

# Okta Instructions for External Providers

**Please Read:** This document provides step-by-step instructions for first-time Okta users to guide them in configuring Okta via the Google Authenticator app. Google Authenticator is a third-party app that create a 6-digit code for you to type into your OKTA log-in screen. A new code is regenerated every 30 seconds.

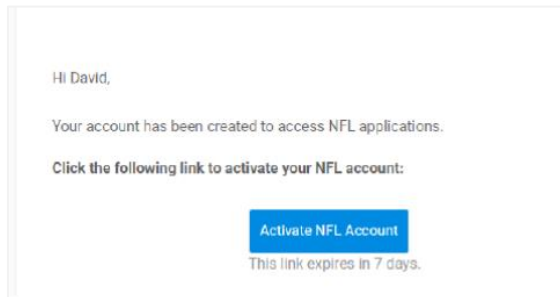
Users that **DO NOT** already have Okta should start at **Step 1**. Users who do have Okta can skip to **Step 4**.

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# I. Okta Two-Factor Authentication Using the Google Authenticator App

## Step 1 – Activating your OKTA Account

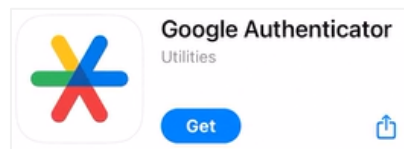
1. Open your email from OKTA ([noreply@okta.com](mailto:noreply@okta.com)) and click on **Activate NFL Account**.
  - a. Please email [haleigh.beckerman@nfl.com](mailto:haleigh.beckerman@nfl.com) if you did not receive the Activate Okta email.



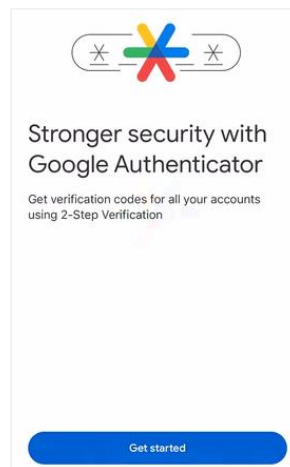
2. Create password. This password will be used to authenticate your NFL account
3. For additional support, refer to [this video](#) to see the steps in action and follow along.

## Step 2 – Installing Google Authenticator on your Device

1. On your mobile device, open the Apple App Store or Google Play and install Google Authenticator.
  - a. Having trouble downloading the app? See additional guidance [here](#).



2. Open the Google Authenticator app on your smart phone. Tap **Get Started**.
  - a. You need to have a Google/Gmail account in order to proceed with setting up the Google Authenticator app. Don't know how to set one up? See additional guidance [here](#).

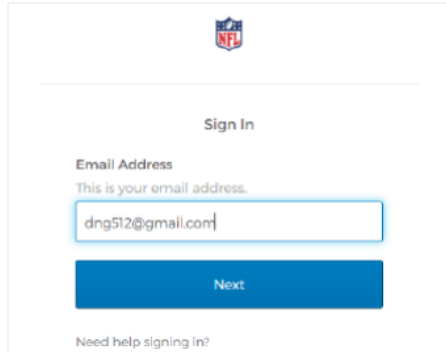


3. For additional support, refer to [this video](#) to see the steps in action and follow along.

### Step 3 – Setting up Google Authenticator

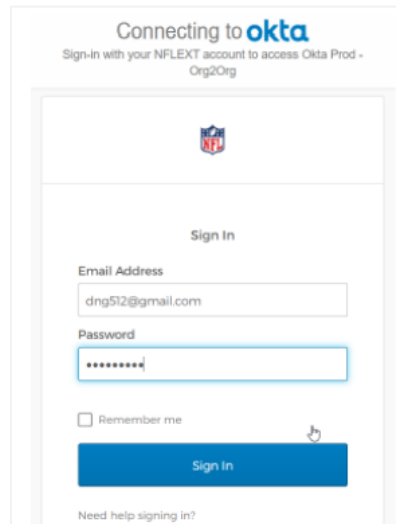
For additional support, refer to [this video](#) to see the steps in action and follow along.

1. Using your **computer** browser (Chrome/IE Edge/Firefox), navigate to the OKTA enabled website
  - a. The URL for the Health & Safety Hub’s Game Day feature is: <https://app.phs-hub.net/game-day>
2. Fill in your email address that was used to Enroll the NFL Okta account and click the **Next** button.



