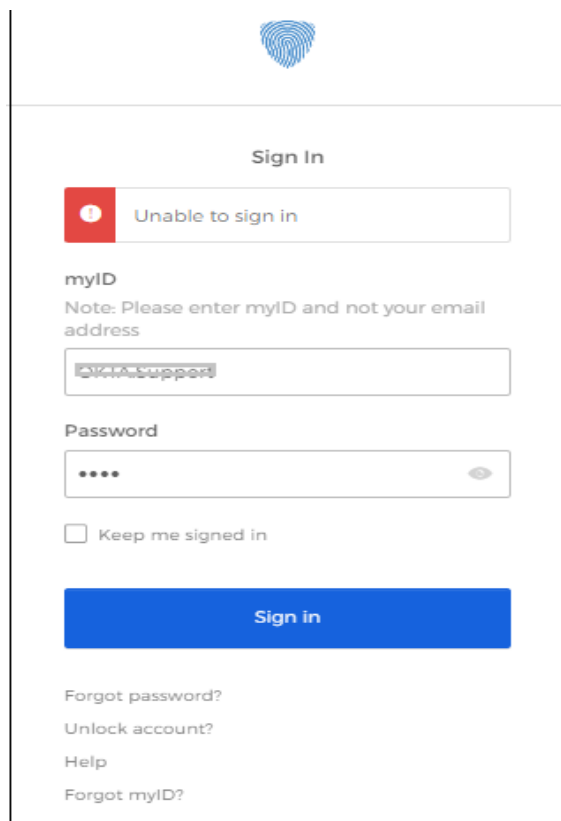


## How can we help you?

- [Login Issues – Sign in Failed](#)
- [Supported Browsers](#)
- [Can't access application Error](#)
- [Enrollment/Reset Multi Factor Authentication \(MFA\)](#)
- [Change Password](#)
- [Password Expired](#)
- [Password Expiring Soon](#)
- [Session Expired Error during password change](#)
- [Forgot Password/Account unlock – Prerequisites](#)
- [Forgot Password](#)
- [Account Unlock](#)
- [Voice Call Language preference](#)

## 1. Unable to login, receiving Sign-In Failed Error



The screenshot shows the Zurich Sign In page. At the top center is a fingerprint icon. Below it is the heading "Sign In". A red error box contains the text "Unable to sign in". Underneath is a "myID" field with a note: "Note: Please enter myID and not your email address". The "myID" field contains the text "myID@support". Below that is a "Password" field with four dots and an eye icon. There is a checkbox labeled "Keep me signed in". A blue "Sign in" button is at the bottom. Below the button are links for "Forgot password?", "Unlock account?", "Help", and "Forgot myID?".

- a. **I forgot my password, how do I reset?**  
Click on "Forgot Password?" link and follow the instructions.
- b. **Forgot myID, how do I find it?**  
Click on "Forgot myID?" link and follow the instructions.
- c. **What should I do in case my password expired or unable to reset my password?**  
Please contact your local service desk.
- d. **After how many unsuccessful attempts my Okta account will be locked?**

Your account will be locked after 'X' unsuccessful attempts as per the standard. Please note that account will be automatically unlocked after 30 minutes.

**e. Multiple unsuccessful login attempts, unable to login.**

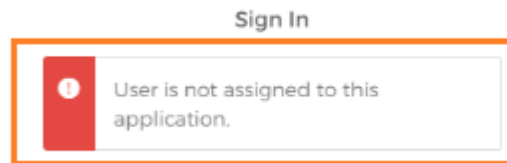
Possibly your account might have been locked. Contact your local service desk to unlock the account. If service desk team is unable to unlock, please let the service desk person create an incident on your behalf and assign to ZFS-Okta resolver group. Okta team will assist you.

**2. Which browser does Okta support?**

Internet Explorer, Firefox, Chrome and Safari

**3. Receiving the error "User is not assigned to this application" (refer to screenshot for complete error). What should I do?**

If You are unable to access Okta protected application and getting errors such as "User is not assigned to this application".



Please raise ServiceNow (<https://sn.itsmservice.com>) ticket or Contact your local service desk and ask them to create an incident on your behalf and assign it to ZFS-OKTA resolver group

**4. Enrollment/Reset Multi-Factor Authentication (MFA)**

**a. Why do I enroll for Multi-Factor Authentication (MFA)?**

Multi-factor authentication increases your account security and improves user experience when signing in to Okta and other applications you use.

**b. When should I be Enrolling for Multifactor authentication?**

To access applications integrated with Okta.

