



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 don’t have a DJJ cell phone. Can I install the OKTA app on my personal phone?

A. Yes, you can install the OKTA app on a personal phone.

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.

Q. Do I have to do the MFA setup on my computer, or can I do it from my DJJ cell phone?

A. You will need to complete the setup steps from a computer because you will need your cell phone to scan the QR code that comes up on the computer screen. You do not have to do the setup on a DJJ computer; you can use a personal computer to complete the setup as long as you have access to the instructions.

** If you do not have a DJJ cell phone, you will only set up a security question and will not need to scan any QR code.*

Q. I mostly use my desktop apps, not web-based versions. Will I still have to use MFA?

A. No, MFA will not impact the desktop versions of your applications. Only when you log into the web-based versions like O365 our webmail.

Q. Can I wait and do the setup later or do I have to start it right now?

A. If you use “keep me signed in”, then you may not even be prompted to do the MFA setup right now. You could wait until later. However, the next time you are required to log back in, you will be forced to do the setup at that time.

Q. Once I start the setup, can I stop and finish it later?

A. No, once you start the setup you need to complete it. The setup process will time out in about 15 minutes so you need to make sure you can complete it without disruption. If you do time out for some reason, you can join the DJJ open line or call the GETS Helpdesk to walk you through completing the setup.

Q. I log into multiple apps throughout the day. Will I have to use MFA for every app that I log into?

A. The MFA will only apply to Outlook, Teams, OneDrive, and Office 365 apps. Because they are all in the same app “family” you should only need to login once and have access to all of these apps.

Q. Can I do the setup ahead of my activation date?

A. No, the setup will not work until your account has been moved into the right group. You will know that it’s time to start the setup when you receive the email that says you have been moved into the group and are approved to start the setup.