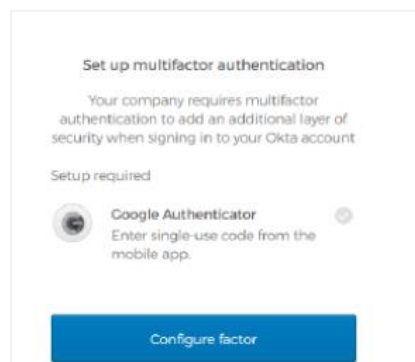
The screenshot shows a 'Sign In' page with the NFL logo at the top. Below the logo is the text 'Sign In'. Underneath, it says 'Email Address' and 'This is your email address.' There is a text input field containing 'dng512@gmail.com'. Below the input field is a blue button labeled 'Next'. At the bottom left, there is a link that says 'Need help signing in?'.

3. On the **Sign In** page, fill in your company credentials (email address and password) and click **Sign In**.



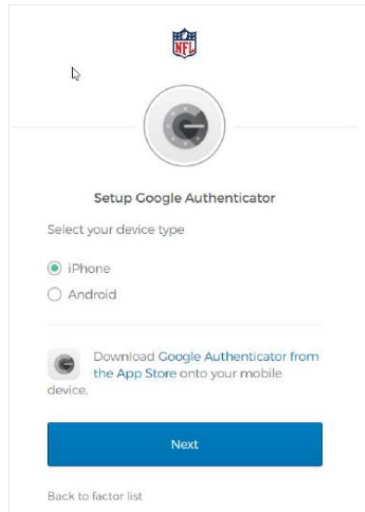
The screenshot shows a 'Sign In' page with the NFL logo at the top. Below the logo is the text 'Sign In'. Underneath, it says 'Email Address' and 'This is your email address.' There is a text input field containing 'dng512@gmail.com'. Below the input field is a password field filled with asterisks. Below the password field is a checkbox labeled 'Remember me'. Below the checkbox is a blue button labeled 'Sign In'. At the bottom left, there is a link that says 'Need help signing in?'.

4. If you’ve already configured Google Authenticator once on your phone, the system may show you a QR barcode screen. In this case, go directly to the **Get Started** step in the above section (“**Installing Google Authenticator**”) and scan the barcode to complete the configuration. Otherwise, move to the next step.
5. You will see a prompt on your browser that your company requires multi-factor authentication when signing into your OKTA account. Click on the **Configure Factor** button.

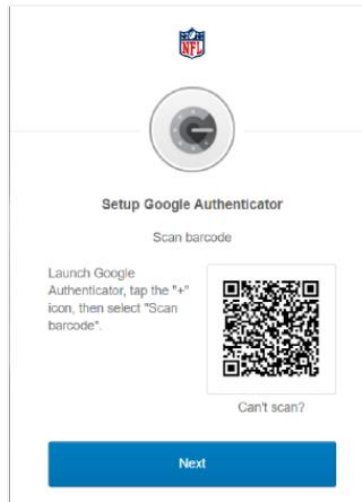


The screenshot shows a 'Set up multifactor authentication' page. It says 'Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account'. Below this, it says 'Setup required'. There are two options: 'Google Authenticator' (selected) and 'SMS'. The 'Google Authenticator' option has a radio button next to it and says 'Enter single-use code from the mobile app.' Below the options is a blue button labeled 'Configure factor'.