**c. I don't have mobile connectivity/internet on mobile (e.g in an aircraft, you have internet on laptop but not on mobile) to do Okta verify Push. How do I perform MFA?**

If you don't have mobile connectivity and would like to get authenticated using MFA, it is possible by using "Okta verify" if the app is pre-installed.

**Steps:**

Open "Okta Verify" app from your mobile and enter the code shown.



**d. When should I be resetting my Multifactor authentication?**

If you changed existing mobile or lost your mobile or uninstalled existing Okta verify app from your mobile.

**e. Can I reset MFA if I changed my mobile and doesn't have access to previous mobile or lost my mobile?**

No, you cannot. In order to reset - Raise ServiceNow (<https://sn.itsmservice.com>) ticket or Contact your local helpdesk and ask them to reset MFA (Multifactor Authentication) for your profile in Zurich Global Okta tenant ( <https://zurich.Okta-emea.com/>). After reset, please follow the process to enroll the same for your profile.

**f. Can I reset my Okta Verify Multifactor Authentication (MFA) without reaching out raising Service Now (Self Service)?**

Yes, you can if you have your registered mobile with you/have not changed your mobile. Follow the below steps.

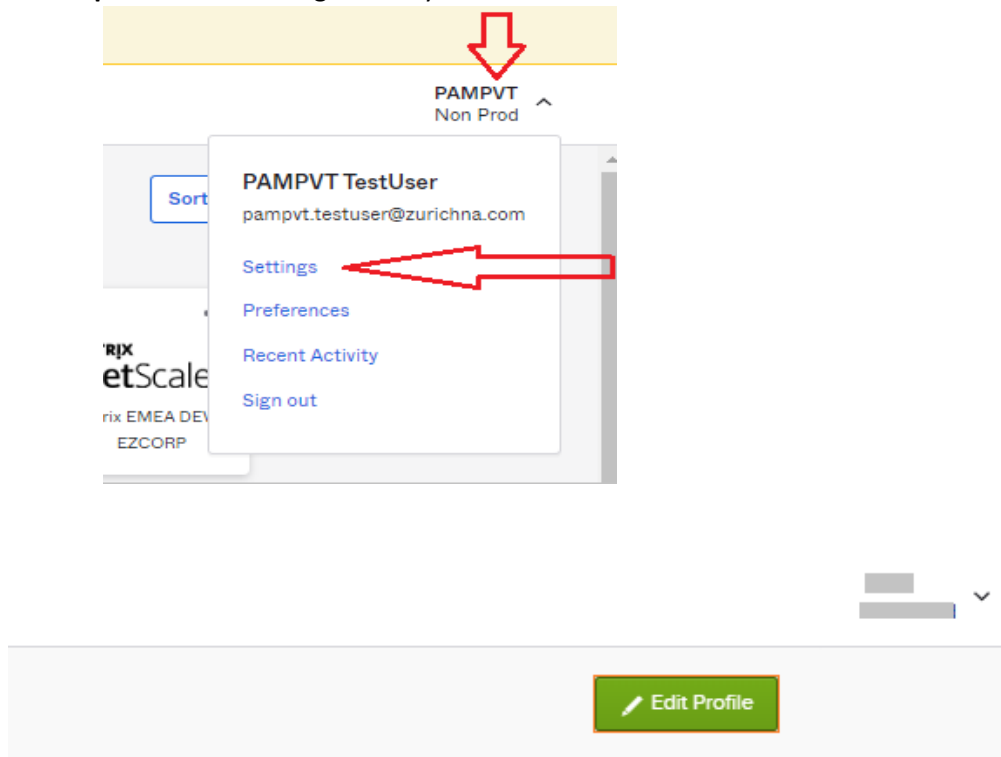
**Step 1:** Access Okta portal(<https://zurich.Okta-emea.com>) and enter your myID login

# Help Guide



credentials and click 'Sign In'.

