access VPN or VDI **from Internet**

Only one Authentication Factor required:

Sunnybrook network username/password

Access granted to VPN or VDI **from Internet**

After March 1st, 2021:



Attempt to access VPN or VDI **from Internet**

1st Authentication Factor required:

Sunnybrook network username/password

2nd Authentication Factor required:

Verification code sent via **SMS Text**

OR

Verification code annouced during **voice call**

OR

Verification sent to your cell phone as an **app "notification"**

Access granted to VPN or VDI **from Internet**

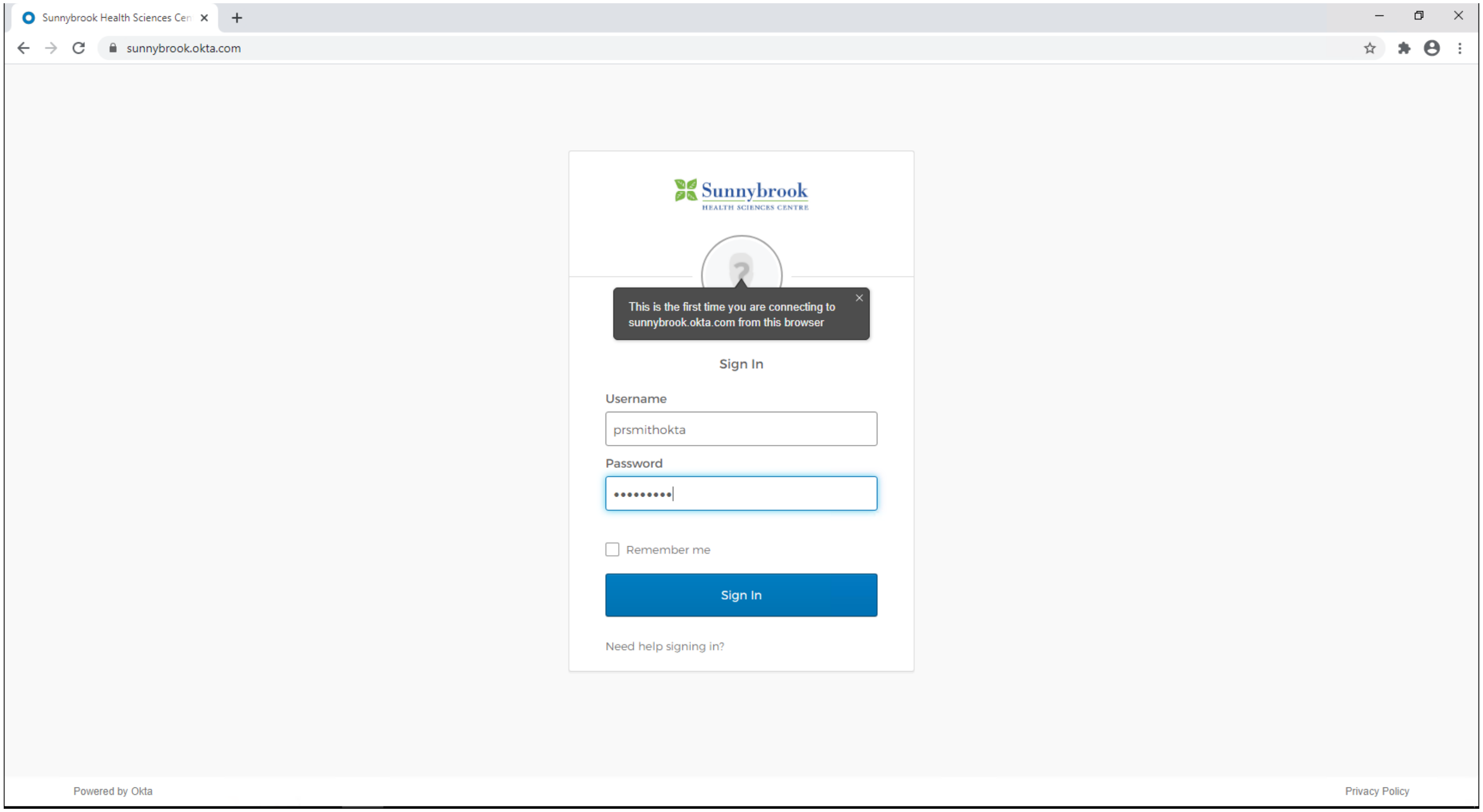
What do I need to do?

PRIOR to March 1st, 2021, make sure you follow the enrollment instruction in the following pages.

Those not enrolled by specified date will not be able to access VPN / VDI from the Internet.

Type of authentication factors

1. Open a browser and visit https://sunnybrook.okta.com. You can perform this task from work computer or from home without VPN connection.
2. Sign-in with your Sunnybrook network username & password.



This is the first time you are connecting to sunnybrook.okta.com from this browser

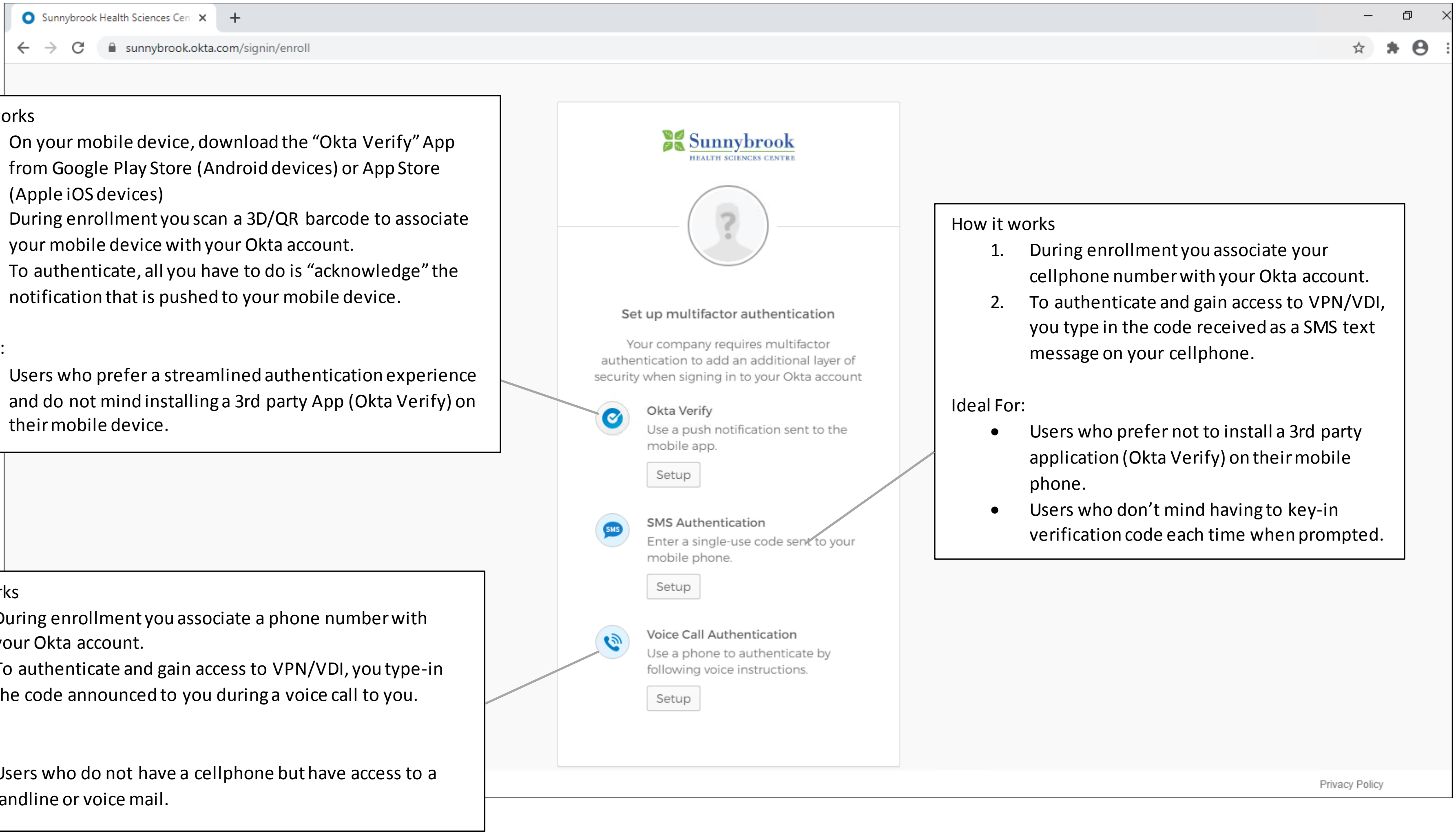
Sign In

Username: prsmithokta

Password: •••••••••

□ Remember me

3. After clicking on "Sign In", you will see the following screen allowing you to choose the authentication factor you prefer to use. Here is a quick summary of each authentication factor and how it may be the suitable factor for you. **Note you can setup multiple authentication factors if you wish**.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sunnybrook.okta.com/signin/enroll
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Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

Okta Verify

Use a push notification sent to the mobile app.

