

OKTA

Quick reference guide

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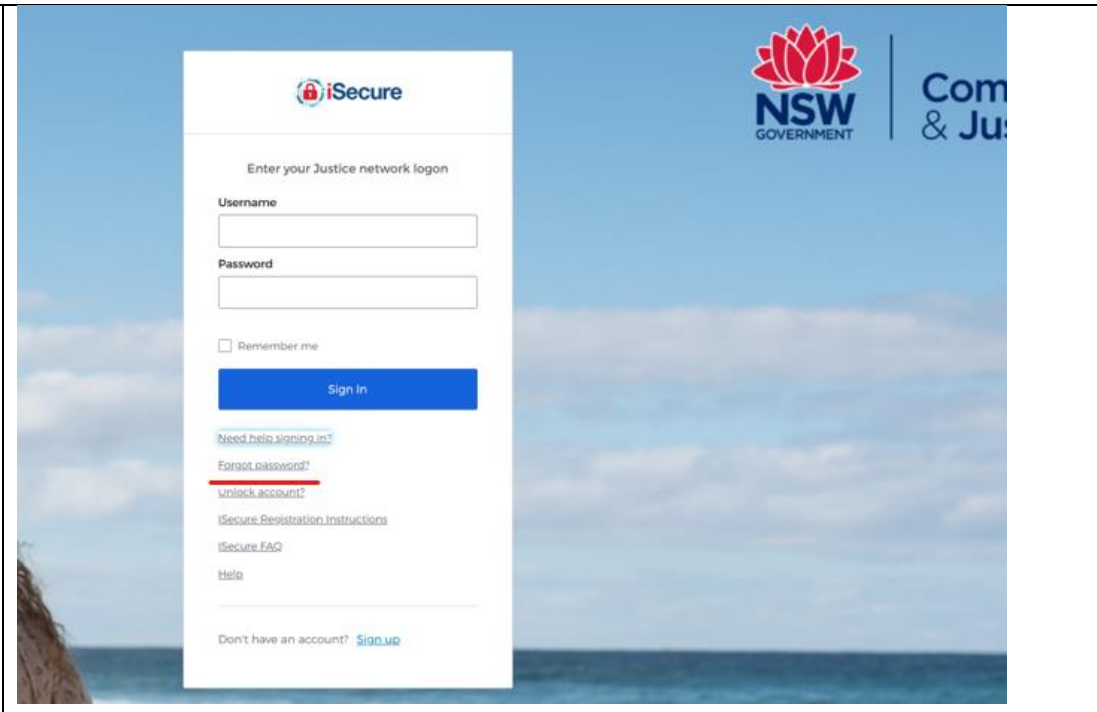
How do I use self-service to reset password

There is a mechanism for a user to self-serve password change via Okta in the case of a forgotten password. The email sent for verification is valid for 24 hours. Once this expires, there is a timeframe before which a user can redo the forgotten password process

- 1.1 Go to - portal.dcj.nsw.gov.au
Click 'Need help signing in?'

