

This guide provides instructions for setting up Okta two-factor authentication (2FA) enrollment and application usage.

- [Two-factor Authentication Setup](#)
- [Citrix Access](#)

Enroll in Okta Two-Factor Authentication

Follow these steps to set up two-factor authentication. You will only need to do this one time.

Access **Citrix** at <https://access.zenith-american.com/> and enter your standard Zenith network access credentials. You will then see a prompt to set up your Okta 2FA enrollment.

There are three different authentication methods you can choose from. **Okta Verify** is the preferred solution, but you can choose whichever method(s) work best for you.

The three methods available are:

1. **Okta Verify**: App generates a unique code for authentication. The app can be downloaded via App Store (iPhone) or Google Play Store (Android). This is the preferred method.
2. **SMS Authentication**: Sends a unique code via Text Message to cell phone.
3. **Voice Call Authentication**: Delivers a unique code via Voice Call to cell phone or landline phone.

NOTE: It is recommended that you set up at least *two of the three authentication methods* for future use.

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Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

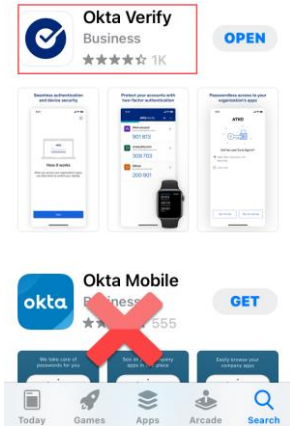
- Okta Verify**
Enter single-use code from the mobile app.
Setup
- SMS Authentication**
Enter a single-use code sent to your mobile phone.
Setup
- Voice Call Authentication**
Use a phone to authenticate by following voice instructions.
Setup

Continue below to view steps for your selection(s).

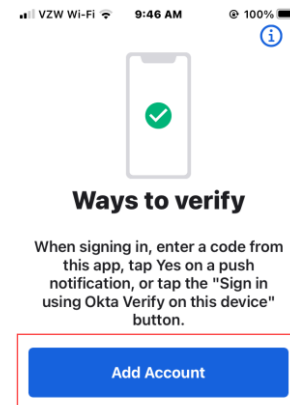
Method 1: OKTA VERIFY

Perform the following steps on your MOBILE DEVICE to install the Okta Verify app

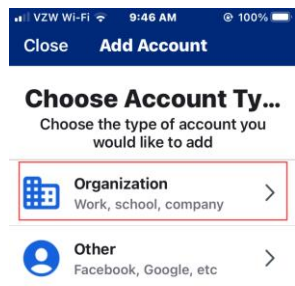
1. Download **Okta Verify app** from either Google Play Store (Android) or App Store (iPhone)



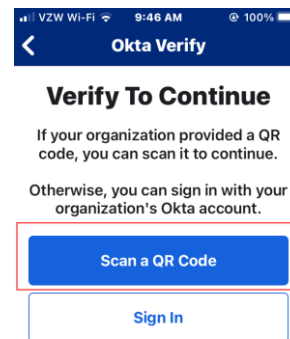
2. Follow the prompts to install the app and get started.
Select **Add Account**.



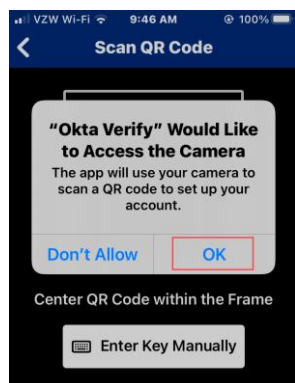
3. Select **Organization**.



4. Select **Scan a QR code**.



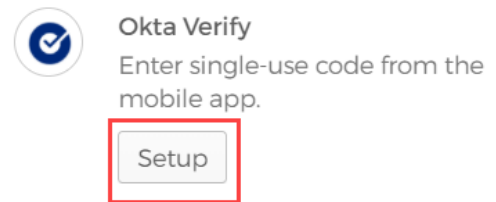
5. If prompted, click **OK** to allow camera access.



