Okta Frequently Asked Questions (FAQ’s)

Summary
Starting Tuesday, June 27th, LWTech will be implementing single sign-on (SSO) through Okta. This means you will:

1) Log into your computer as normal (same username and password).
2) You will receive an email from Jeff Steffens when IT starts the process to setup the Okta dashboard. The first two applications to be added are Canvas and Microsoft 365. You will not be able to use these applications for up to a few hours once this process starts.
3) When you receive a Welcome to Okta email, use the link to activate.
4) Then login using single sign-on (SSO) and do initial set-up for Multi-Factor Authentication (employees only).
5) You will then be on your new Okta dashboard where you can access Microsoft 365 (including Outlook/email) and Canvas.

Please Note:
- Additional applications will be added on June 28th and throughout the summer.
- After your account is activated, you can access the Okta dashboard at lwtech.okta.com.

Will students have to use Okta?
Yes, for single sign-on (SSO) but not for multi-factor authentication. This means that at this time students do not need to provide a second form of identification verification when signing into applications like Canvas, email and Microsoft 365. Students who are also work-study employees will have to set up and use multi-factor authentication when accessing their employee account.

Will I still log into my computer the same way?
Your initial LWTech computer login will remain the same. Reach out to IT if you need password assistance. When you want to use a specific LWTech application, you will then need to use single sign-on (SSO) and for employees also, multi-factor authentication (MFA).

Will I have to change my password?
No, you will use the same password you do now to log-in to your computer, email, and Canvas accounts. If you need to reset your password, use the Password Reset Tool.

What can I expect on go-Live day, Tuesday June 27th?
On this day, you will receive an email from Jeff Steffens once the IT team starts adding LWTech applications to the Okta dashboard. The first two applications to be added are Canvas and Microsoft 365. You will not be able to use these applications for up to a few hours once this process starts. The LWTech IT Team and the Okta Team are not adding all applications to Okta all at once to minimize outage times.
When will other applications be connected to Okta?
On June 28th, Legend, LWTech Helpdesk (FreshDesk) and Adobe products will be linked to Okta. Just like on June 27th, you will get an email when this process starts happening and there will be a few hours when you are not able to access these applications. Later in summer quarter, the ITS team will work to get applications like 25Live, Handshake, LinkedIn Learning, Maxient, TracCloud, and Alma on the Okta dashboard.

Why would I see the old “blue” log-in portal versus the new Okta portal page?
If you see the old “blue” log-in portal this indicates that the application is not yet on the Okta portal. If you arrive at the Okta portal page, then the application is on the Okta dashboard.

Will I be able to access LionsLink (ctcLink) from the Okta Dashboard?
Yes, but there are steps that you will need to take in order to get it set up correctly. This includes downloading an Okta plugin and keeping it updated. While this may be a faster way to log in, it does take some initial set up on your end. You can still access LionsLink through the Classic or Student View. Detailed directions will be available soon.

What is the session time out length for multi-factor authentication and single sign-on (SSO)?
Your session for single sign-on (SSO) should last around 4 hours. If you are an employee, you will have to do multi-factor authentication once a day as long as you check the “Keep me signed in” box. Please make sure you use the same browser, and your browser settings are not set to clear cookies every time you close your browser.

Do you have any additional Okta resources or guides?
- Introductory Okta video
- Okta Verify download guide for mobile devices
- Sign in resources for Okta