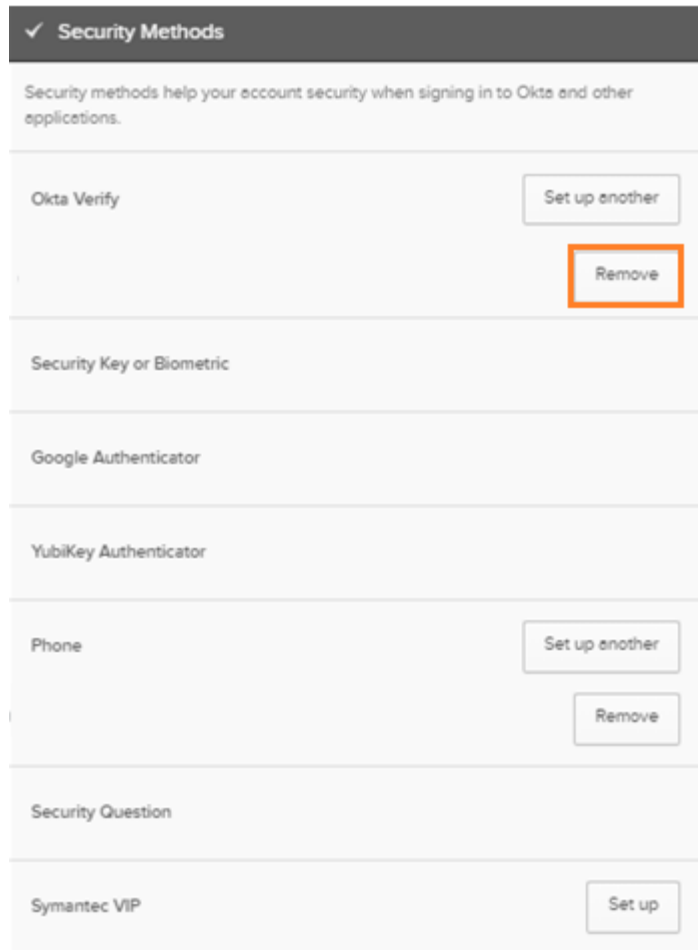
**Step 2:** Click on Settings under your name



**Step 3:** Click on Edit Profile

**Step 3:** click on "Remove" against Okta verify as shown below.

# Help Guide



✓ Security Methods

Security methods help your account security when signing in to Okta and other applications.

Okta Verify

Security Key or Biometric

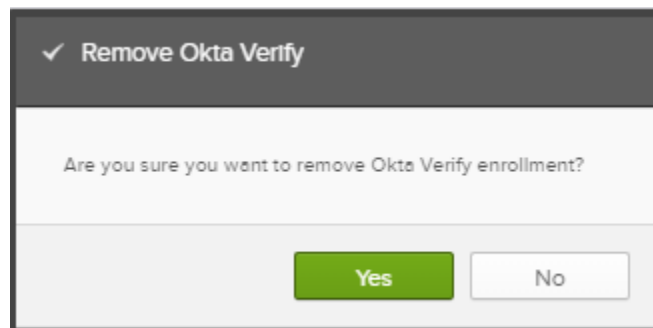
Google Authenticator

YubiKey Authenticator

Phone

Security Question

Symantec VIP



✓ Remove Okta Verify

Are you sure you want to remove Okta Verify enrollment?

You will be prompted with a confirmation dialog as above

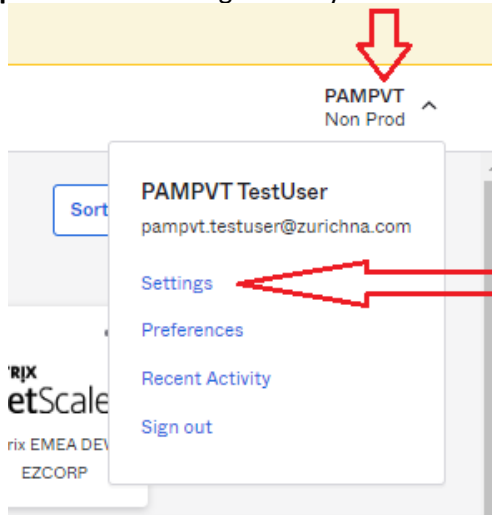
**Step 4** Click “Yes” to reset Okta Verify and “No” to cancel. Now you will see “Setup” button as below. You should now follow the steps as per the steps under Section 4 question “1” (How do I enroll for Multi Factor Authentication (MFA)?)

**g. Can I reset my Phone Multifactor Authentication (MFA) without reaching out raising Service Now (Self Service)?**

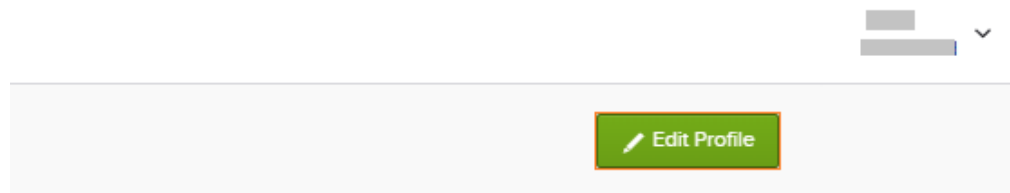
Yes, you can if you have your registered mobile with you/have not changed your mobile. Follow the below steps.