Sign up'." data-bbox="359 285 791 736"/>

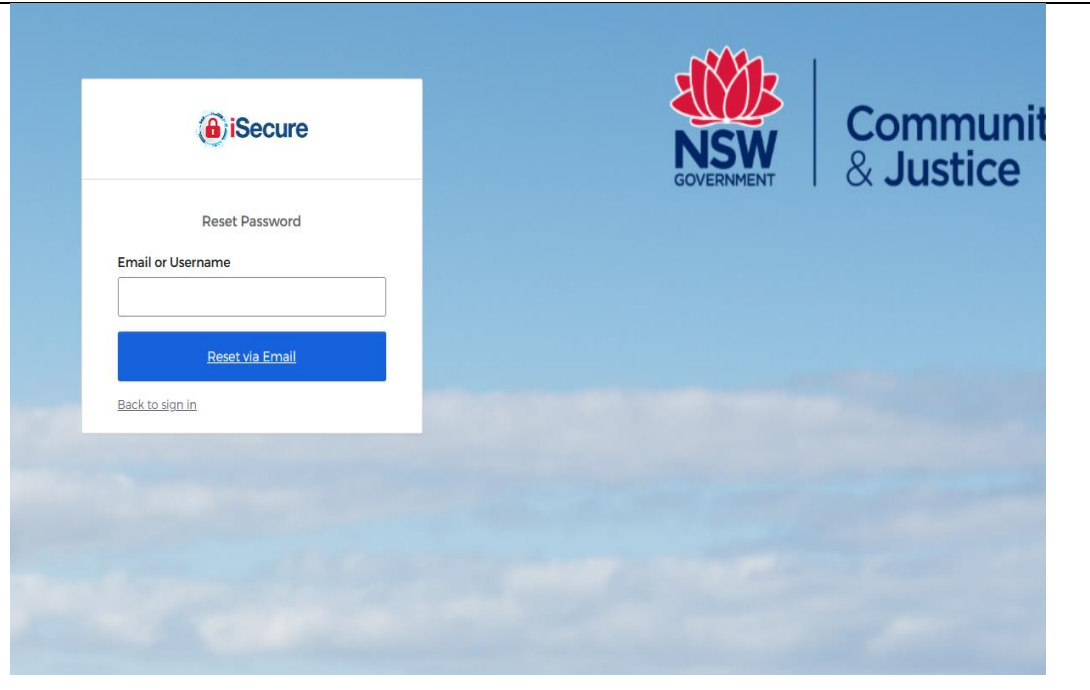
1.2 Click 'Forgot password', Enter password



The screenshot shows the iSecure login interface. At the top right, there is a logo for NSW Government and Communities & Justice. The main content area is a white box with the iSecure logo at the top. Below the logo, it says "Enter your Justice network logon". There are two input fields: "Username" and "Password". Below these fields is a checkbox labeled "Remember me". A blue "Sign in" button is positioned below the checkbox. Underneath the button are several links: "Need help signing in?", "Forgot password?" (which is underlined in red), "Unlock account?", "iSecure Registration Instructions", "iSecure FAQ", and "Help". At the bottom of the white box, it says "Don't have an account? [Sign up](#)". The background of the page is a blue sky with clouds and a body of water.

1.3

Follow the password reset process via entering email

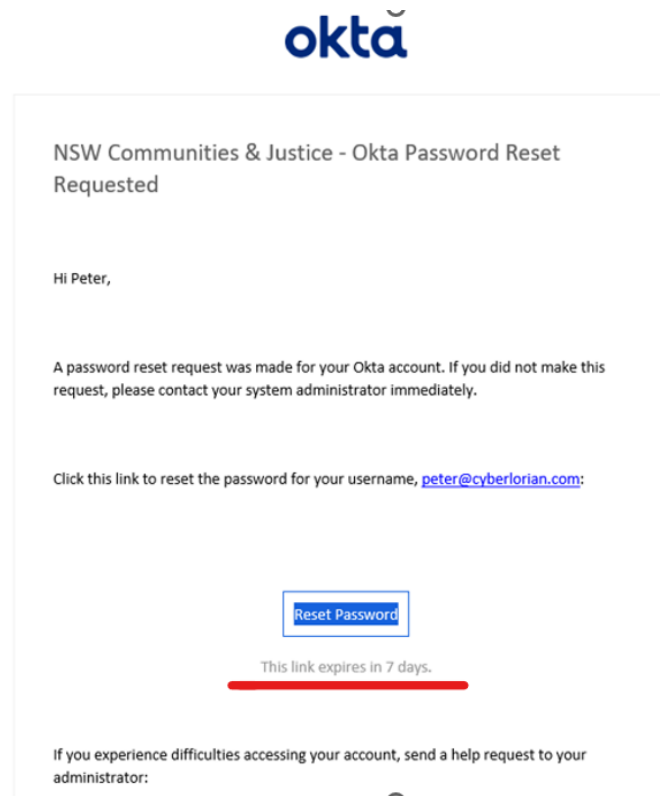


The screenshot shows a web interface for password reset. At the top right, there is a logo for NSW Government and the text 'Communities & Justice'. The main content area is a white box with the 'iSecure' logo at the top. Below the logo, the text 'Reset Password' is centered. Underneath, there is a label 'Email or Username' followed by a text input field. Below the input field is a blue button with the text 'Reset via Email'. At the bottom of the white box, there is a link that says 'Back to sign in'.