Setup

SMS Authentication

Enter a single-use code sent to your mobile phone.

Setup

Voice Call Authentication

Use a phone to authenticate by following voice instructions.

Setup

How it works

1. On your mobile device, download the "Okta Verify" App from Google Play Store (Android devices) or App Store (Apple iOS devices)
2. During enrollment you scan a 3D/QR barcode to associate your mobile device with your Okta account.
3. To authenticate, all you have to do is "acknowledge" the notification that is pushed to your mobile device.

Ideal For:

- Users who prefer a streamlined authentication experience and do not mind installing a 3rd party App (Okta Verify) on their mobile device.

How it works

1. During enrollment you associate your cellphone number with your Okta account.
2. To authenticate and gain access to VPN/VDI, you type in the code received as a SMS text message on your cellphone.

Ideal For:

- Users who prefer not to install a 3rd party application (Okta Verify) on their mobile phone.
- Users who don't mind having to key-in verification code each time when prompted.

How it works

1. During enrollment you associate a phone number with your Okta account.
2. To authenticate and gain access to VPN/VDI, you type-in the code announced to you during a voice call to you.

Ideal For:

- Users who do not have a cellphone but have access to a landline or voice mail.

4. When you click on “Setup”, you’ll see steps that are **intuitive to follow for most users**.
   However, if you need further details to guide you through setting-up/enrolling each of these authentication factors, it can be found in the following pages.

How to setup/enroll "Okta Verify" as an authentication factor

1. If you have an Apple iPhone device:

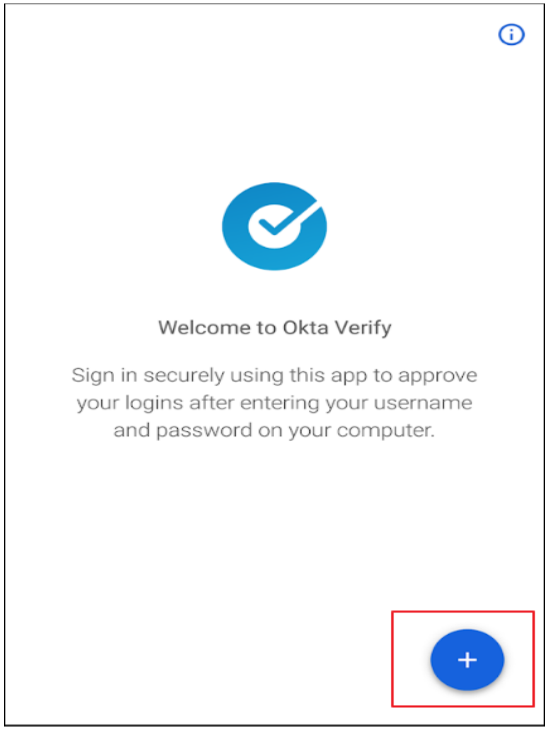
   From Your phone -- visit the **App Store** and download "**Okta Verify**"

   If you have an Android device:

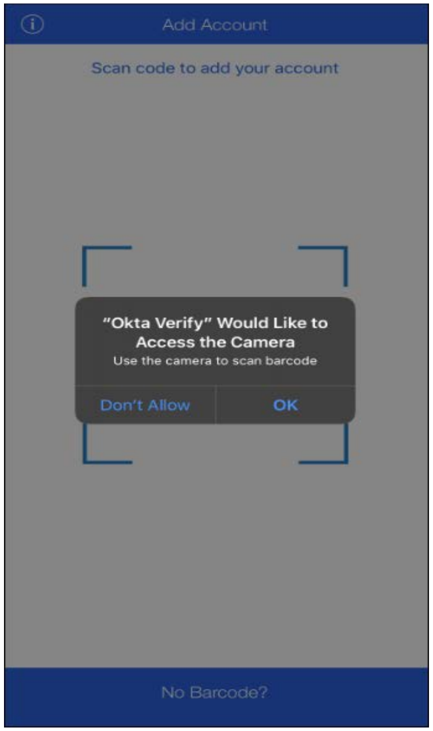
   From Your phone -- visit the **Google Play** and download "**Okta Verify**"

2. **From your phone** -- Launch the Okta Verify App you've just downloaded. Click on the "+" sign. If you get prompted for camera access, please allow it.

   Leave your phone on this screen – you will need it on a later step.


Welcome to Okta Verify

Sign in securely using this app to approve your logins after entering your username and password on your computer.

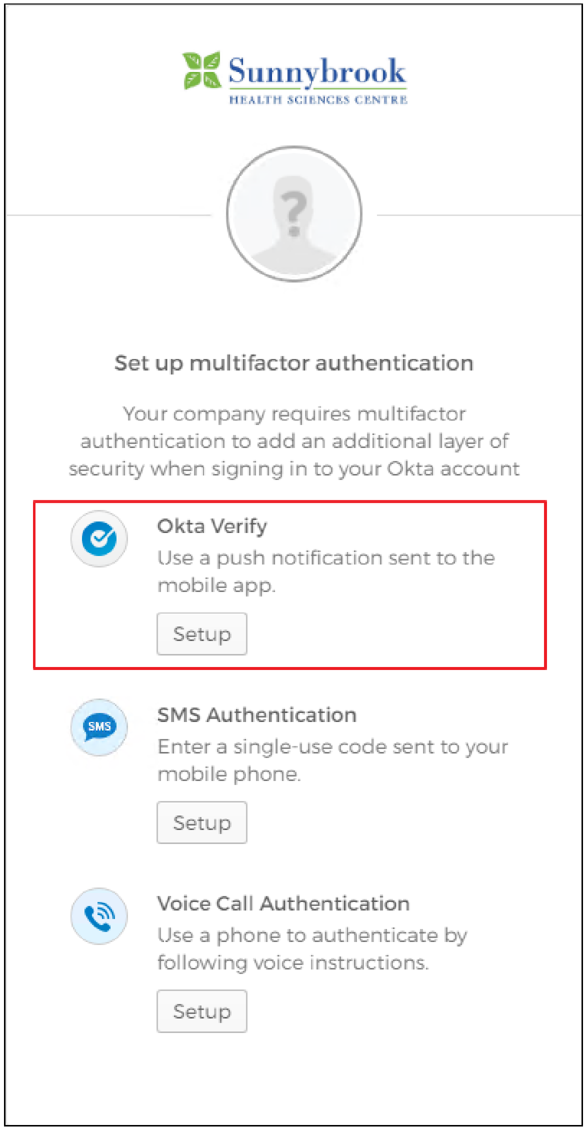

Add Account

Scan code to add your account

"Okta Verify" Would Like to Access the Camera

Use the camera to scan barcode

3. Using separate device (computer or laptop), go to https://sunnybrook.okta.com
   Sign-in with your Sunnybrook network username & password.
   Click on Setup under "Okta Verify".



