Okta Verify Setup Guide

This guide is to assist users with Okta Verify. Okta Verify is a multi-factor authentication tool used at the company to verify user sign in. You can access Okta here: https://arlo.okta.com/

Okta Verify can be found on the following for mobile devices

- Apple App Store
- Google Play Store

Okta Verify is also installed on Windows and macOS devices

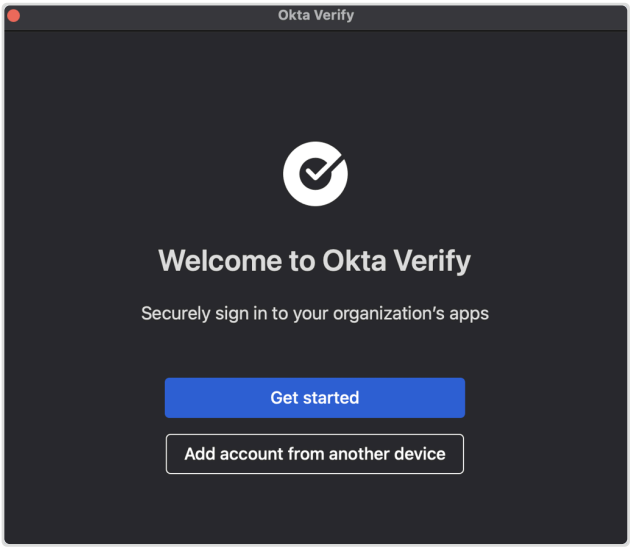
- If not installed, can be found in **Company Portal** on Windows devices
  Just search for **Company Portal** in the search bar
- If not installed, can be found in **Jamf Self Service** on macOS devices
  Search using the finder app for **Jamf Self Service**

Instructions

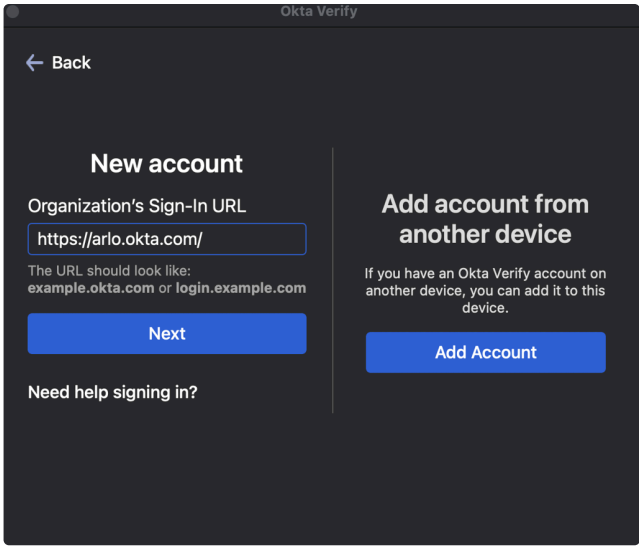
The prompts will be similar on all platforms

macOS and Windows

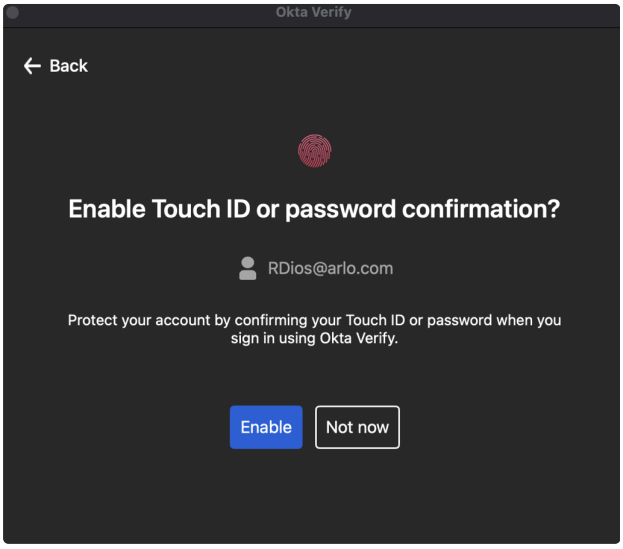
First you will be greated with this after installation, choose Get started > Next

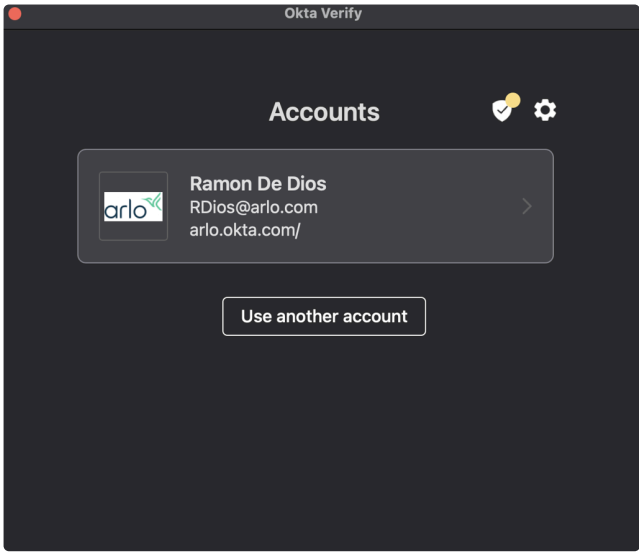


Under new account, enter : https://arlo.okta.com/ > Next
This will open a new browser window where you will be asked to sign in.

