MULTI-FACTOR AUTHENTICATION – FREQUENTLY ASKED QUESTIONS

Q. I use "keep me signed in" feature so I don't have to login every day. Will I have to start logging into my apps every day?

A. You can continue to use "keep me signed in". However, any time you are required to sign in again with your username/password, you will also need to answer your security question or use your cell phone, depending on which MFA factor(s) you set up.

Q. Because my cell phone is older, I cannot download the Okta Verify app. What do I do?

A. You can be configured to only use the security question until your phone can be updated.

Q. I have never set up an Apple ID for my iPhone's app store so I can't download the app. What do I do?

A. Review the instructions for creating an Apple ID on the Apple support page:
https://support.apple.com/en-us/HT204316

Q. I have never set up a Google account for the Play Store so I can't download the app. What do I do?

A. Review the instructions for adding a Google Account on the google support page:
https://support.google.com/googleplay/answer/2521798?hl=en

Q. I can't find the QR code that I am supposed to scan to set up my phone. Can you resend it to me?

A. We do not send the QR code. Your QR code will be unique to you and will display on your computer screen during the actual online setup process. When the code appears on your screen, you will use your phone to scan it.

Q. Will I still be able to get my DJJ email on my DJJ cell phone after I set up MFA?

A. Yes, you will still be able to access your email and Office 365 apps from your DJJ cell phone. MFA just means that when you login, you will enter your normal username/password AND another authentication factor like either the security question or a code on your phone. MFA only affects the login process.

Q. I just received an email that my password expires soon. Should I go ahead and change my password now before I set up MFA?

A. Technically, it doesn't really matter. It may be easier to change your password first. But note that if your account has already been activated for MFA, then you may be forced to setup MFA at the same time you change your password.

Q. Does it matter what browser I use to do the MFA setup?

A. No, you can use any browser. IE, Edge, and Chrome are the most common, but other browsers should also work.