**Okta Mobile App – First-time User Instructions**

After you have enrolled in Okta Verify MFA, you can use a separate app – Okta Mobile -- to quickly and securely access your favorite DoS apps\* directly from your phone.

(\* Google FAN, myData, ServiceNow, FSiLearn, CRM, and many more)

If you prefer video instructions, go [here](https://web.microsoftstream.com/video/83f1b79b-a69b-40c1-b777-da6923dbd0d0?channelId=eedc67f4-913a-419d-aeee-84f7c5d4461c).

1. On your smartphone (DoS or personal), download the “Okta Mobile” app ([iOs link](https://apps.apple.com/us/app/okta-mobile/id580709251), [Android link](https://play.google.com/store/apps/details?id=com.okta.android.mobile.oktamobile&hl=en_US&gl=US))



2.Sign-up using using *state.okta.com* as the “site name” and your OpenNet username and password.

3. Press “Sign In”

4. This will start the authentication process with Okta Verify MFA. You will see this screen:



(Note: If the blue bar in the middle is darker and says Push!, then push it)

5.Then go to your Okta Verify app on your smartphone and you will see this:​​​​​​​



Press “Yes, it’s me.”

6.The Okta Mobile app will then ask you to enter a four-digit PIN. Enter and confirm it.

7.You now have access to your apps, protected by Okta.​​​​​​​​​​​​​Verify. Here is the mobile dashboard of apps.



Having some other issue accessing apps though Okta?

Phone: (202) 647-2000
Email: ITServiceCenter@state.gov
Online: [IT Services Online](https://seirmprod.servicenowservices.com/dos)
Ask to have your ticket transferred to the Single Sign-On Okta Team (SE-ICAM)

Want to learn more about Okta? - Go to the State​ Enterprise Identity, Credential, and Access Management Program [(SE-ICAM)  sharepoint site](https://usdos.sharepoint.com/sites/IRM-FO/ITI/SI/IIB/SE-ICAM/) or SE-ICAM's Diplopedia page on Okta access issues, [here](http://diplopedia.state.gov/index.php/How_Do_I_Access_DoS_Apps_Through_Okta_Verify_Once_I_Am_Enrolled).   If you have recently been issued a new phone and need to re-set your Okta Verify MFA, go [here](http://diplopedia.state.gov/index.php/How_Do_I_Re-Set_Okta_Verify_MFA)for instructions.