Set up multifactor authentication

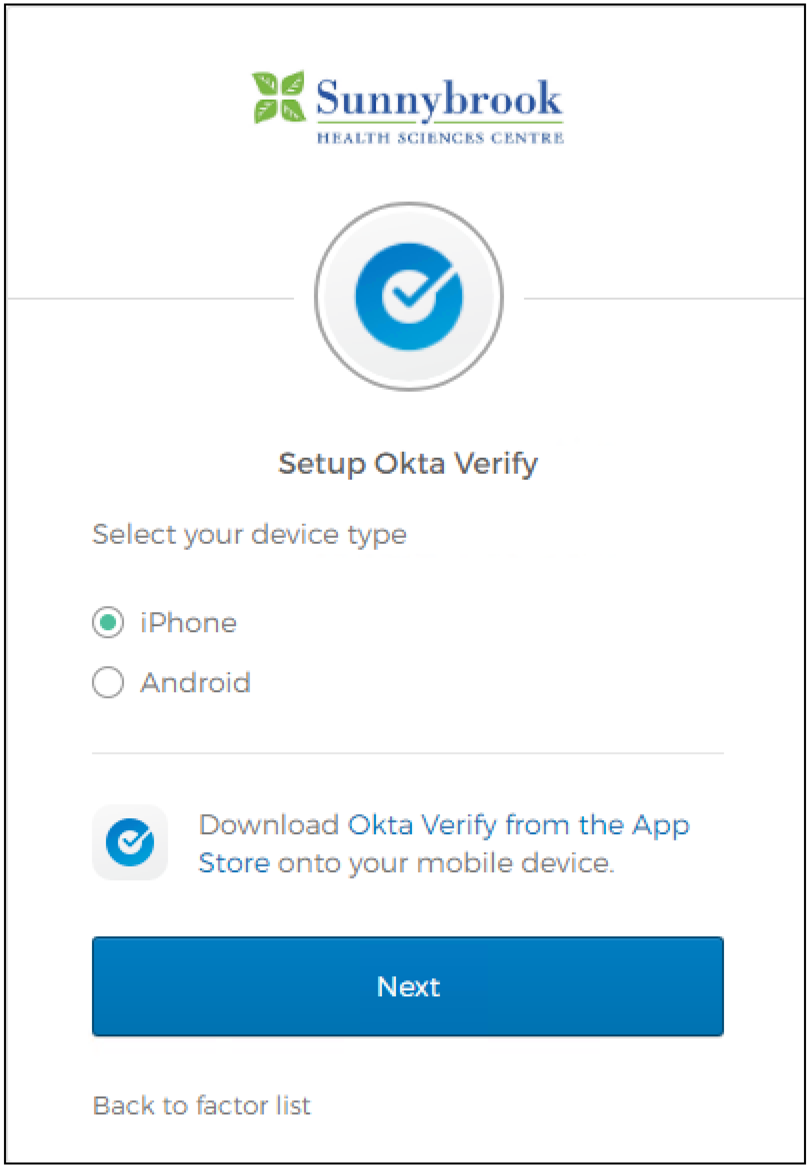
Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

Okta Verify
Use a push notification sent to the mobile app.
Setup

SMS Authentication
Enter a single-use code sent to your mobile phone.
Setup

Voice Call Authentication
Use a phone to authenticate by following voice instructions.
Setup

4. Select the your mobile device type and click on Next:



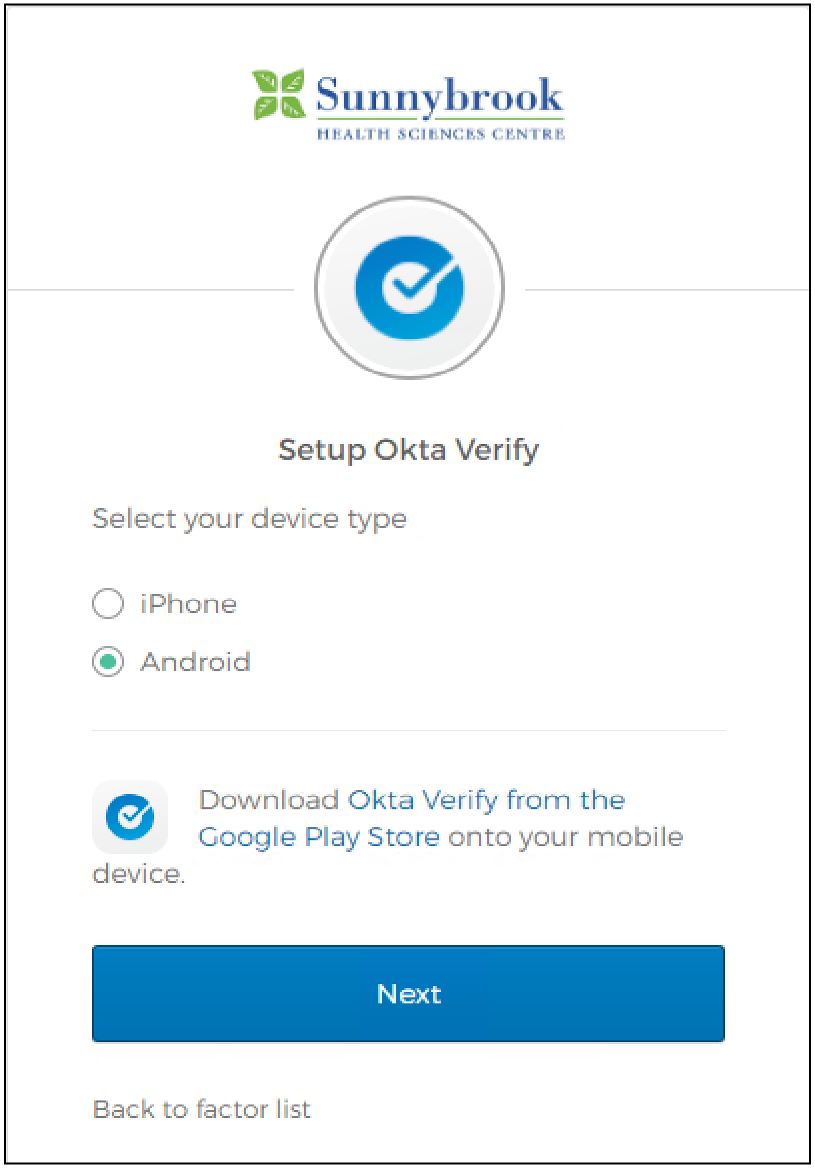
Setup Okta Verify

Select your device type

● iPhone

○ Android

Download Okta Verify from the App Store onto your mobile device.



Setup Okta Verify

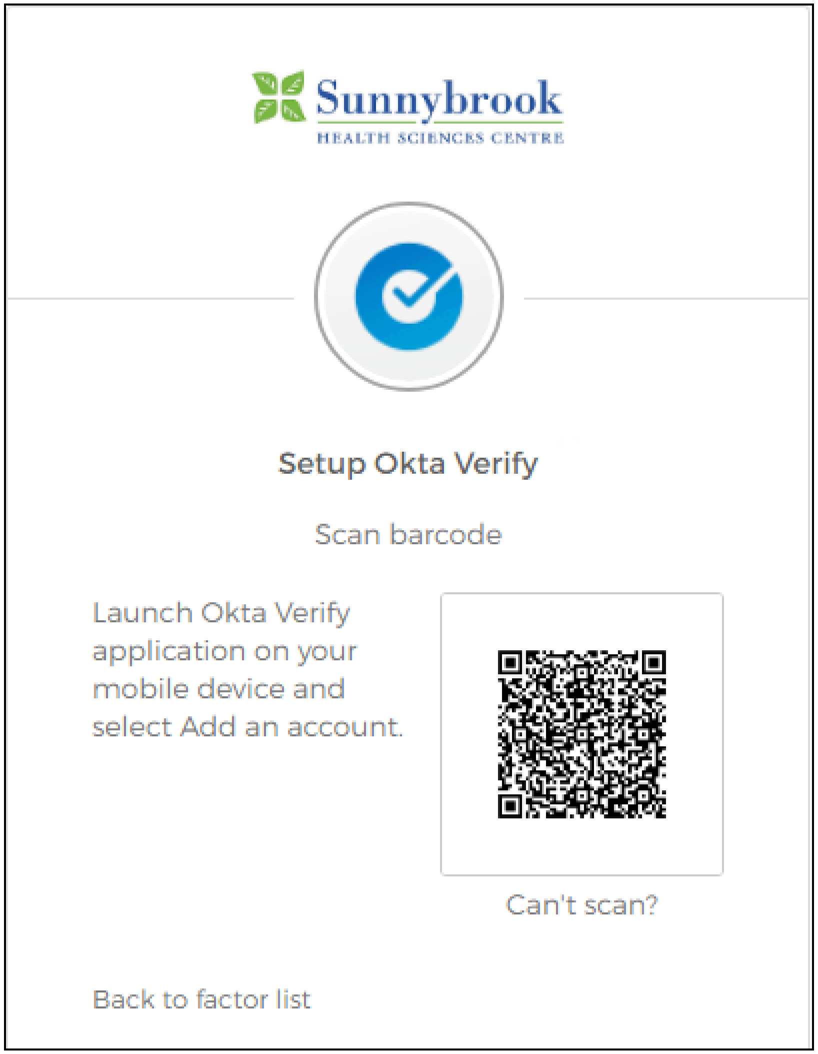
Select your device type

○ iPhone

● Android

Download Okta Verify from the Google Play Store onto your mobile device.

