

MFA – Okta Verify mobile app

How to set up MFA with the Okta Verify app



The following guide walks through;

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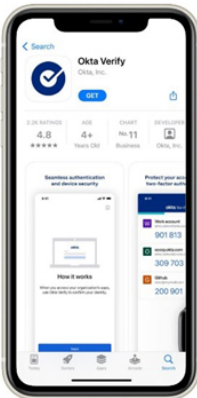
Installing the OKTA Verify app

Step 1, install the app ready for set up.

- Install **Okta Verify** from [Google Play](#) or [Apple App Store](#).



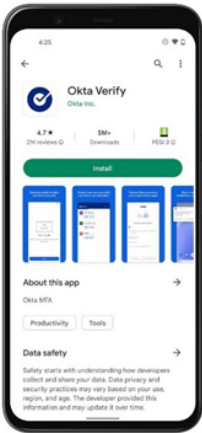
Scan the QR code to download
Okta Verify



OKTA Verify app in App Store



Scan the QR code to download
Okta Verify



OKTA Verify app in Play store

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Initial set up and sign in

When you log in to the CFU portal or identity.fire.nsw.gov.au you will be directed to a login screen.

1. Enter your username (e.g. ABC123456) and your FRNSW network password, select **Keep me signed in** to save your MFA session for 7 days, then click **Sign In**.

We recommend setting up the following steps when you have access to a PC, as well as your mobile.

A screenshot of the Fire + Rescue NSW login page. At the top is the Fire + Rescue NSW logo. Below it is a horizontal line, followed by the text 'Sign In'. There are two input fields: 'Username' with the value 'ABC123456' and 'Password' with a masked password '.....'. Below the password field is a checkbox labeled 'Keep me signed in'. At the bottom is a blue 'Sign in' button. Below the button are three links: 'Forgot password?', 'Unlock account?', and 'Help'. The text 'Sign in prompt' is at the very bottom.



Sign In

Username

ABC123456

Password

Fire and Rescue network login password

.....

☐ Keep me signed in

Sign in

[Forgot password?](#)

[Unlock account?](#)

[Help](#)

Sign in prompt

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2. Select MFA Enrolment and then Click **Setup** under **Okta Verify**.



Set up security methods

Security methods help protect your Fire and Rescue NSW account by ensuring only you have access.

Required now



Okta Verify
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity

[Set up](#)



Phone
Verify with a code sent to your phone

[Set up](#)

Security set up methods prompt

3. This prompt will appear on your screen.





Set up Okta Verify

1. On your other device, download the Okta Verify app from the App Store® (iPhone® and iPad®) or on Google Play (Android® devices).

2. Open the app and follow the instructions to add your account

3. When prompted, tap **Scan a QR code**, then scan the QR code below:



Example QR Code – Do not Scan

[Can't scan?](#)

[Return to authenticator list](#)

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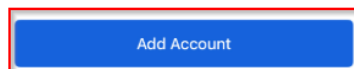


4. Open the **Okta Verify** App you installed earlier on your mobile.
5. Tap **Add account**.



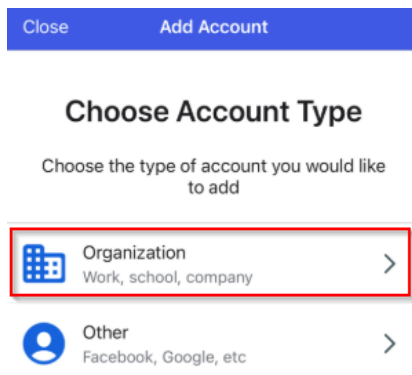
No accounts added

Add an account to verify your identity when you access your organization's apps



Add account prompt

6. Select **Organization** from the list.



Select Organisation prompt

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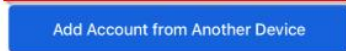
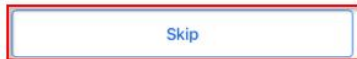


7. Select **Skip** when prompted to add account from another device.



Add Account from Another Device?

If you have an Okta Verify account on another device, you can add it to this device.