**Step 1:** Access Okta portal(<https://zurich.Okta-emea.com>) and enter your myID login credentials and click 'Sign In'.

**Step 2:** Click on Settings under your name



**Step 3:** Click on Edit Profile



**Step 3:** click on "Remove" as shown below.

# Help Guide



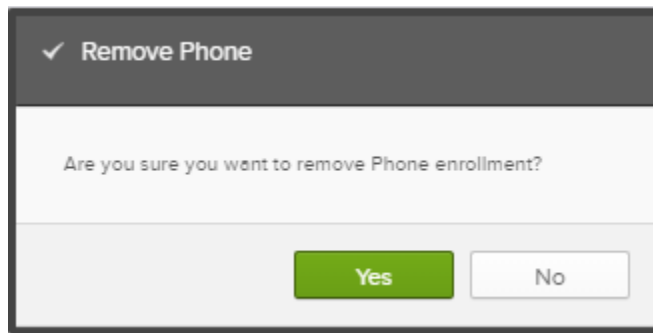
✓ Security Methods

Security methods help your account security when signing in to Okta and other applications.

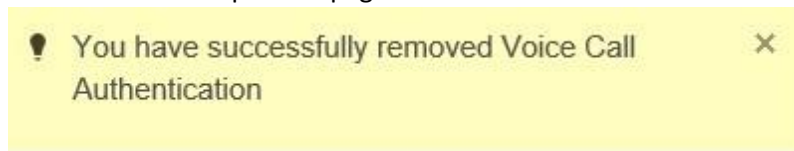
Okta Verify	Set up another
	Remove
Security Key or Biometric	
Google Authenticator	
YubiKey Authenticator	
Phone	Set up another
	Remove
Security Question	
Symantec VIP	Set up

You will be prompted with a confirmation dialog as below





**Step 4** Click on “Yes” to reset, “No” to Cancel. If you click on “Yes”, a banner message will be shown at the top of the page as shown below.



**h. How can I reset my Multifactor Authentication (MFA)?**

- If you have your existing mobile, follow the steps as mentioned under section 4, question d (Can I reset my Okta Verify Multifactor Authentication (MFA) without reaching out raising Service Now (Self Service)?)
- If you are unable to reset, then  
Raise ServiceNow (<https://sn.itsmservice.com>) ticket or Contact your local helpdesk and ask them to reset MFA (Multifactor Authentication) for your profile in Zurich Global Okta tenant ( <https://zurich.Okta-emea.com/>). After reset, please follow the process to enroll the same for your profile.

**i. What should I do when local service desk is unable to reset?**

Ask service desk team to create an Incident on your behalf and assign it to ZFS-OKTA resolver group. Once ZFS-OKTA team resets MFA for your profile, please follow the process to enroll the same for your profile.

**j. How do I enroll for Multi Factor Authentication (MFA)?**

Multifactor authentication can be done either through “Okta Verify Mobile App” or “Voice Call” or “Symantec VIP” (for contractors and suppliers). For all three options, Step 1 through Step 3 are common