6. On the **Setup Google Authenticator** screen, select your device type icon. Click **Next**.

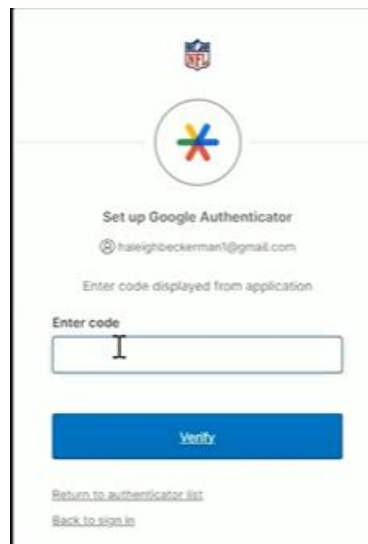


7. A **QR barcode** will appear in your browser. Scan the barcode using Google Authenticator. Click **Next**.



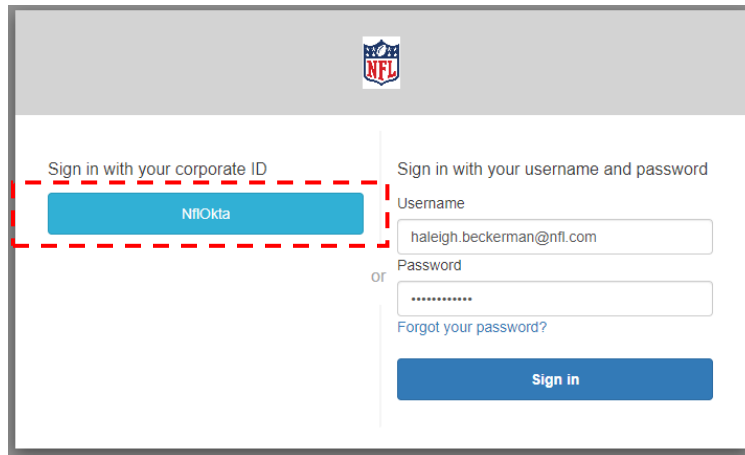
8. A 6-digit code will appear in the Google Authenticator app. Enter that code into your browser and click **Verify**. You should now be logged into the H&S Hub!

a. *Codes are generated every 30 seconds. If you miss the window, use the next code.*



## Step 4 – Sign into Health & Safety Hub via Okta

1. You can access the Health & Safety Hub from your desktop, tablet, or laptop using the following link: <https://app.phs-hub.net/game-day/>.
2. When you get to the log-in page, press on the **NflOkta** button to the left.



3. Enter the Email and Password that you created.
4. Open the Google Authenticator app and type the 6-digit code it generates into the H&S Hub.
  - a. *We recommend writing down the 6-digit code so that it is easy to input into the Okta screen.*
  - b. *Codes are generated every 30 seconds. If you miss the window, use the next code.*
5. You should now be logged into the H&S Hub!
  - a. *Still not logged into your account? Please reach out to [haleigh.beckerman@nfl.com](mailto:haleigh.beckerman@nfl.com) with a screenshot of the error you are receiving so we can help troubleshoot!*

## II. Frequently Asked Questions

### Google Authenticator Questions

1. I don't have a Google or Gmail account. How do I proceed?
  - a. *You will need a Google account in order to use Google Authenticator. To create an account, go to [www.google.com](http://www.google.com). In the upper right corner, press **Sign In**. You can then create an account.*
2. I use Microsoft Authenticator through my hospital. Do I also need to download Google Authenticator?
  - a. *Unfortunately, you will not be able to use Microsoft. The NFL only uses Google Authenticator.*
3. I'm having trouble setting up my Google Authenticator account.
  - a. *If you haven't already, please first watch [this video](#) to see the steps in action. If you are still having trouble, we will be hosting a number of optional office hours over the coming days to support and troubleshoot. For any urgent questions, please contact [haleigh.beckerman@nfl.com](mailto:haleigh.beckerman@nfl.com).*

### Okta Questions

1. What do I do if I did not receive the "Activate Okta" email?
  - a. *Please first check all emails that may be associated with your NFL account. If you did not receive the email to any of your email accounts, please reach out to [haleigh.beckerman@nfl.com](mailto:haleigh.beckerman@nfl.com)*
2. I'm getting an error when I try to log into Okta. What do I do next?
  - a. *Please first check that the email you are using on the Okta sign-in page is the same email you use for all NFL communications and tools.*
  - b. *If you are still experiencing issues, please reach out to [haleigh.beckerman@nfl.com](mailto:haleigh.beckerman@nfl.com) and provide a screenshot of the error you are seeing so we can help you troubleshoot. We will also be hosting a number of optional office hours over the coming days to support any access questions.*
3. How do I reset my Okta password?
  - a. *You can reset your password using this link: <https://nflex.okta.com/signin/forgot-password>*

### Other Questions

1. I can sign into the tool but I can't see certain content that I expect to see. What should I do?
  - a. *There may be an issue with your facility's firewall. If you are club personnel, please reach out to your club's IT team to see if the tool is being blocked by a firewall. If you are a game day assistant, please reach out to [haleigh.beckerman@nfl.com](mailto:haleigh.beckerman@nfl.com).*