5. The following should be displayed within your web browser:



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Setup Okta Verify

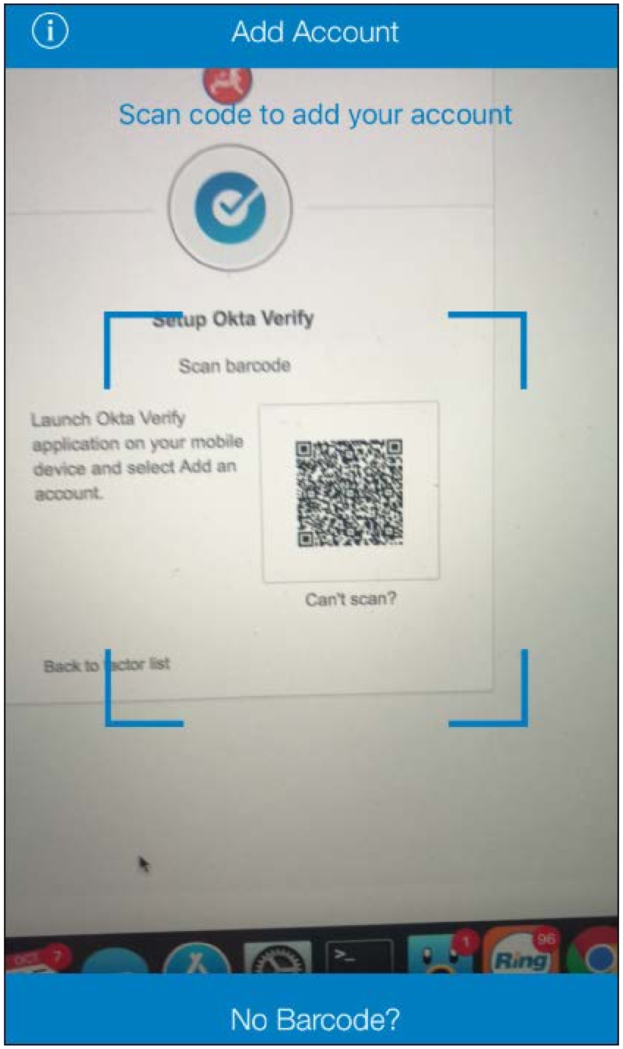
Scan barcode

Launch Okta Verify application on your mobile device and select Add an account.

Can't scan?

Back to factor list

6. **From your phone**, make sure you're still in the **Okta Verify App** (as instructed in step 2).
   Pickup your phone and use its camera to scan the 3D/QR bar code displayed in the web browser on your computer/laptop.

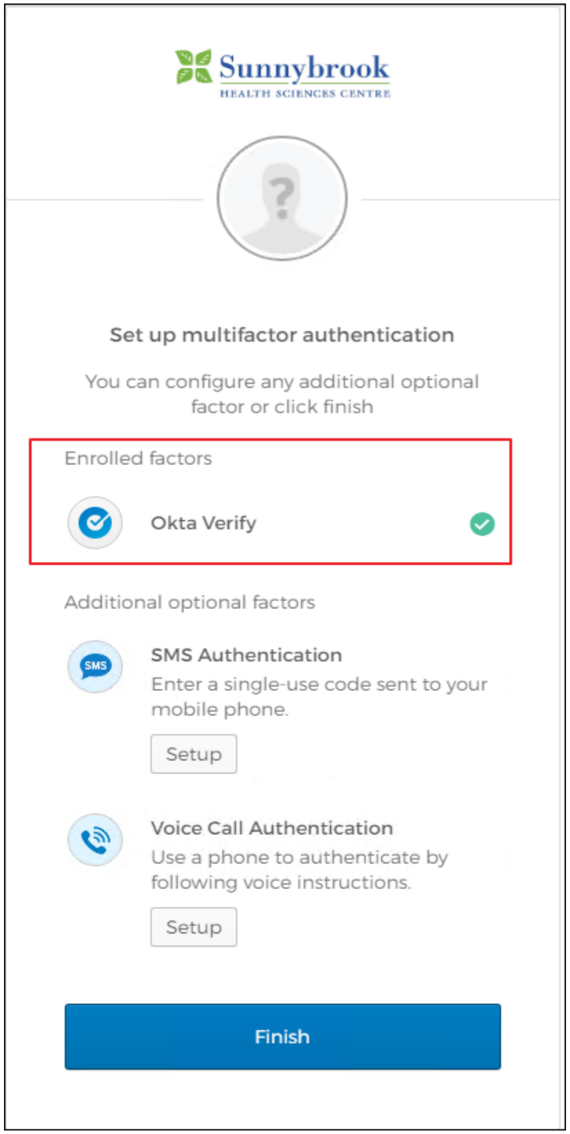


Launch Okta Verify application on your mobile device and select Add an account.

Tips for a successful scan:

- Ensure your camera lens is clean and free of debris.
- Make sure the 3D/QR bar code is inside the square brackets.
- Try to keep your hand/phone steady to allow it to properly focus.
- If it still won't scan, try to vary the distance slightly, then hold steady.

7. Once the enrollment is successful and your phone is now associated with your Okta account, you'll see the following screen. Click on **Finish** to complete enrolling Okta Verify, or you can choose to setup/enroll additional factors (i.e. SMS Text or Voice Call authentication).



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Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

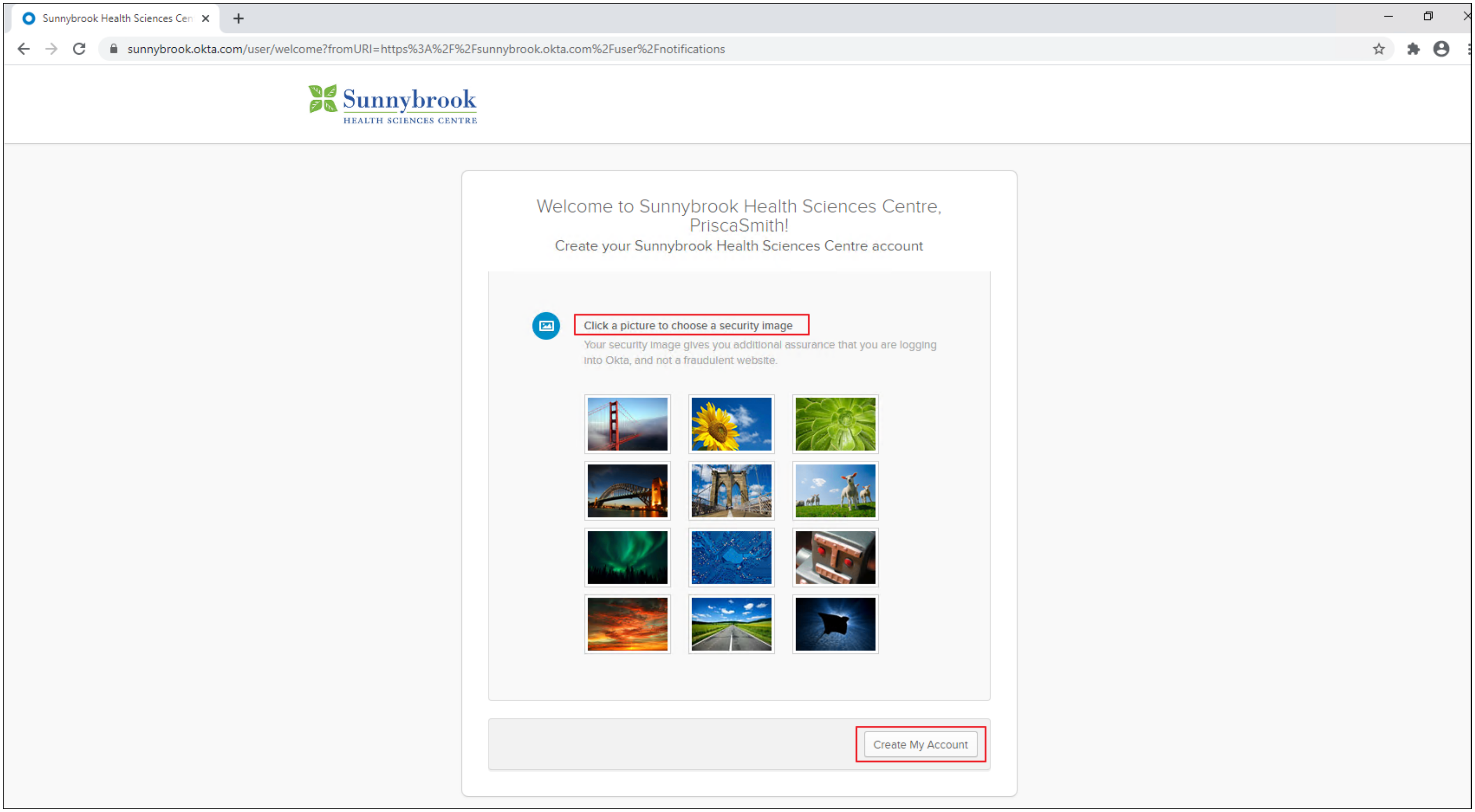
Okta Verify ✓

Additional optional factors

SMS Authentication
Enter a single-use code sent to your mobile phone.

Voice Call Authentication
Use a phone to authenticate by following voice instructions.

8. If you clicked on “**Finish**”, you’ll see the following screen asking you to pick a security image. Be sure to click on “**Create My Account**” to complete the enrollment process.