How do I activate an inactive account

Your account will deactivate after a period of inactivity. You will need to contact an administrator to activate. Activation emails are sent by an administrator

2.1 Activation emails have a life of 7 days. The email you receive will ask you to reset your password. The activation is done by resetting the old password the user had prior to account inactivity.

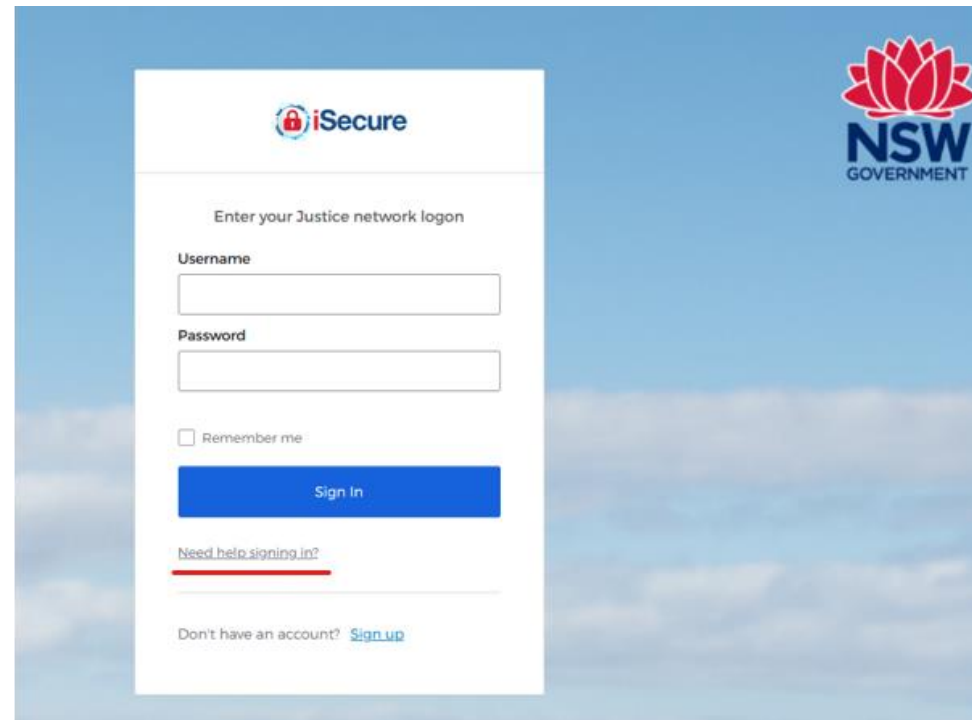


How do I unlock my account

Your account will be locked after 10 failed login attempts. It will automatically be unlocked after 1 hour. If you wish to unlock your account within the 1 hour, please follow the below steps.

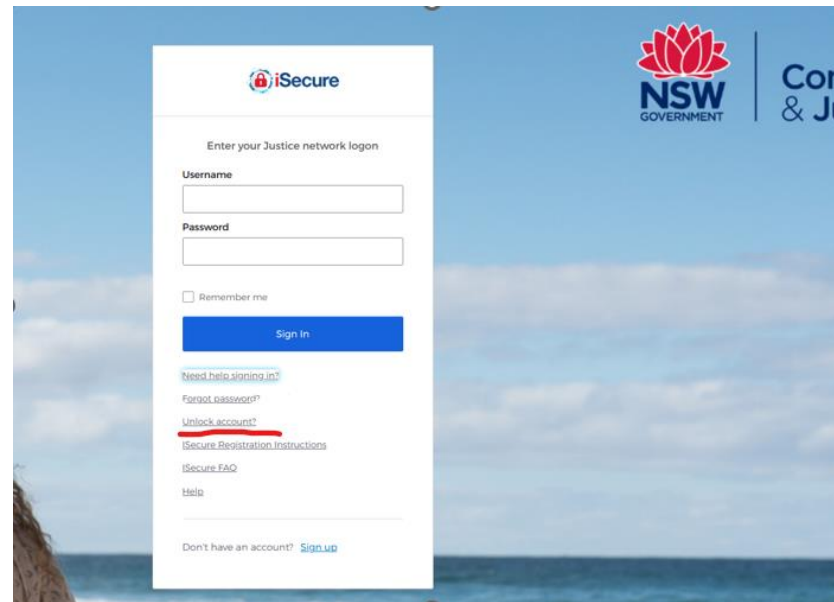
Please note: If you make another further 5 attempts within the one hour, you will not be able to unlock your account by yourself. You will need to contact your administrator.