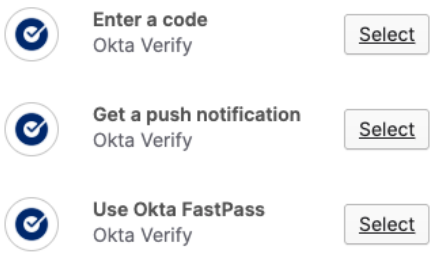


Once verified, go back to the app. Windows will ask to enable Windows hello or macOS will ask to enable touch ID. For now please **skip** or **not now**



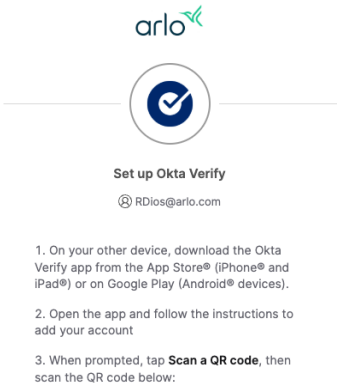


You should now be able to see your Arlo Okta account under **Accounts**
At next logon, you can choose the different authentication methods.
Okta Verify on Windows and macOS uses the Okta FastPass method



Mobile Devices (iPhone and Android)

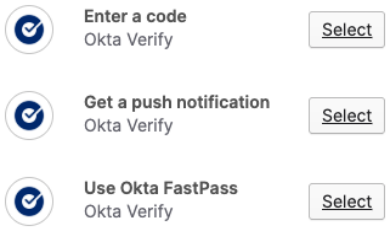
When you open the app for the first time, you will be prompted to choose an account type; Choose **Organization** > If asked to Add account from another device, choose **Skip** > and if asked do you have a QR code? choose **Yes, Ready to Scan**



You should see this if you login to Okta for the first time, or any application used at Arlo that uses Okta SSO.

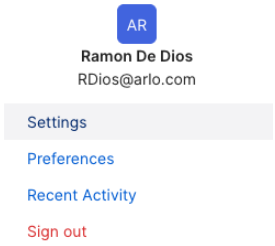
You should now see Okta ass an account on the application.

When you sign in, it will ask for a method of sign in. For mobile devices, choose either **Enter a code** or **Get a push notification**

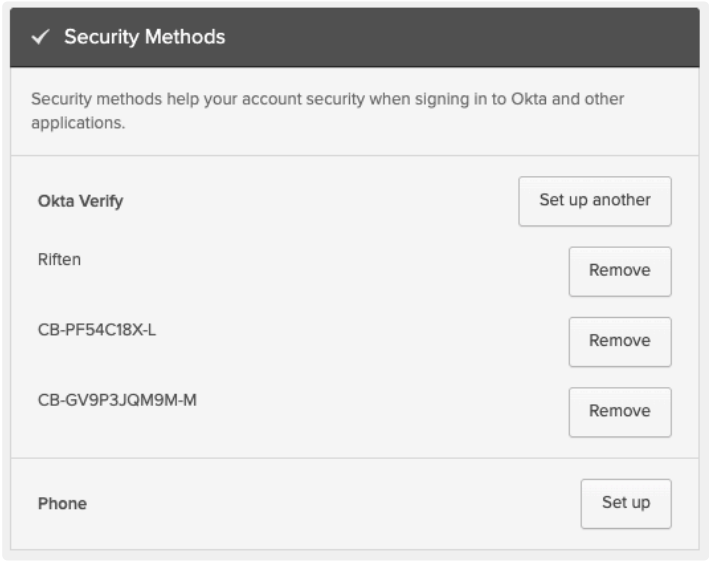


To update your list of Devices

Please go to https://arlo.okta.com/ > Choose your account at the top right > Settings



Under Security Methods, you can choose to Set Up Another, or Remove any unused devcies.



This concludes the guide

Please contact helpme@arlo.com for further assistance or questions.

📋 Related articles

- Okta Verify Setup Guide
- How to Find Arlo Printers
- How to Log into Slack
- How to use Arlo Resource Applications (Jamf and Company Portal)
- How to Use Account-Management.ps1