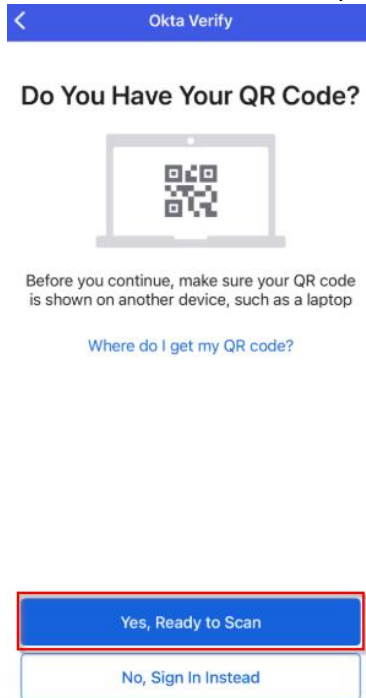
Skip select prompt

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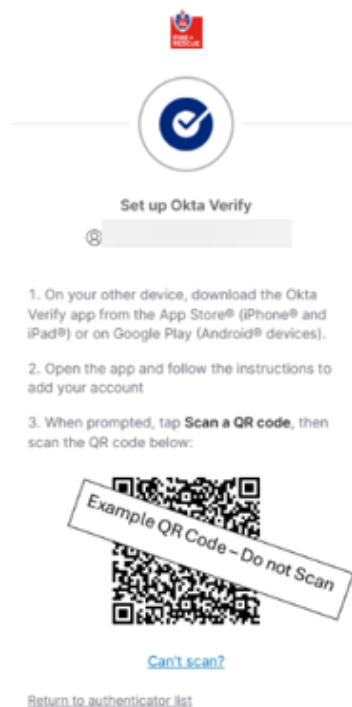
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8. Tap **Yes, Ready to Scan** and point your phone's camera at the QR code displayed on your computer.
- If prompted, allow Okta Verify to access your phone's camera.
 - Also, if prompted, allow push notifications on your device so that you can approve future sign-in notifications without opening the Okta Verify app.

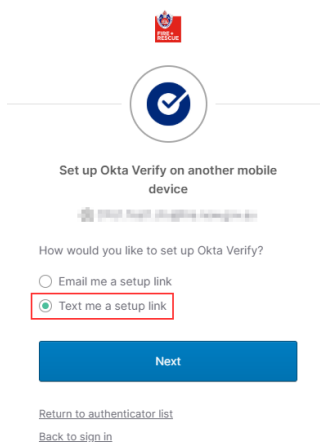


Okta verify mobile app



example QR code on PC screen

If you aren't able to scan the QR code, click **Can't scan** below the QR code, follow the prompts and choose to have an activation link sent to you via SMS.



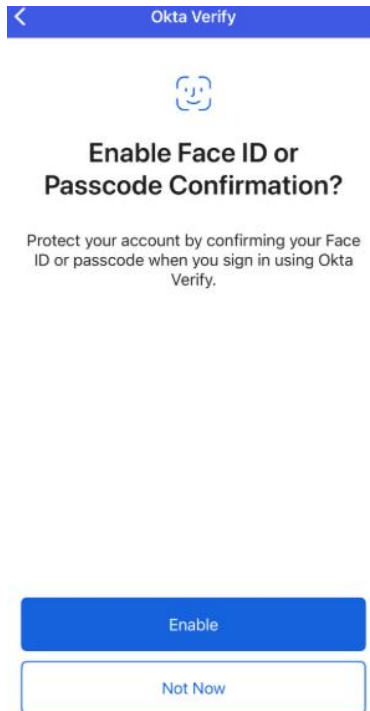
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How to set up MFA with the Okta Verify app

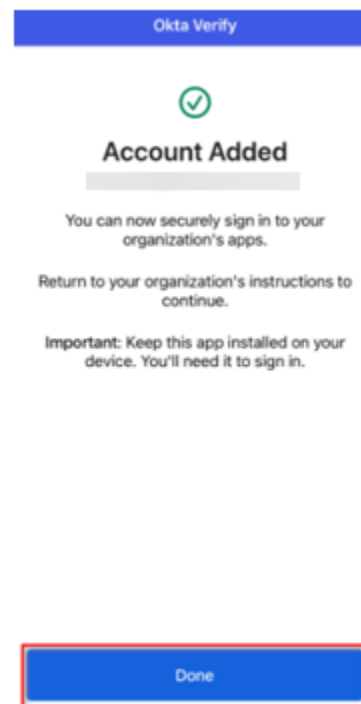


9. Depending on your device you may be prompted to enable biometric or passcode confirmation, this is optional but recommended to provide additional security. After selecting your preferred option select

Done



Optional Face ID/passcode confirmation



Done - account added

You have now completed the Okta Verify setup. You should see your account in the Okta Verify app.

