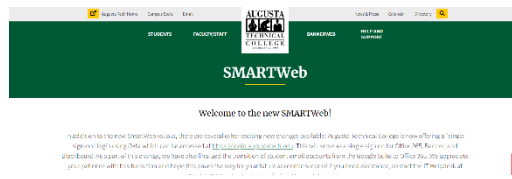


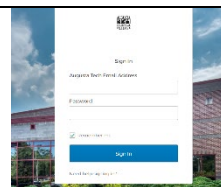
I.T. HELP DOCUMENT – **Okta Multi-Factor Authentication Setup Guide** **Faculty/Staff Only**

1. Go to [SMARTWeb](#) and select the Email tab on the right side of the page.



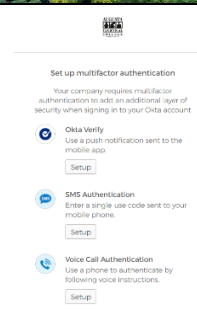
Note: If you get a 404 error on this page, please clear your browser cache and try again.

2. Enter your Augusta Tech email (i.e. – jane.doe@augustatech.edu) and password and click the sign in button.



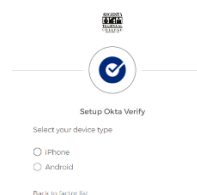
3. If this is your first time signing in, you will be prompted to set up your multi-factor authentication. You have three options:

- Okta Verify
- SMS
- Voice Call



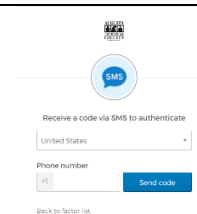
We recommend you set up all three, in case you lose access to your primary method.

4. **Okta Verify**
 - a. Select either iPhone or Android depending on your phone type. This will take you to a screen with instructions to download the app and a QR Code.
 - b. After downloading the app, select the plus sign in the upper right corner on Okta Verify to add an account and select Scan QR Code to scan the provided QR Code.

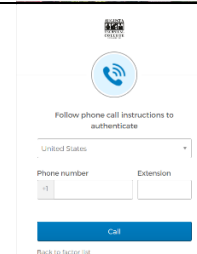


The QR Codes are account specific, DO NOT share it with anyone!

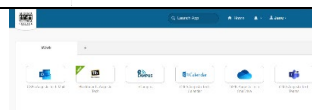
5. **SMS**
 - a. Enter your phone number in the field provided then press the blue Send Code button to the right.
 - b. An Enter Code field will appear. Once you receive the 6-digit code, enter it in the provided field and select the Verify button.



6. **Voice Call**
 - a. Enter your phone number in the field provided and click the blue Call button.
 - b. An Enter Code field will appear. Answer the phone and enter the 6-digit code narrated to you then select the Verify button.



7. Upon completion of the final authentication method, it will automatically direct you to the Okta home page.



Need to reset your password? Go to the [!IMPORTANT! First Steps after logging in to Okta](#)