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sunnybrook.okta.com/user/welcome?fromURI=https%3A%2F%2Fsunnybrook.okta.com%2Fuser%2Fnotifications
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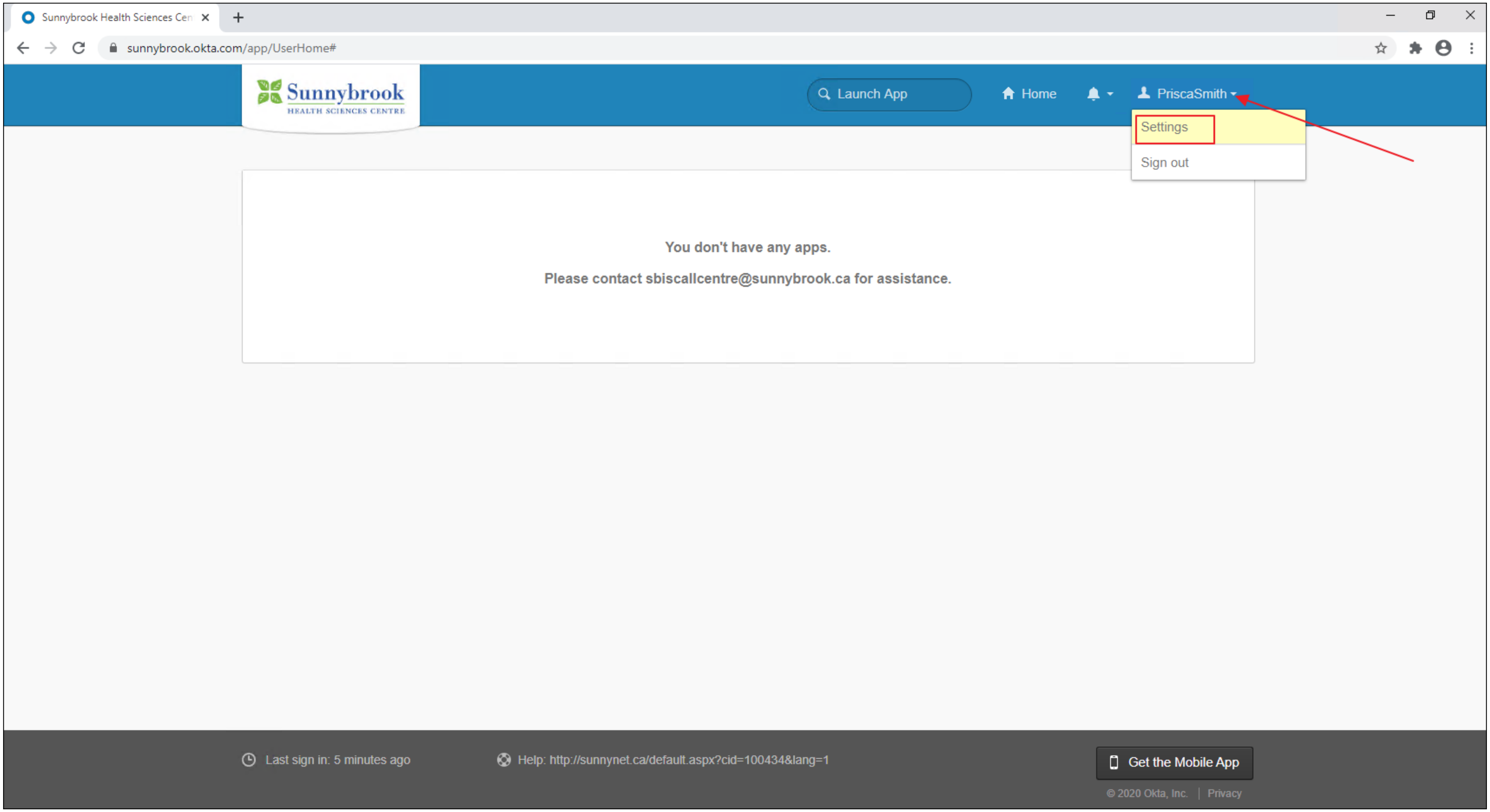
Welcome to Sunnybrook Health Sciences Centre, PriscaSmith!

Create your Sunnybrook Health Sciences Centre account

Click a picture to choose a security image

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

9. Once your account is created, you can enroll additional authentication factors by **clicking on your name at the top-right corner, then select settings:**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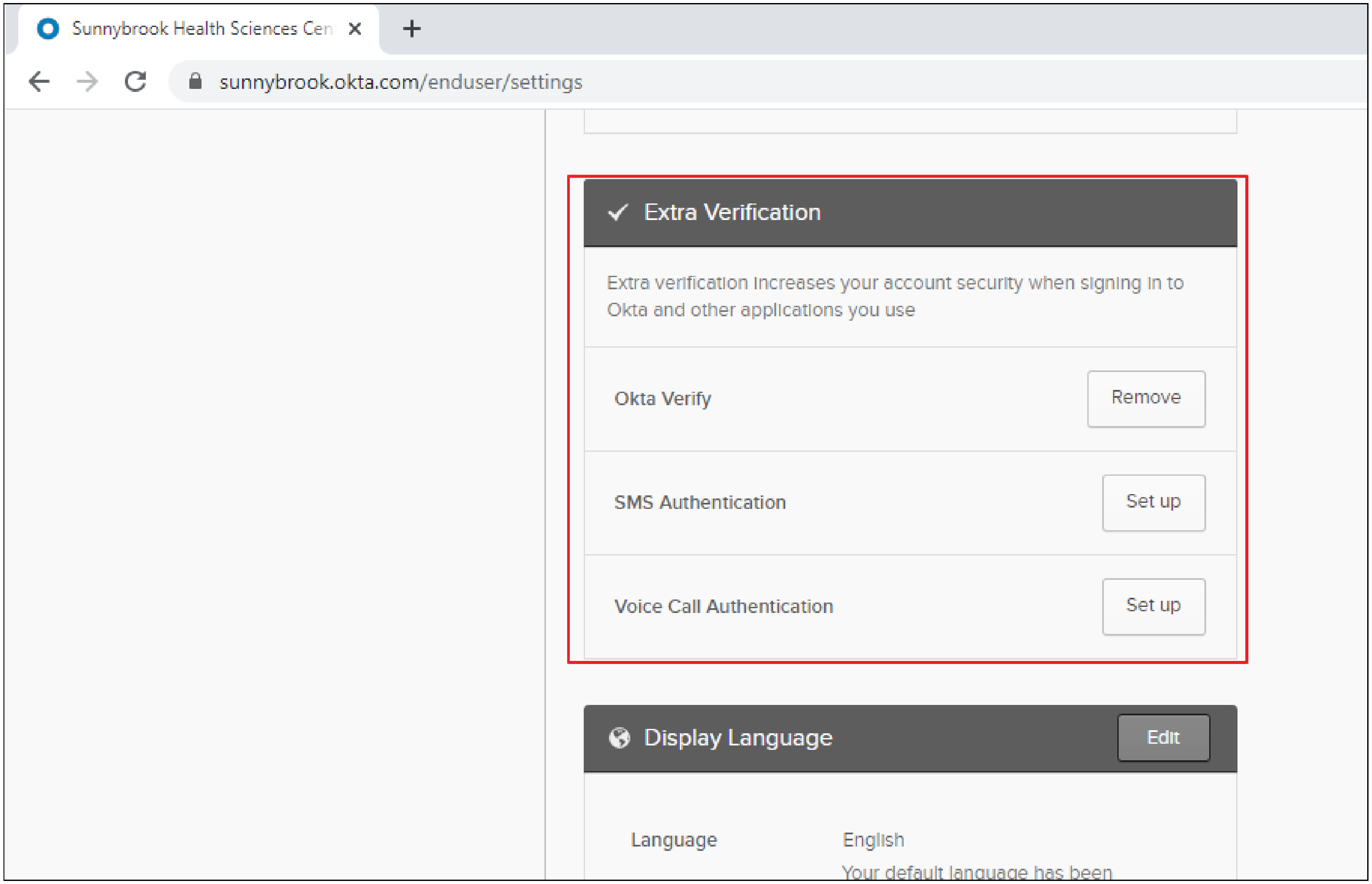
sunnybrook.okta.com/app/UserHome#
Sunnybrook
HEALTH SCIENCES CENTRE
Launch App
Home
PriscaSmith
Settings
Sign out

You don't have any apps.

Please contact sbiscallcentre@sunnybrook.ca for assistance.

Last sign in: 5 minutes ago
Help: http://sunnynet.ca/default.aspx?cid=100434&lang=1
Get the Mobile App
© 2020 Okta, Inc. | Privacy

10. Scroll down until you see the **Extra Verification** section. Here you can setup additional authentication factors such as SMS or Voice Call Authentication.