3.1 Click 'Need help signing in'

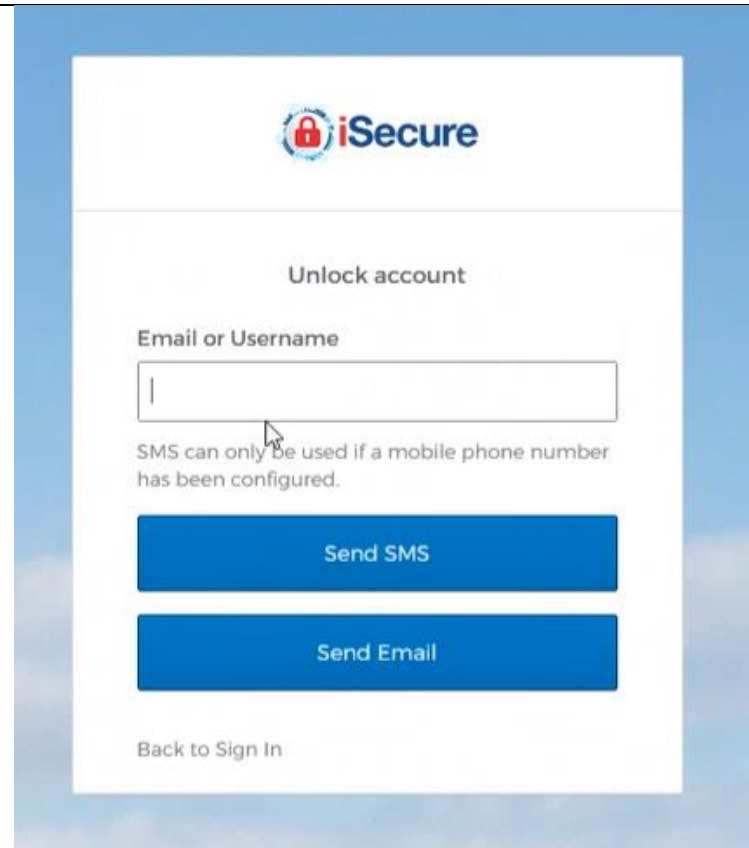


The screenshot shows the iSecure login interface. At the top left is the iSecure logo, and at the top right is the NSW Government logo. The main heading is "Enter your Justice network logon". Below this are two input fields: "Username" and "Password". There is a "Remember me" checkbox below the password field. A blue "Sign In" button is positioned below the checkbox. At the bottom of the form, there is a link that says "Need help signing in?" which is underlined in red. Below this link is a horizontal line. At the very bottom of the form, it says "Don't have an account? [Sign up](#)".

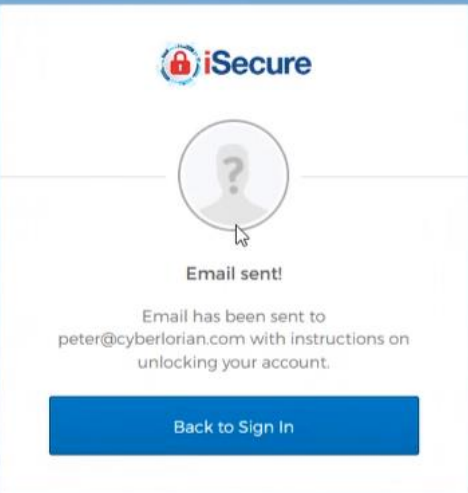
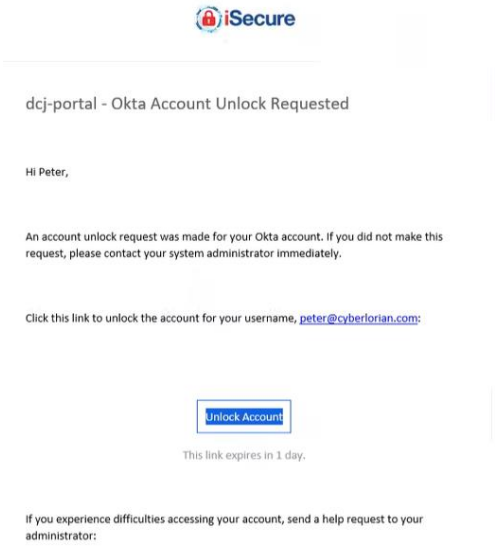
3.2 Click 'Unlock account'