# Help Guide

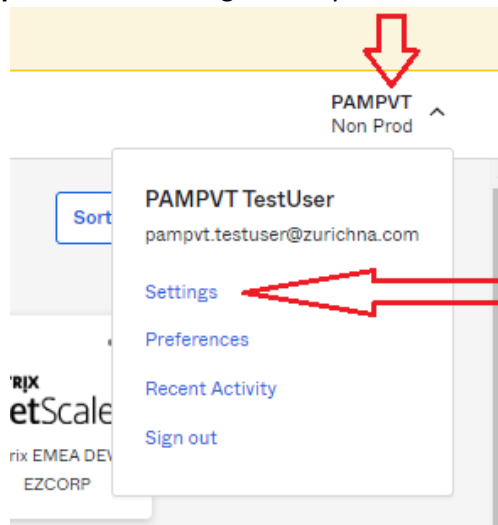


**Step 1:** Access Okta portal(<https://zurich.Okta-emea.com>) and enter your myID login credentials and click 'Sign In'

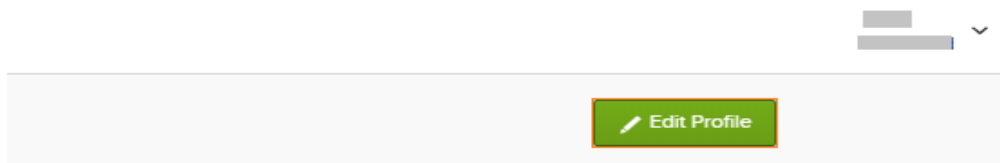
The image shows the Okta Sign In page. At the top center is a fingerprint icon. Below it is the heading "Sign In". Underneath is the "myID" section with a note: "Note: Please enter myID and not your email address". There is a text input field containing "OKTA.Support". Below that is the "Password" section with a password input field and an eye icon. A checkbox labeled "Keep me signed in" is present. A large blue "Sign in" button is at the bottom. Below the button are links for "Forgot password?", "Unlock account?", "Help", and "Forgot myID?".

Once login, you will be landed on Okta Dashboard.

**Step 2:** Click on Settings under your name



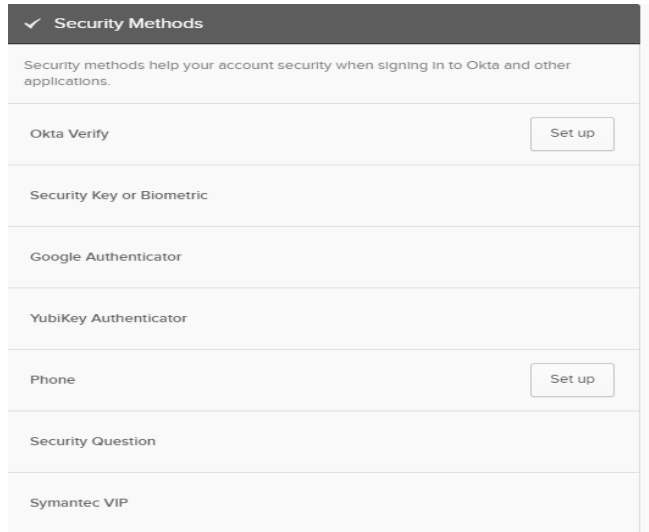
**Step 3:** Click on Edit Profile



## Step 4: Multi Factor Authentication Options

### 4.1 How to Setup Phone Authentication?

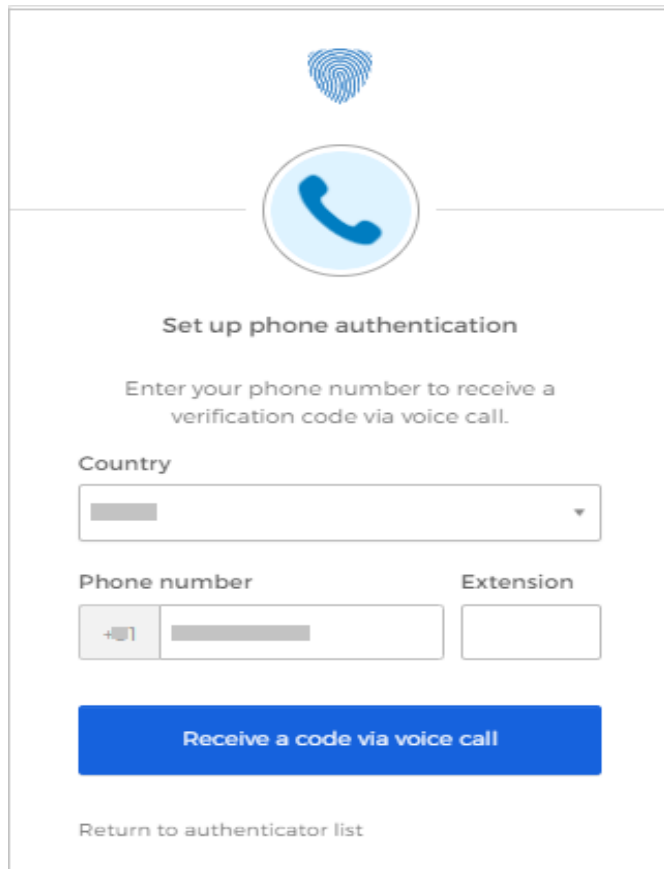
**Step 4.1.1:** Under **Security Methods**, click on “**Setup**” next to “**Phone**” as shown below



The screenshot shows a 'Security Methods' page with a list of authentication options. The 'Phone' option is highlighted, and a 'Set up' button is visible next to it. Other options include Okta Verify, Security Key or Biometric, Google Authenticator, YubiKey Authenticator, Security Question, and Symantec VIP.