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sunnybrook.okta.com/enduser/settings

✓ Extra Verification

Extra verification increases your account security when signing in to Okta and other applications you use

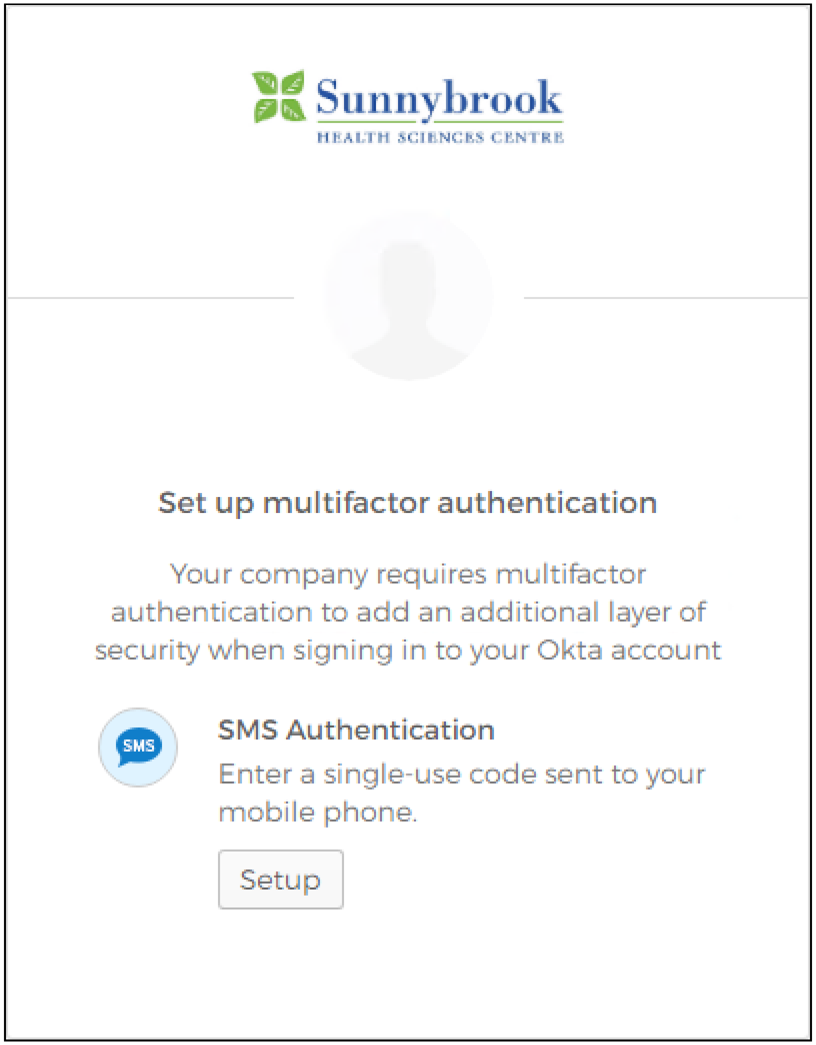
Okta Verify	Remove
SMS Authentication	Set up
Voice Call Authentication	Set up

Display Language

Language	English Your default language has been

Setup/Enroll "SMS" as an authentication factor

1. Go to https://sunnybrook.okta.com and sign-in with your Sunnybrook network username & password. Click on Setup. (Reference Page 13 and 14 of this guide if you don't see setup)



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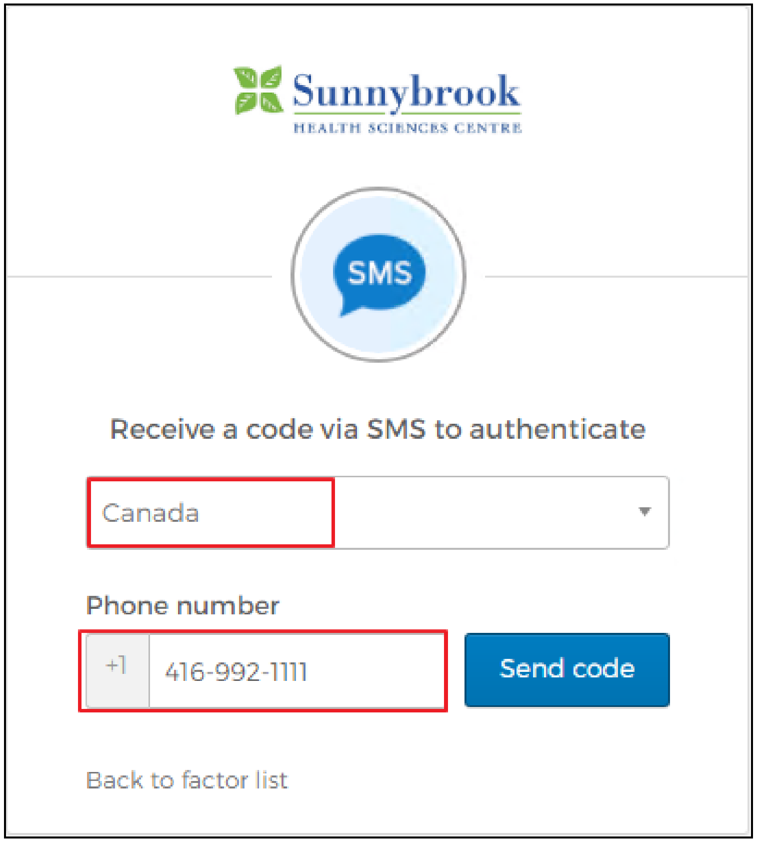
Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

SMS Authentication
Enter a single-use code sent to your mobile phone.

2. Enter your cellular number that you would like to enroll. This number must be capable of receiving SMS text messages. Click on “Send code”. Enter the verification code you received on your phone as SMS text message, then click on Verify.

