Okta Verify User Guide

A multifactor authentication service will be required to access Workday and/or ServiceNow (Now Mobile app) on a device outside the Wells Fargo network (including mobile). Okta Verify is an approved method to authenticate your identity when signing in to tools outside the Wells Fargo network. Follow the steps below to set up the Okta Verify mobile app.

Set up Okta Verify mobile app

1. Using your personal computer (not your Wells Fargo laptop), access the Wells Fargo Okta Portal through your web browser at https://wellsfargo.okta.com/ or by selecting the HR Online tool you would like to access located on Teamworks at Home.

2. To log in to Okta:

    - **Username** = Wells Fargo email address
    - **Password** = Wells Fargo AD-ENT password

3. After logging into Okta, you will see the multifactor enrollment screen on your personal computer.

4. Click **Setup** under **Okta Verify**.

    Note: When using your personal computer or phone to authenticate into Okta Verify, RSA SecurID is also an option. If you have an RSA hard token or mobile app, you can use this. See the RSA SecurID instructions.
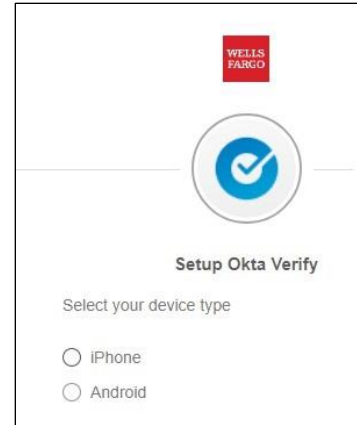
5. Using your personal computer, select your **device type**.

The Setup Okta Verify screen will appear with a **QR code** to scan. You will need your mobile device to complete the process.
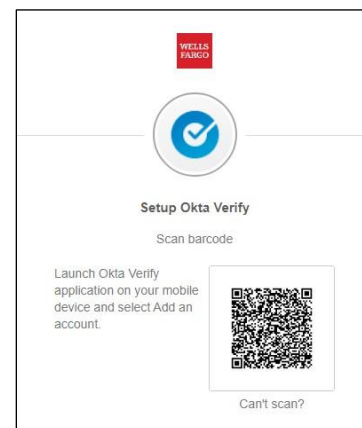
6. Using your mobile device, install the Okta Verify app from your phone's app store.

   Note: The app name is Okta Verify, *not* Okta Mobile.

   Once downloaded, open the Okta Verify app and click **Add Account** at the bottom of the screen.
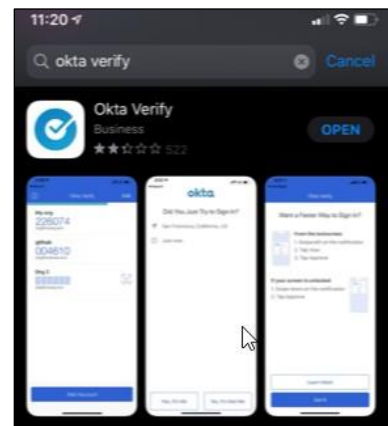
7. Clicking "Add Account" will automatically access the camera on your mobile device, which you will use to scan the QR code on your personal computer.

   The completed scan will automatically create an account profile in the Okta Verify app.

   Note: If you don't have a personal computer, click the "**can't scan?**" link below the QR code (see red box on image) to obtain a code through SMS. You will need to provide a cell phone number where you want to receive the SMS and you may incur charges for receiving the SMS depending on your cellular plan. Once received, enter the numeric code displayed in the SMS to enroll in Okta Verify.
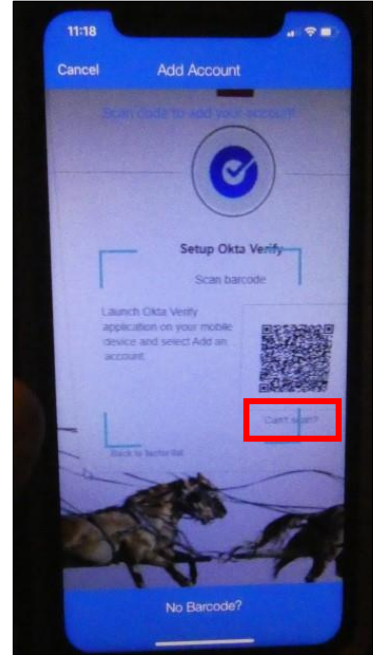
8. Your screen will now give you the option to choose to "Send Push Or Enter code."
   - Continue to step 9 if you click "Send Push."
   - Move to steps 10 and 11 if you click "Or Enter Code."
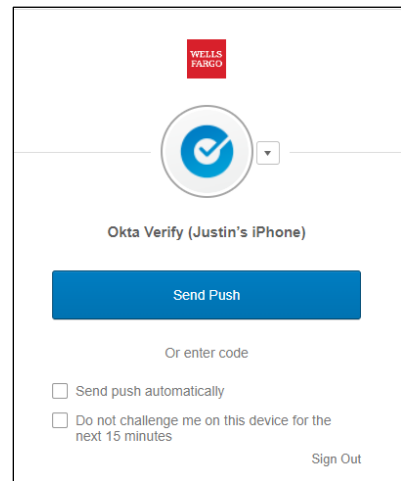
9. If you click "Sent Push," then a notification will appear on your phone that shows an attempt to sign in to Okta. Click "Yes, It's Me" and you will be authenticated.

You are now authenticated and Okta Verify is installed and configured successfully. You may now use Okta Verify to complete multifactor authentication when accessing desired HR Online tools.