6. *Continue the steps below on your computer.*

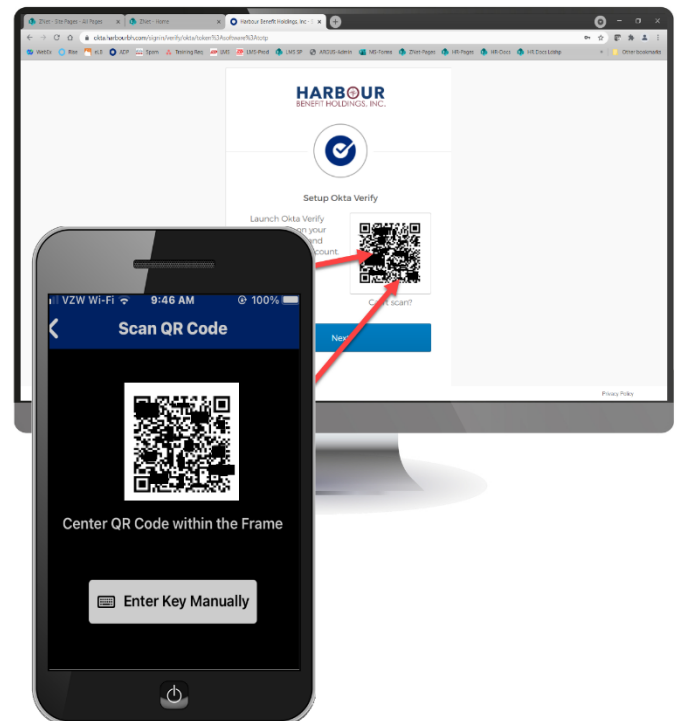
Perform the following steps on your COMPUTER finish setting up verification

- Click the **Setup** button under **Okta Verify**.



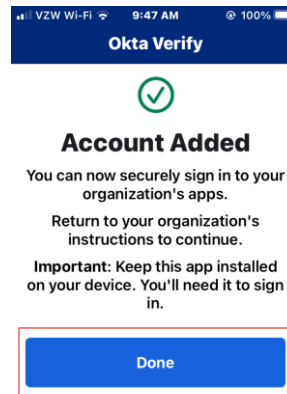
A barcode appears on your computer monitor.

- Scan the barcode** with your mobile device's Okta Verify app.



Your mobile device displays a success screen.

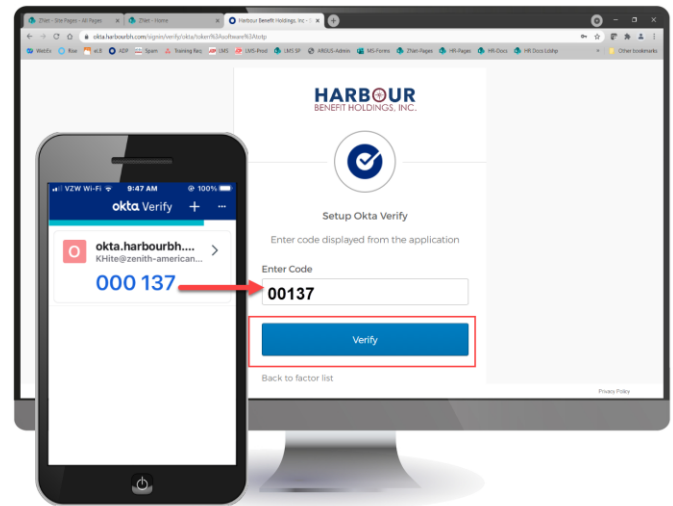
- Tap **Done** on your mobile device.



A 6-digit code displays on your mobile device.

- **Enter the** code into the Okta screen on your computer and click **Verify**.