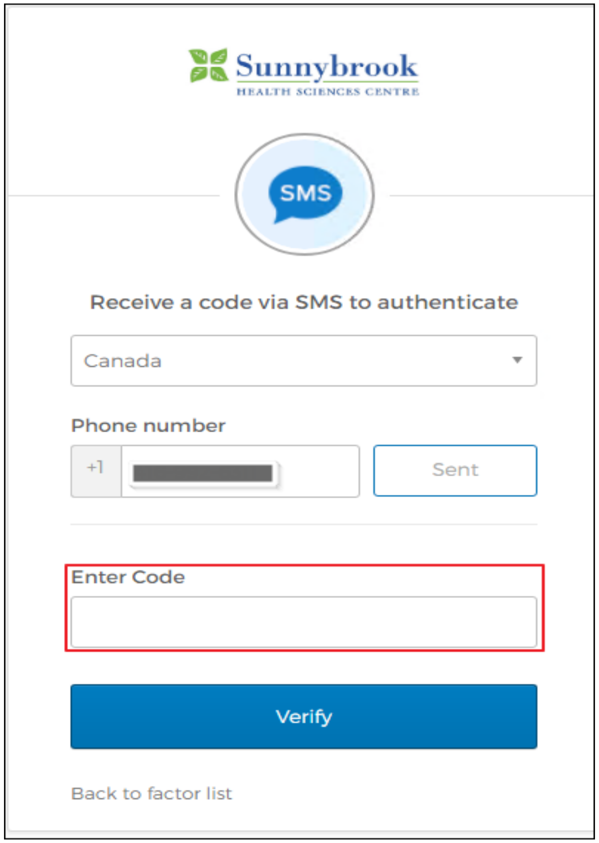


Receive a code via SMS to authenticate

Canada

Phone number

+1 416-992-1111



Receive a code via SMS to authenticate

Canada

Phone number

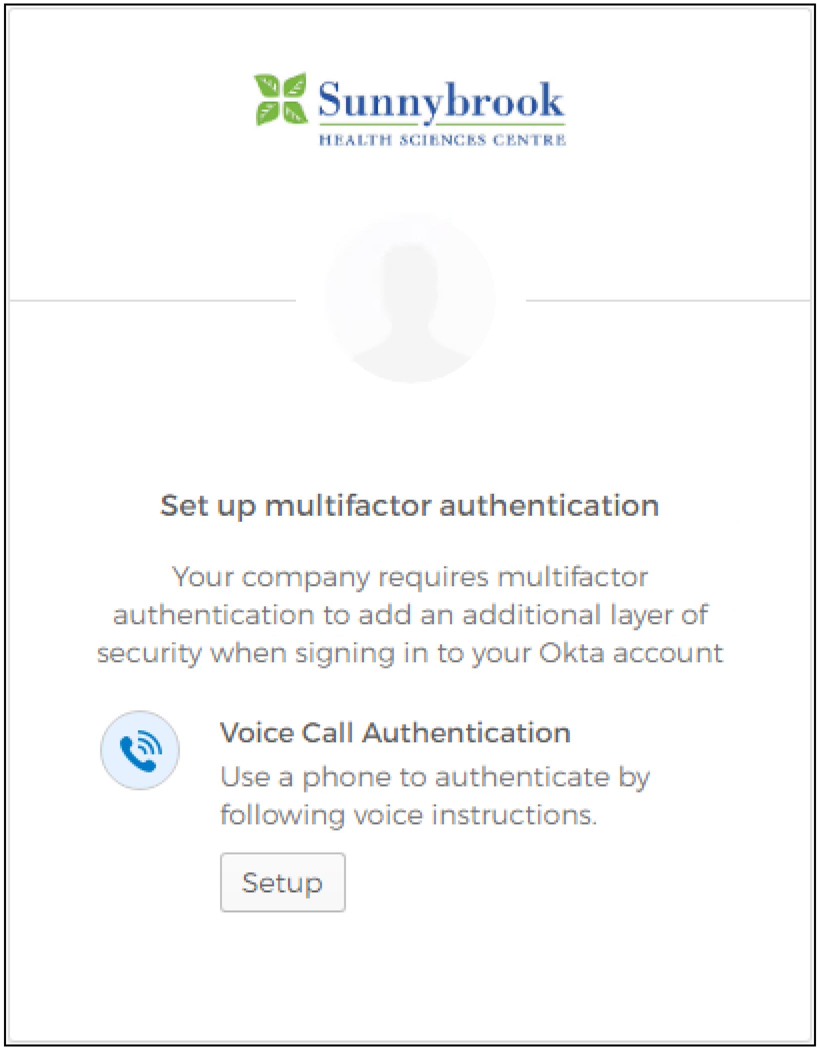
+1 [redacted]

Enter Code

3. Your phone number is now enrolled for SMS authentication.

Setup/Enroll “Voice Call” as an authentication factor

1. Go to https://sunnybrook.okta.com and sign-in with your Sunnybrook network username & password.
2. Click on Setup. (Reference Page 13 and 14 of this guide if you don’t see setup)



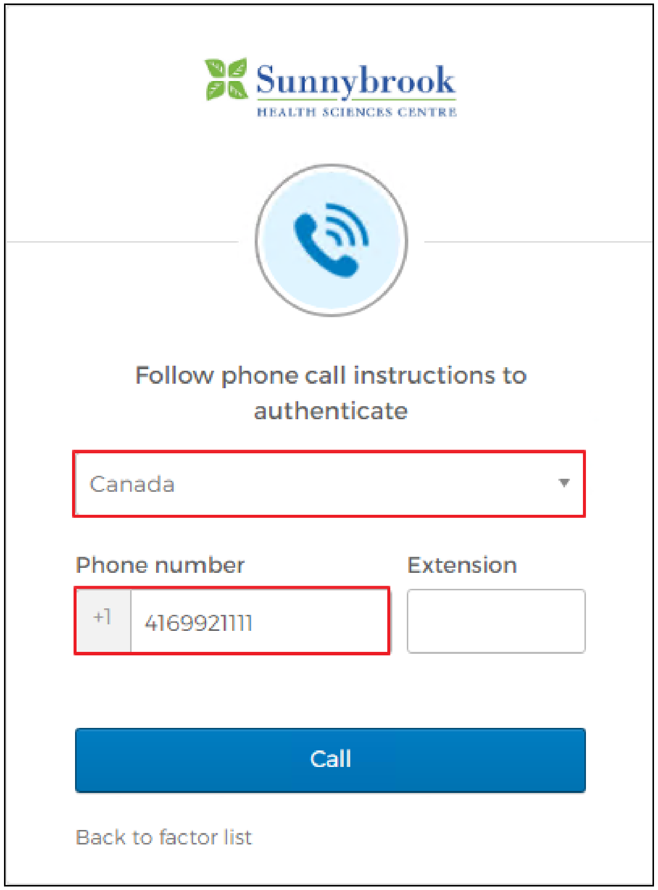
Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

Voice Call Authentication

Use a phone to authenticate by following voice instructions.

3. Enter the phone number where you would like to receive voice call authentication, then click on Call. You'll receive a phone call. Enter the code announced during the voice call, then click on Verify.

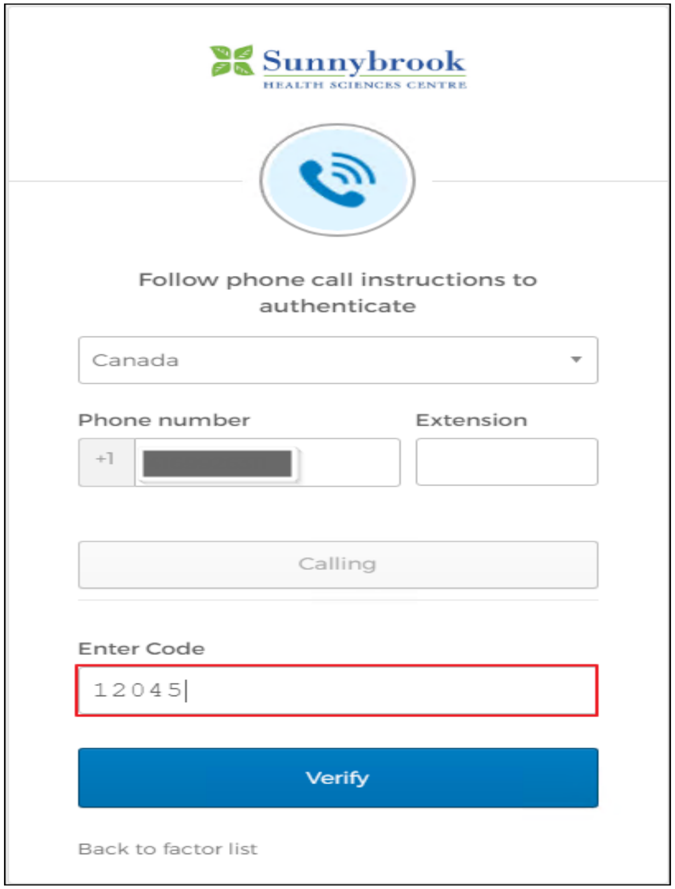


Follow phone call instructions to authenticate

Canada

Phone number: +1 4169921111

Extension:



Follow phone call instructions to authenticate

Canada

Phone number: +1 [redacted]

Extension:

Enter Code: 12045

4. Your phone number is now enrolled for voice call authentication.

I have completed enrolling my authentication factors. What's next?

On March 1st, 2021, Information Services will make multi-factor authentication **mandatory** when accessing VPN or VDI externally from the Internet.

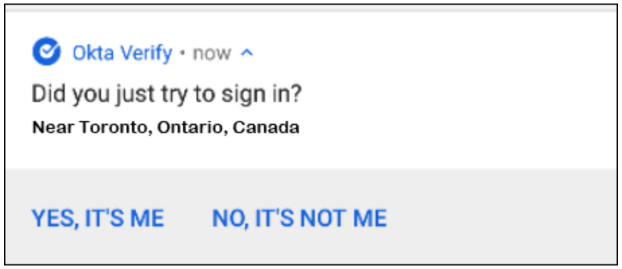
As of March 1st, 2021 you will notice that the VPN and external VDI login screen look different. You will be presented with additional prompts (challenge/response), where you will have to input your MFA passcode received via one of the following methods:

1) Call
   If you enrolled in **"Voice Call"** as your authentication factor, and selected **1** as your challenge
2) Push
   If you enrolled in **"Okta Verify"** as your authentication factor, and selected **2** as your challenge
3) SMS
   If you enrolled in **"SMS"** as your authentication factor, and selected **3** as your challenge

What my experience will look like?