10. If you clicked "Or Enter Code" in the previous step, your mobile device will display a **temporary one-time passcode** in the Okta Verify mobile app that you will need for the next step.
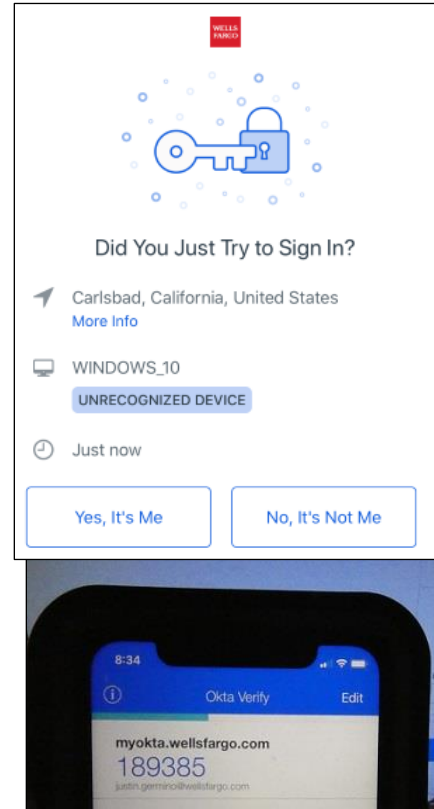
11. Enter the **six-digit passcode** from your mobile device into the Okta Verify application screen on your personal computer. Click **Verify**.

Note: After idling for 15 minutes, you'll be prompted to confirm that you're still using Okta Verify. If desired, check the box next to "Do not challenge me on this device for the next 15 minutes."
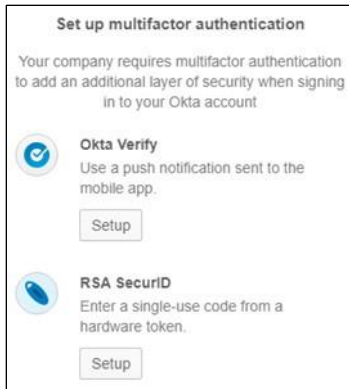
You are now authenticated and Okta Verify is installed and configured successfully. You may now access desired HR Online tools.
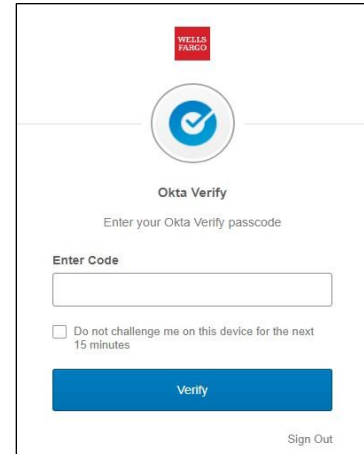
Install and Set up RSA SecurID

When using your personal computer or phone to authenticate into Okta Verify, RSA SecurID is also an option. If you have an RSA hard token or mobile app, you can use this.
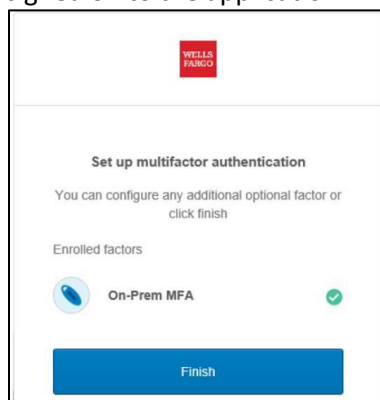
1. Click Setup for RSA SecurID.

2. Complete the following:
    a. **Enter RSA SecurID username**: Enter your ELID (e.g. network or LAN user ID).
    b. **Enter RSA SecurID passcode:** Enter your PIN + token.
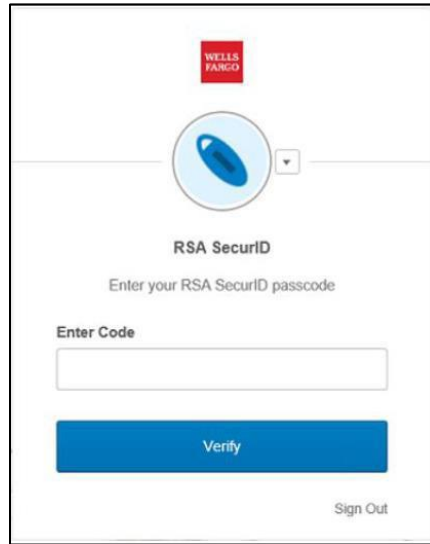   c. Select **Verify.**
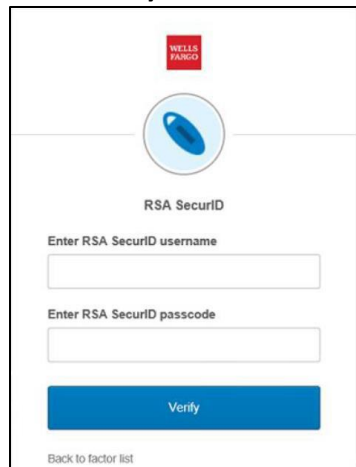
If successful, you will see a green check box next to the Enrolled Factors. Click Finish and you will be signed on to the application.

Sign in to an application with SecurID

Each time you log on to an application protected by MFA, you will be required to enter your RSA SecurID credentials to sign-on.

1. Complete the following:
   a. **Enter Code:** enter your RSA SecurID PIN + Token.
   b. Select **Verify**.

2. If successful, you will be signed-on to the application.
3. If unsuccessful, repeat steps a. and b. If you are still unable to sign-on to the application, contact Teamworks at Home Support line at 1-877-869-7964 options 3, 1, 3.