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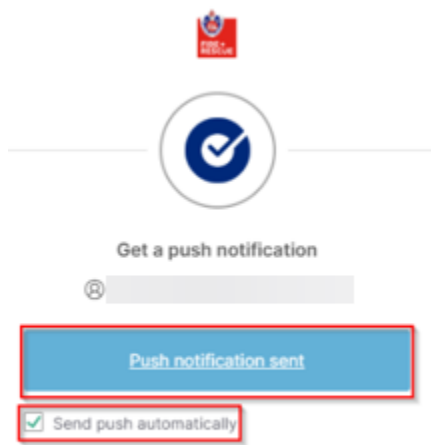
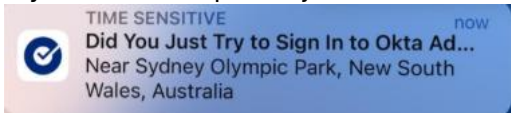
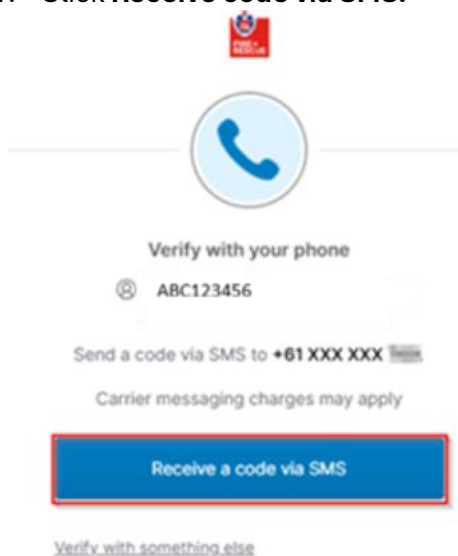
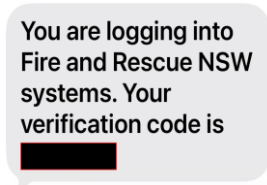


How to verify with MFA (once set up is complete)

After you have completed the above set up steps, you'll be prompted to authenticate with your chosen MFA authentication method when accessing the CFU portal, or when changing your password via identity.fire.nsw.gov.au.

Select the "keep me signed in" checkbox to save your MFA session for 7 days.

The login authentication attempts will differ slightly depending on the MFA method set up:

Okta Verify app	SMS Authentication
1. Click Send Push – <i>optionally, also select the Send push automatically check box for future notifications to pop up automatically on your device.</i>  <i>Get Push notification prompt</i> 2. Check your device for a push notification from Okta Verify. The notification expires after five minutes if you don't accept or reject it.  <i>Notification prompt</i> 3. Accept the notification to open Okta Verify and tap Yes, It's Me to confirm that you're the one who wants to sign in.	1. Click Receive code via SMS.  <i>Verify with your phone prompt</i> 2. Check your device for a SMS message from PIN containing a 6 digit code.  <i>SMS text</i> 3. Enter the 6 digit code below Enter Code and click Verify and it will continue to your application.

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Did You Just Try to Sign In?

Sydney, New South Wales, Australia
[More Info](#)

WINDOWS_10
UNRECOGNIZED DEVICE

Just now

Yes, It's Me

No, It's Not Me

Did you just try to Sign In prompt

- After tapping **Yes, it's me** you will be automatically redirected to your account sign in.
- You can also Select **Enter a code**. Check your OKTA Verify app for a generated code



Verify it's you with a security method

Okta Verify app (mobile)

Select from the following options



Enter a code
Okta Verify

Select



Get a push notification
Okta Verify

Select

[Back to sign in](#)

Verify a method



Verify with your phone

ABC123456

A code was sent to +61 XXX XXX. Enter the code below to verify.

Carrier messaging charges may apply

Enter Code

ABC123456

Verify

[Verify with something else](#)

Verify with your phone prompt

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Enter a code



Enter code from Okta Verify app

Verify

[Verify with something else](#)

[Back to sign in](#)

Enter a code prompt

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Troubleshooting and additional options

MFA and Password reset Link - identity.fire.nsw.gov.au

MFA set up can be accessed any time via identity.fire.nsw.gov.au for any changes you may have. This is the same site where you can change your password if needed.

How to set up an additional MFA method, or a new mobile

The following instructions will help you transition the following scenarios

1. A new mobile to set up (see note below “Access to current Mobile”)
2. Additional mobile to setup (see note below “Access to current Mobile”)

- Sign in to <https://identity.fire.nsw.gov.au/>
- Click MFA enrolment tile and authenticate with your current mobile if prompted
- Under the Security Methods heading, click Set up another, next to the method you wish to add
- Follow the prompts to enrol the new mobile
- Under the Security Methods heading, you can choose to Remove any previous method configured that is no longer valid (e.g. your old mobile)

Access to current Mobile:

If you are setting up a new, or additional mobile, you will need access to both your new and old mobiles to complete the setup. If you no longer have access to the same phone, please contact the CFU admin for assistance with resetting your OKTA MFA.

Not receiving MFA prompts?

- Turn on notifications for the Okta Verify app in your device notification settings.
- Check you have access to mobile network coverage or Wi-Fi, try moving to another location for improved signal.

If that hasn't helped;

- Restart your phone and try again.
- Make sure your phone isn't blocking or silencing messages (e.g. Do Not Disturb or spam settings).
- Check the App or Play store to see if there is an update due for the Okta Verify app.
- Check that your mobile phone software is up to date.

QR Code won't scan?

- Check that camera access is enabled for the Okta Verify app in your phone settings.
- Ensure QR code scanning is enabled in your camera settings, if available.
- If the QR code still won't scan, select **Can't scan** below the QR code and follow the prompts to receive an activation link by SMS.

Lost mobile or changed mobile?

Contact the CFU Admin Team who can reset your MFA and assist with enrolling another device