3.3 Enter email address and click on 'Send Email'



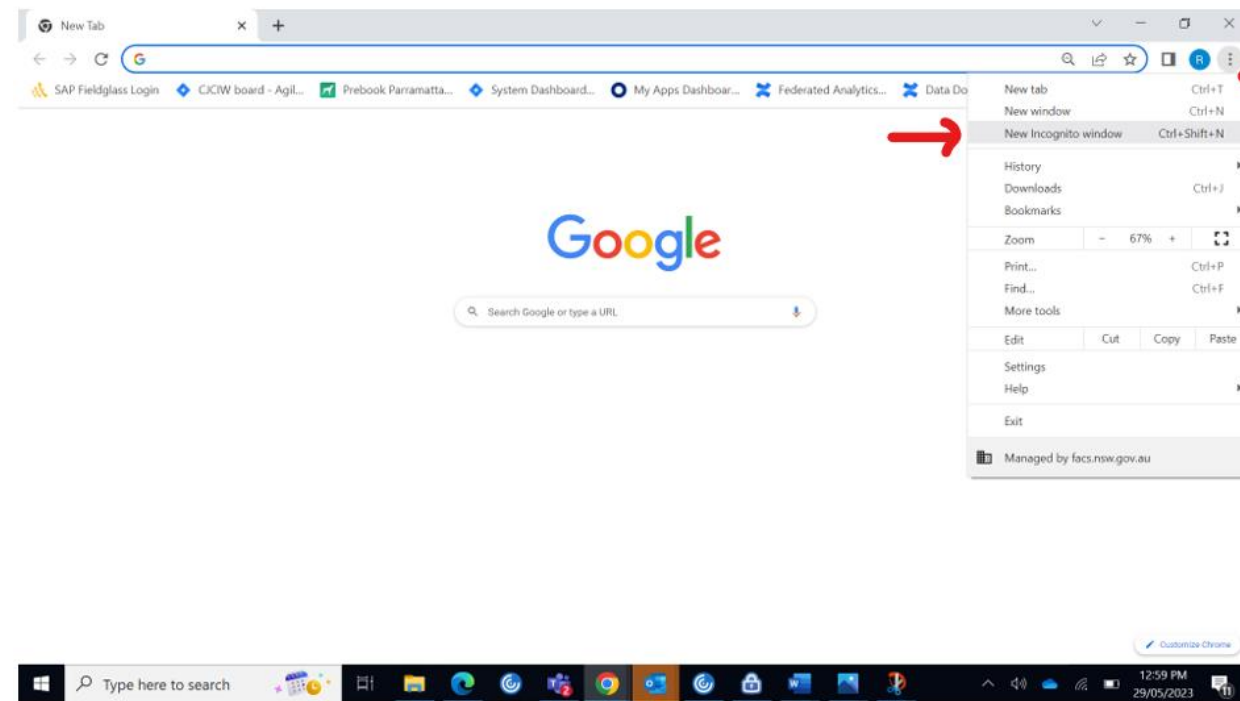
The image shows a screenshot of the iSecure 'Unlock account' interface. At the top, the iSecure logo is displayed. Below it, the heading 'Unlock account' is centered. A text input field labeled 'Email or Username' is present, with a cursor inside. Below the input field, a note states: 'SMS can only be used if a mobile phone number has been configured.' There are two prominent blue buttons: 'Send SMS' and 'Send Email'. At the bottom left, there is a link labeled 'Back to Sign In'.