Below are some examples of the login screens and authentication prompts that you will receive:

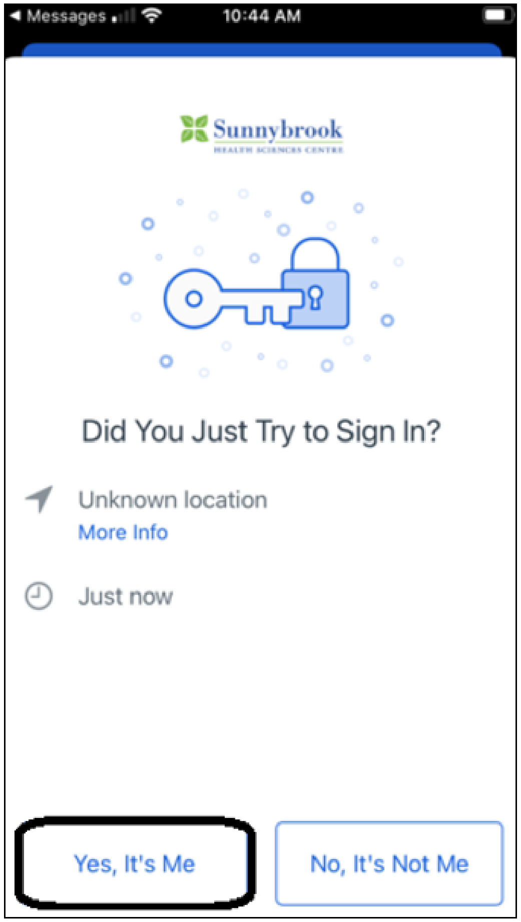
- If you enrolled for "Okta Verify", you will see the following prompts:



Okta Verify • now

Did you just try to sign in?

Near Toronto, Ontario, Canada



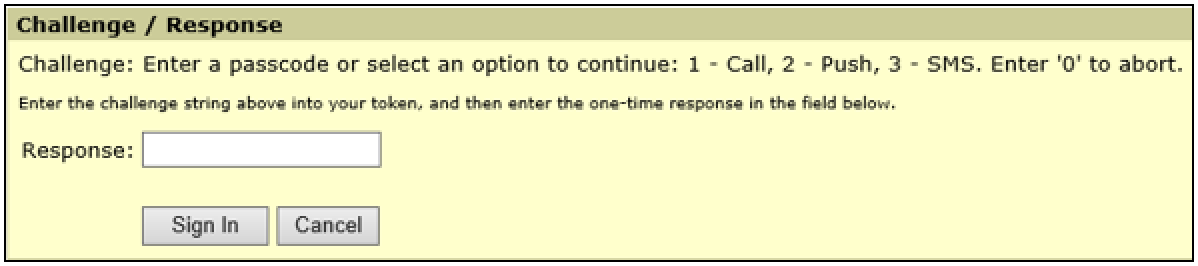
Did You Just Try to Sign In?

Unknown location

More Info

Just now

- If you enrolled for “SMS” (in this example user is using PulseSecure to connect to the VPN), you will see the following prompts/login screen:

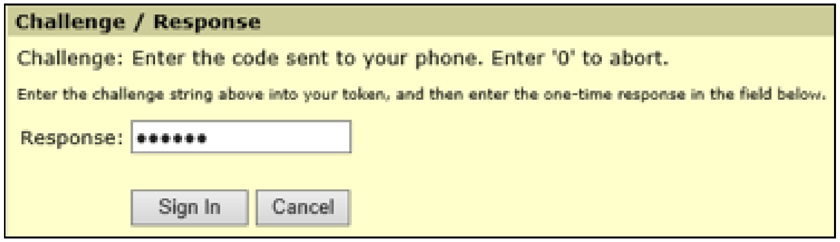


Challenge / Response

Challenge: Enter a passcode or select an option to continue: 1 - Call, 2 - Push, 3 - SMS. Enter '0' to abort.

Enter the challenge string above into your token, and then enter the one-time response in the field below.

Response:

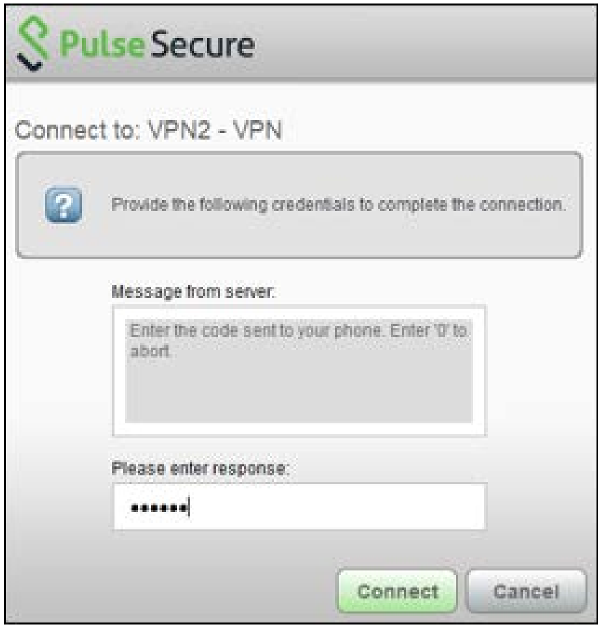


Challenge / Response

Challenge: Enter the code sent to your phone. Enter '0' to abort.

Enter the challenge string above into your token, and then enter the one-time response in the field below.

Response: ••••••



Connect to: VPN2 - VPN

Provide the following credentials to complete the connection.

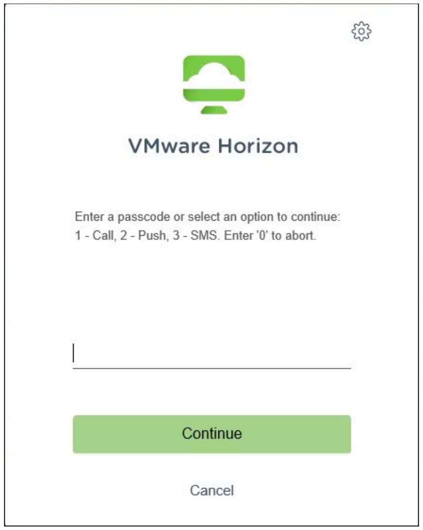
Message from server:

Enter the code sent to your phone. Enter '0' to abort.

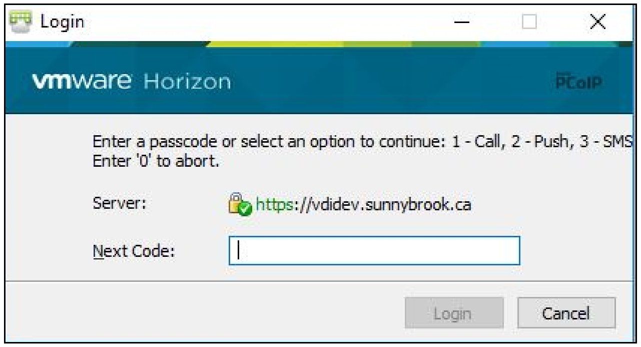
Please enter response:

••••••

- If you enrolled for “SMS” (in this example user is using VMware Horizon to connect to external VDI), you will see the following prompts/login screen:



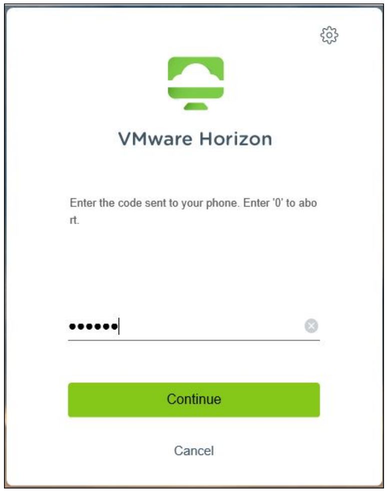
Enter a passcode or select an option to continue: 1 - Call, 2 - Push, 3 - SMS. Enter '0' to abort.



Enter a passcode or select an option to continue: 1 - Call, 2 - Push, 3 - SMS
Enter '0' to abort.

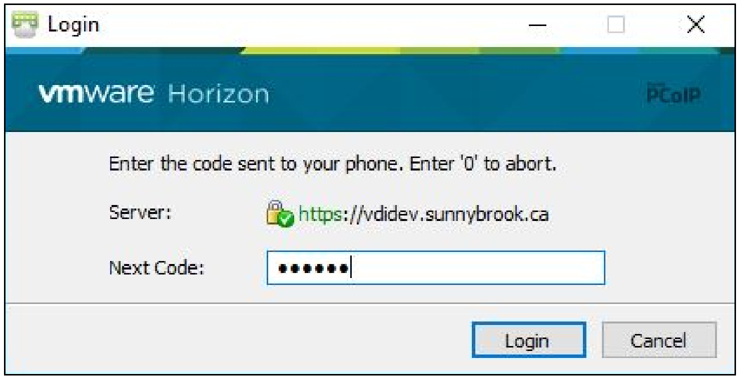
Server: https://vdidev.sunnybrook.ca

Next Code:



Enter the code sent to your phone. Enter '0' to abo
rt.

••••••



Enter the code sent to your phone. Enter '0' to abort.

Server: https://vdidev.sunnybrook.ca

Next Code: ••••••

For detailed documentation on how to access VPN and VDI externally and anticipated prompts, please visit:

VPN -- https://sunnynet.ca//Default.aspx?cid=103659&lang=1

VDI -- https://sunnynet.ca//Default.aspx?cid=127571&lang=1