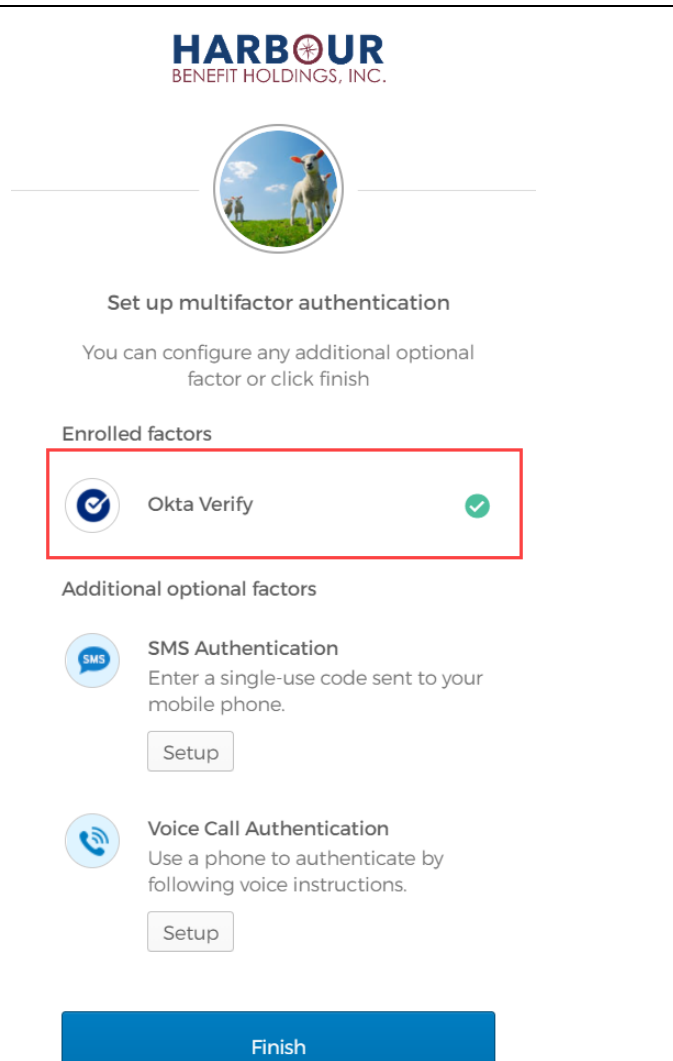
NOTE: The code displayed on your mobile device changes every 30 seconds, so you have to be quick when you enter it into your computer screen!



You will then see a confirmation message on your computer that Okta Verify has been set up.

Continue to setup additional verification methods as needed. (additional steps for the other authentication methods are below)

- When you are finished setting up verification methods, click **Finish**.



Method 2: SMS AUTHENTICATION

- Click the **Setup** button under **SMS Authentication**.



SMS Authentication

Enter a single-use code sent to your mobile phone.

Setup

- Enter your **mobile phone number** and click the **Send Code** button.

NOTE: You can use your work or your personal mobile device number.



Receive a code via SMS to authenticate

United States

Phone number

+1 800-867-5309

Send code

[Back to factor list](#)

You will receive a text with a code on your mobile device.

- Enter the code** into the SMS Authentication screen on your computer and click **Verify**.



Receive a code via SMS to authenticate

United States

Phone number

+1 800-867-5309

Sent

Enter Code

Verify

You will then see a confirmation message on your computer that SMS Authentication has been set up.

Continue to setup additional verification methods as needed. (additional steps for the other authentication methods are below)

- When you are finished setting up verification methods, click **Finish**.

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Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

	Okta Verify	
	SMS Authentication	

Additional optional factors


Voice Call Authentication
Use a phone to authenticate by following voice instructions.

Setup

Finish

Method 3: VOICE CALL AUTHENTICATION

- Click the **Setup** button under **Voice Call Authentication**.



Voice Call Authentication
Use a phone to authenticate by following voice instructions.

Setup

- Enter your **phone number** and click the **Call** button.

NOTE: You can use your work number or your personal mobile device number.



Follow phone call instructions to authenticate

United States

Phone number Extension
+1 800-867-5309

Call

Back to factor list

You will receive a phone call with audio of a code on your mobile device.

- Enter the code** into the Phone Call Authentication screen on your computer and click **Verify**.



Follow phone call instructions to authenticate

United States

Phone number Extension
+1 800-867-5309

Calling

Enter Code

Verify

Back to factor list

You will then see a confirmation message on your computer that Voice Call Authentication has been set up.

Continue to setup additional verification methods as needed.

- When you are finished setting up verification methods, click **Finish**.