Security Method	Action
Okta Verify	Set up
Security Key or Biometric	
Google Authenticator	
YubiKey Authenticator	
Phone	Set up
Security Question	
Symantec VIP	

**Step 4.1.2** Select your country and enter your phone number. Click ‘Received a code via voice call’ and you will be called on the provided number and given a verification code.

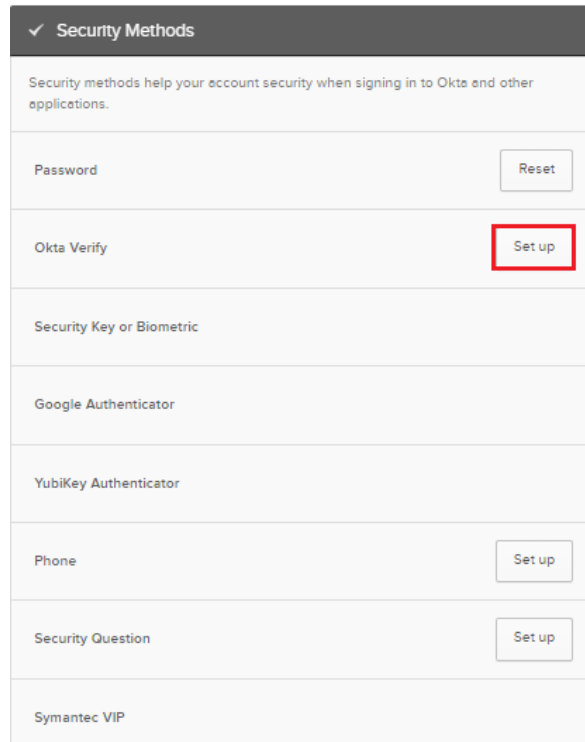


The screenshot shows the 'Set up phone authentication' page. It features a fingerprint icon at the top, followed by a phone icon. Below the icon is the title 'Set up phone authentication' and the instruction 'Enter your phone number to receive a verification code via voice call.' The form includes a 'Country' dropdown menu, a 'Phone number' field with a '+1' country code selector, and an 'Extension' field. A blue button labeled 'Receive a code via voice call' is prominently displayed. At the bottom, there is a link 'Return to authenticator list'.

**Step 4.1.2** Enter the verification code and click ‘Verify’

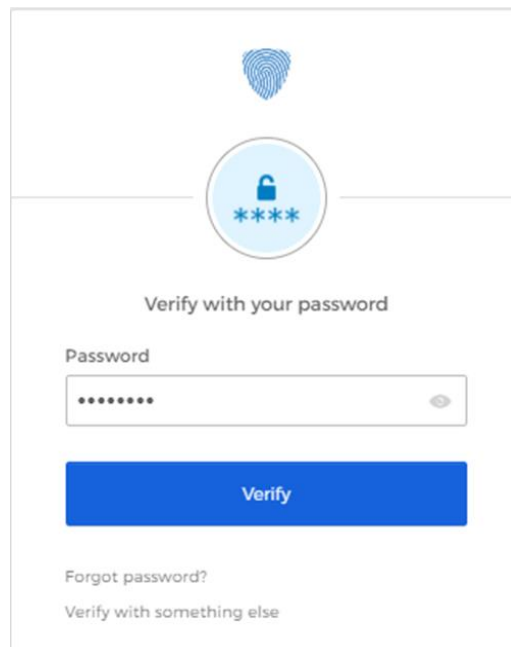
## 4.2 How to Setup Okta Verify?

4.2.1 Click 'Setup' next to Okta Verify Mobile App to setup your second form of authentication



✓ Security Methods	
Security methods help your account security when signing in to Okta and other applications.	
Password	Reset
Okta Verify	Set up
Security Key or Biometric	
Google Authenticator	
YubiKey Authenticator	
Phone	Set up
Security Question	Set up
Symantec VIP	