3.4	You will then see this on your screen. Please check your email for an unlock account email	 <p>The screenshot shows a white notification box with a blue border. At the top is the iSecure logo. Below it is a circular icon with a question mark and a mouse cursor pointing at it. The text reads: "Email sent! Email has been sent to peter@cyberlorian.com with instructions on unlocking your account." At the bottom is a blue button labeled "Back to Sign In".</p>	
3.5	Once received, click on 'Unlock Account'	 <p>The screenshot shows an email interface. At the top is the iSecure logo. The subject line is "dcj-portal - Okta Account Unlock Requested". The body of the email starts with "Hi Peter," followed by a paragraph: "An account unlock request was made for your Okta account. If you did not make this request, please contact your system administrator immediately." Below this is a link: "Click this link to unlock the account for your username, peter@cyberlorian.com:". Underneath the link is a blue button labeled "Unlock Account". Below the button, it says "This link expires in 1 day." At the bottom, there is a note: "If you experience difficulties accessing your account, send a help request to your administrator:"</p>	

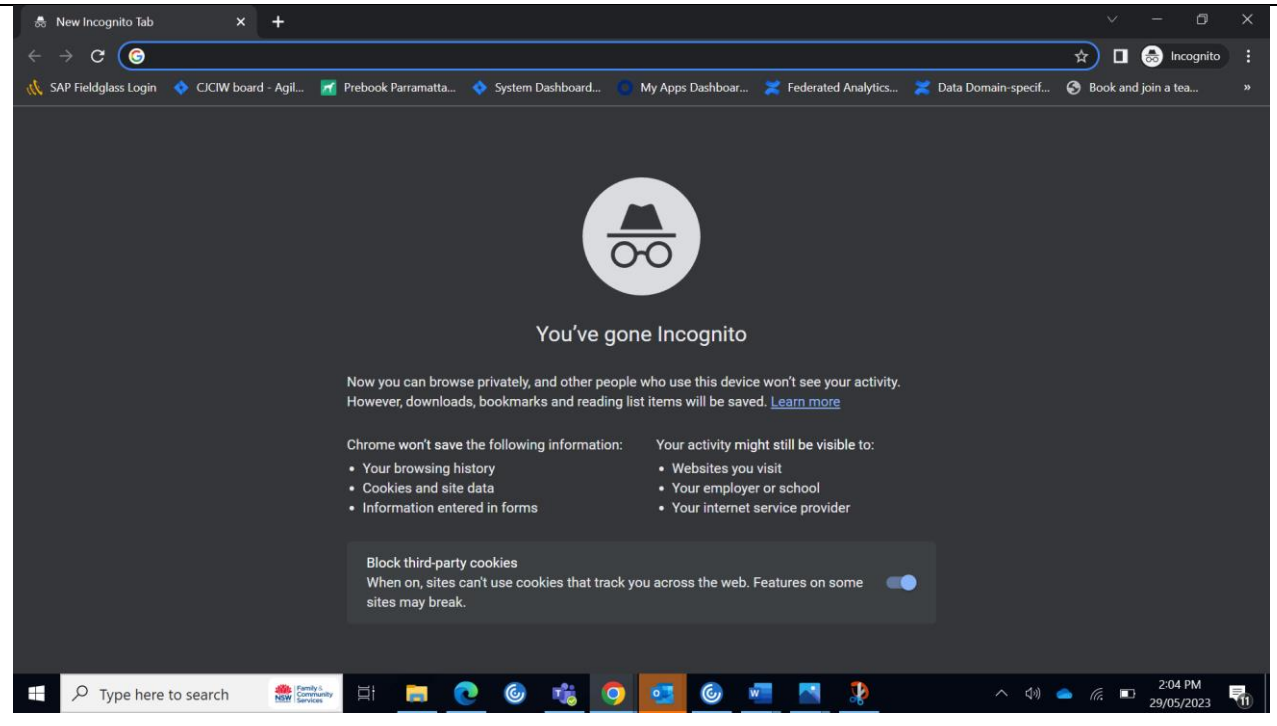
Why doesn't my google account work

If you have logged into Okta, clicked on the Google Data Studio tile but have a Google pop up asking for a Google sign in which you cannot provide, please try the following.

