

# JEFFERSON RADIOLOGY

## FAQS

### OKTA Frequently Asked Questions

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These FAQs are here to help you with your OKTA authentication setup. For further assistance, please reach out to your physician liaison.

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## FAQS

### **Q: What is a push notification?**

**A:** A push notification is a message that can be sent directly to a mobile device. OKTA made an app that, when installed on your mobile device, sends a message whenever you log in, asking you to confirm your identity for security, making your logins more secure and convenient.

### **Q: Why don't we use SMS or security questions for authentication?**

**A:** OKTA uses multifactor authentication (MFA). MFA requires you to prove your identity before you can log in. Instead of using less secure methods like SMS codes or security questions (which can be hacked or guessed), OKTA sends a secure prompt to your phone. Making it much harder for anyone else to access your account.

### **Q: Will any of my personal data be transferred from my phone to JR?**

**A:** The OKTA Verify app does not collect or share any personal data from your phone. It only checks who you are when you log in to our system. This keeps your account secure and your privacy fully protected.

### **Q: Will any JR data be loaded onto my phone?**

**A:** No JR data will be stored on your phone through the OKTA Verify app. The app is solely used to verify your identity during access attempts.

### **Q: Do I need to reload the OKTA Verify app if I already use it for other services?**

**A:** No, you don't need to reload the OKTA Verify app. Ensure you have the latest version so you are able to manage both your personal and Jefferson Radiology logins within the same app.

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### **Q: Why do I need to use my personal device for this business application?**

**A:** Most teammates have smartphones, making this the simplest and most secure method for identity verification. As technology evolves, we'll evaluate new verification methods to meet compliance for Jefferson Radiology and our providers.

### **Q: Can I use OKTA Verify on my Smart Watch?**

**A:** OKTA works with Smart Watches. However, IT Support doesn't assist with setup on these devices. Please refer to your watch's manual for installation instructions.

### **Q: Will OKTA Verify work on all mobile devices?**

**A:** Okta Verify requires at least iOS 15 or Android 9. For the most up-to-date compatibility list, please visit the **Supported Platforms for Okta Verify**.

### **Q: What should I do if I get a new mobile device?**

**A:** Enroll OKTA Verify on your new device **before** deactivating the old one. You must verify authentication from your old device when enrolling your new device. If you don't have access to your old device, please open a support ticket to reset your multifactor authentication.

### **Q: What should I do if my device is lost or stolen?**

**A:** You should open a support ticket or contact the OKTA Support Line immediately to have the OKTA Verify app on your mobile device deactivated. When submitting a ticket, please note that the device was lost or stolen.

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### **Q: Can I enroll more than one mobile device into OKTA Verify?**

**A:** Yes, you can enroll OKTA Verify on up to 4 unique devices.

### **Q: When should I expect to be prompted for multifactor authentication?**

**A:** OKTA adapts to your login habits. If you consistently log in from the same computer, browser, and location, you'll be prompted for MFA less often. However, if you frequently log in from a new device, browser, or location, you can expect more frequent MFA prompts to ensure your security.

### **Q: Can I use the OKTA Browser Plugin?**

**A:** The OKTA Browser Plugin is not currently supported by IT. Teammates can use the plugin; however, IT cannot offer any support. For more details, please visit **Adding Self-Managed Bookmark Apps using the Okta Browser Plugin**.

### **Q: Can I use OKTA to reset my JR password?**

**A:** Yes, you can use OKTA to reset your JR password. Choose the "Forgot Password" link on the login screen or from the OKTA Dashboard.

### **Q: Why do the shortcuts I previously used to access my applications no longer work?**

**A:** Some applications, like UltiPro, have multiple access URLs, and not all support Single Sign-On. To ensure you're using the correct URL for your applications, access them through the RP OKTA Dashboard.

## GET OKTA SUPPORT

### **Need help with OKTA enrollment?**

If you encounter any issues or have questions during your OKTA Multifactor Authentication (MFA) enrollment, our dedicated support teams are here to help.

#### **Physician Liaison Contact Information**

- Janice Berry: 860-291-6530 or [jberry1@jeffersonradiology.com](mailto:jberry1@jeffersonradiology.com)
- Monica Grabowy: 860-863-7389 or [mgrabowy@jeffersonradiology.com](mailto:mgrabowy@jeffersonradiology.com)
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#### **IT Team**

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