4.2.2 Verify with your OKTA password and click 'Verify'. Set up Security Methods Click on 'Setup'



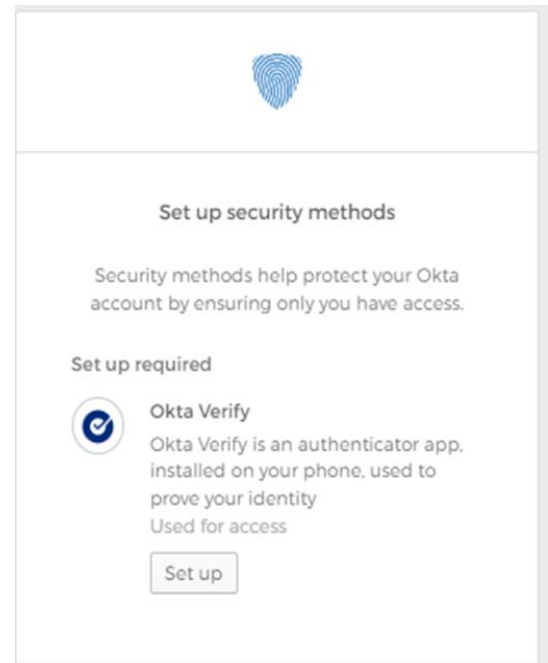
Verify with your password

Password

\*\*\*\*\*

Verify


Forgot password?  
Verify with something else



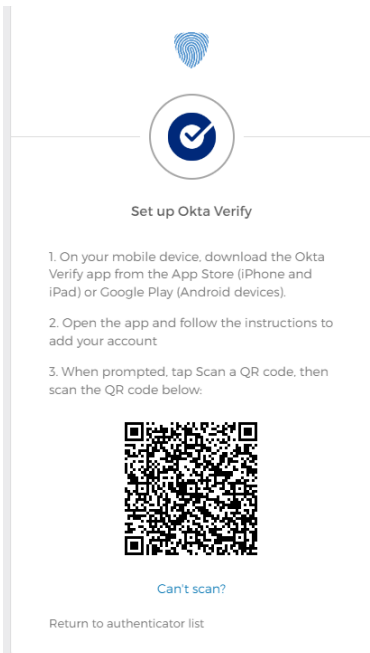
Set up security methods

Security methods help protect your Okta account by ensuring only you have access.

Set up required

-  **Okta Verify**  
Okta Verify is an authenticator app, installed on your phone, used to prove your identity  
Used for access

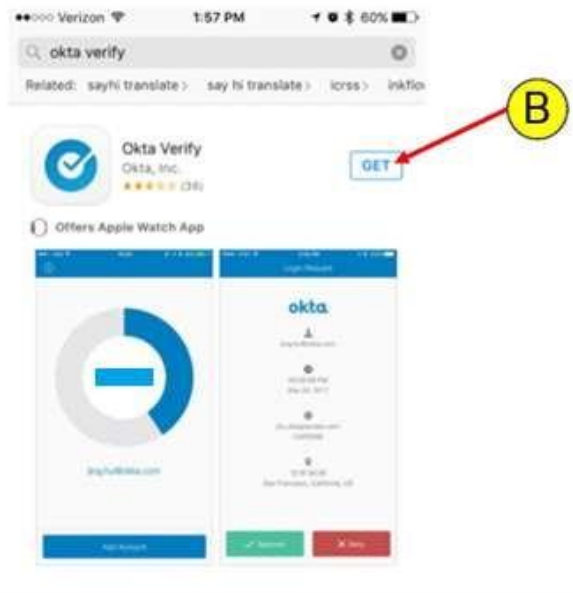
Set up



Once you click on “Setup”, barcode will be displayed. Now it’s time to setup the app in mobile by following mobile installation steps (refer to 4.2.3)

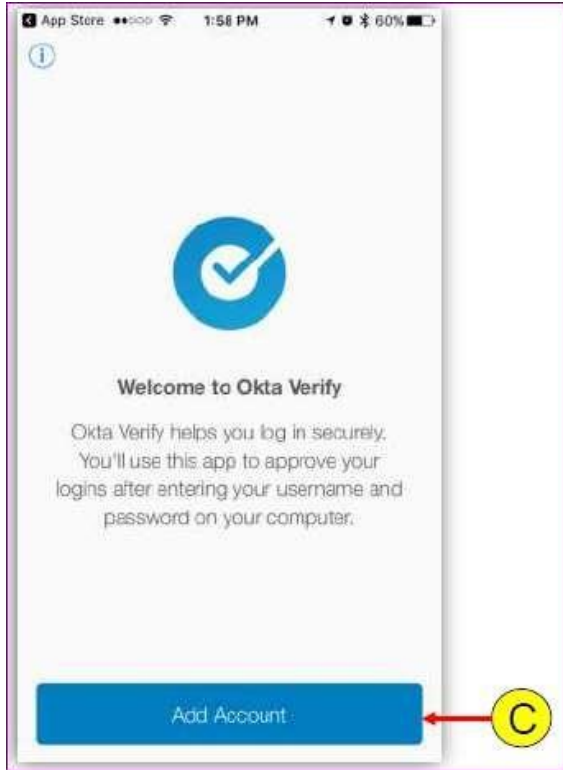
## 4.2.4 Mobile Installation Steps

- a. Download the Okta Verify App from the Application store of your mobile and install it.