- 4.1 Click on the three vertical dots on the top right-hand corner of your screen
- When the drop down appears, click on 'New Incognito window'



4.2 Log into Okta via new window

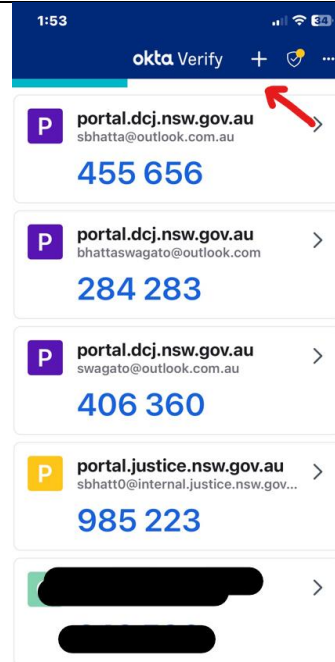


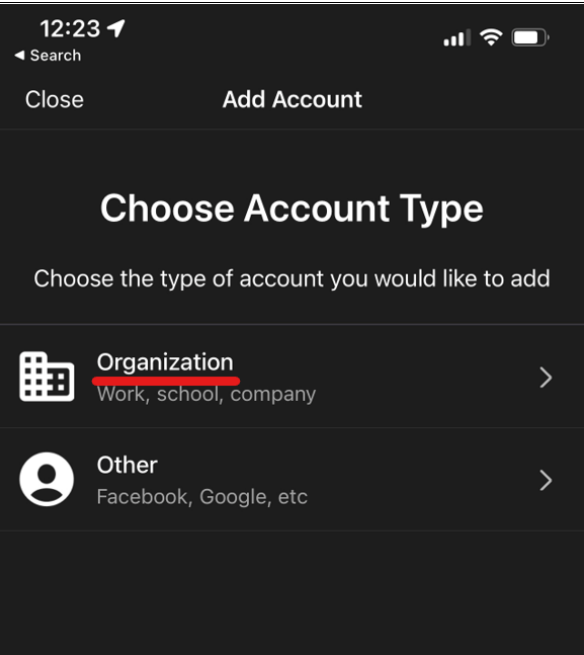


How do I use the Okta Verify app on my mobile

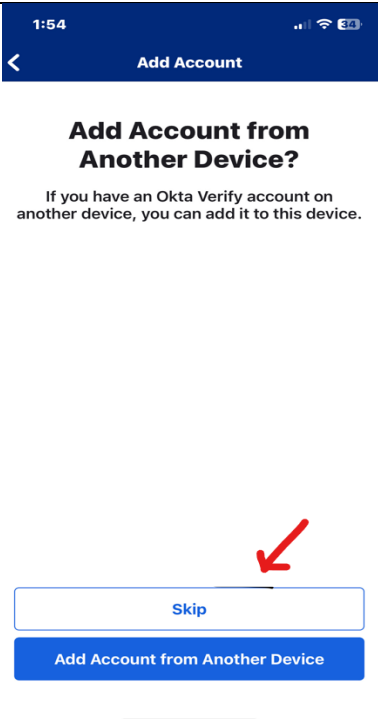
The following instructions are for setting up okta verify on your mobile.

Please note: if you have recently changed phones and the previous phone had Okta verify, you will need to contact your administrator to configure your new phone.

5.1 Open the Okta verify app and click on the plus button on the top



5.2	Click on 'Organisation'	 <p>12:23</p> <p>Search</p> <p>Close Add Account</p> <h3>Choose Account Type</h3> <p>Choose the type of account you would like to add</p> <ul style="list-style-type: none"> Organization Work, school, company Other Facebook, Google, etc
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5.3	Click 'Skip'	 <p>The screenshot shows a mobile application interface for adding an account. At the top, there is a dark blue header with a back arrow and the text 'Add Account'. Below this, the main heading reads 'Add Account from Another Device?'. Underneath, a line of text states: 'If you have an Okta Verify account on another device, you can add it to this device.' At the bottom of the screen, there are two buttons: a white button with a blue border labeled 'Skip' and a solid blue button labeled 'Add Account from Another Device'. A red arrow points to the 'Skip' button.</p>
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5.4 Click 'Yes, Ready to Scan'
and scan your QR code