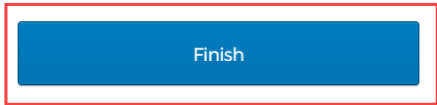


Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

	Okta Verify	
	SMS Authentication	
	Voice Call Authentication	



Okta Two-Factor Authentication with Citrix Use

Using Citrix with Okta 2FA

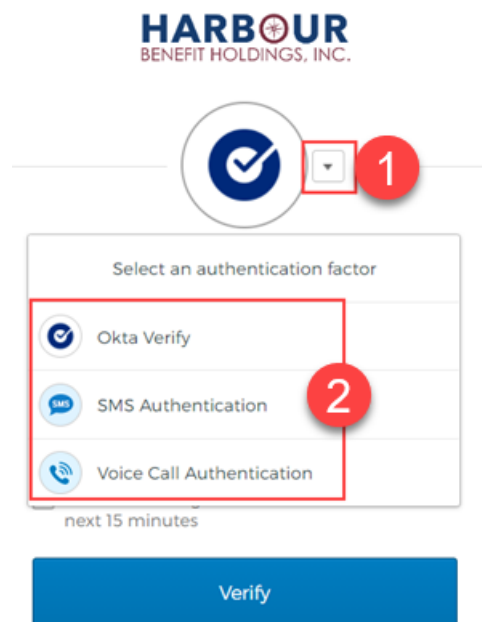
- Access **Citrix** at <https://access.zenith-american.com/>

You will be directed to the single-sign on user interface. Enter your Zenith network access credentials.

You will then be prompted to enter your two-factor authentication code.

1. Click the **dropdown box** to select the authentication method.
2. Click the **authentication method** you wish to use.

NOTE: You only need to use one authentication method to receive a code for access.



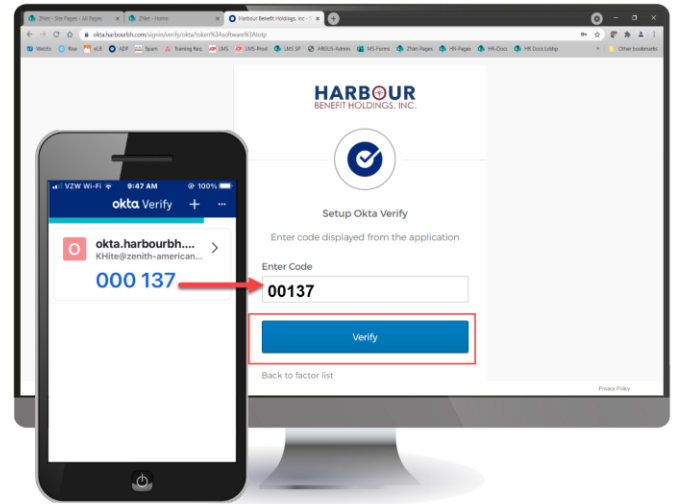
Continue below to view steps for your selection(s).

Login with Okta Verify

You are prompted to enter a code.

- Open the Okta Verify app on your mobile device. A 6-digit code displays.
- **Enter the code** into the Okta Verify screen on your computer and click **Verify**.

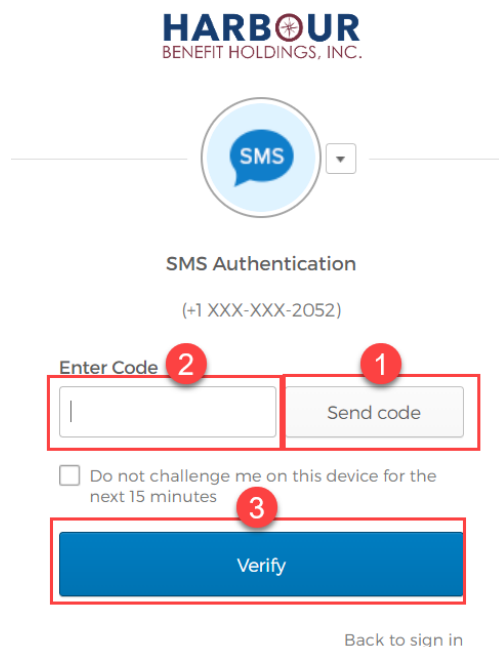
NOTE: The code displayed on your mobile device changes every 30 seconds, so you have to be quick when you enter it into your computer screen!



SUCCESS! You are now logged into Citrix.

Login with SMS Authentication

1. Click the **Send Code** button.
You will receive a text on your mobile device with a code.
2. **Enter the code** into the SMS Authentication screen on your computer.
3. Click **Verify**.



SUCCESS! You are now logged into Citrix.

Login with Voice Call Authentication

1. Click the **Call** button.
You will receive a call on your mobile device with an audio code.
2. **Enter the code** into the Voice Call Authentication screen on your computer.
3. Click **Verify**.

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Voice Call Authentication
(+1 XXX-XXX-2848)

Enter Code

Do not challenge me on this device for the next 15 minutes

[Back to sign in](#)

SUCCESS! You are now logged into Citrix.