- b. Once the installation is completed, you have the option of adding an account. Tap ‘Add Account’.

# Help Guide



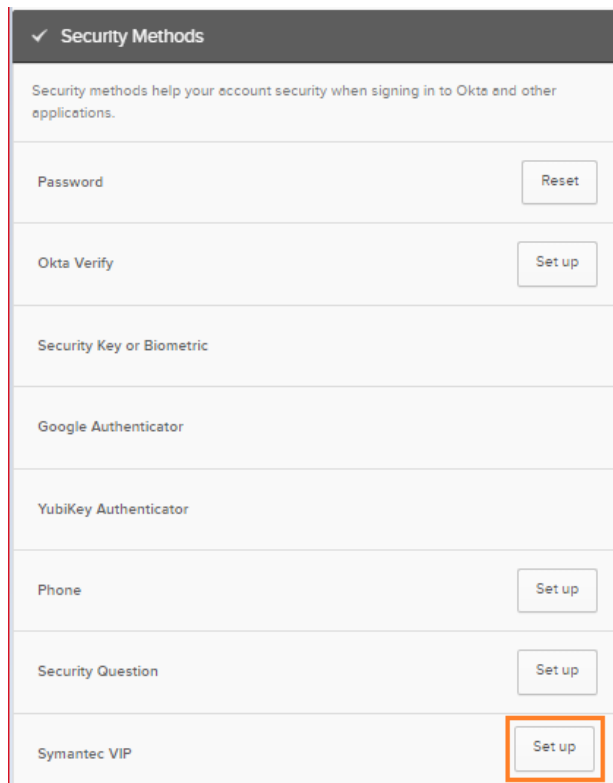
- c. If you already have Okta verify setup for one or more accounts on your phone, you

should rename the existing accounts. This can be done by clicking 'Edit', then tapping the name of the instance you would like to rename.

- d. QR scan camera is open on your mobile screen. Place your mobile in front of the QR code displayed on your computer monitor.

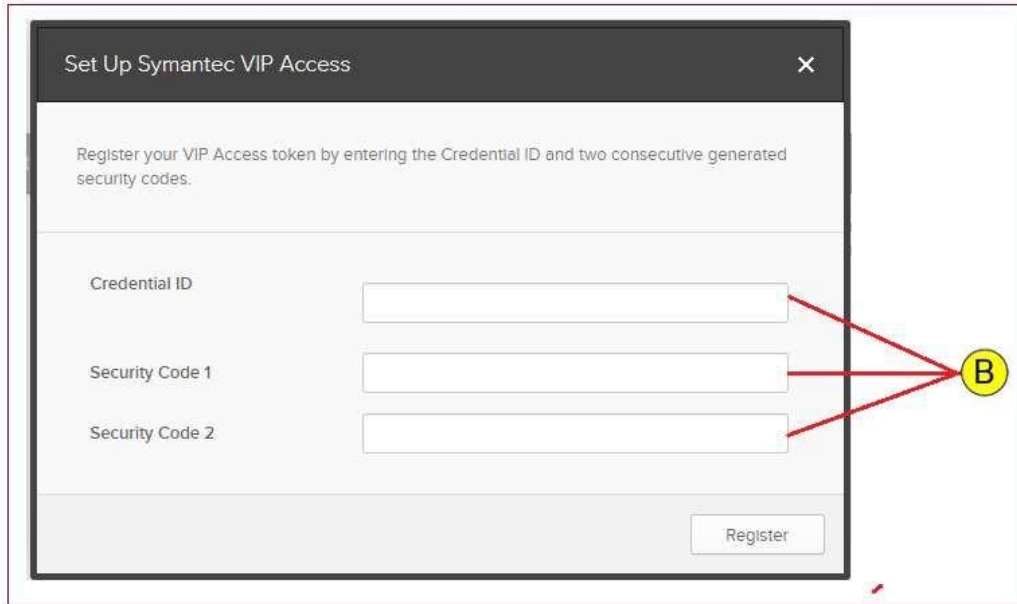
## 4.3 How to setup Symantec VIP (only for Contractors and Suppliers)

4.3.1 Click on 'Set up' next to Symantec VIP, to enroll Symantec VIP as an MFA (multi factor authentication).



If Symantec VIP Desktop application was already installed/configured on your desktop/Laptop, please proceed with below section. Else, Download the Symantec VIP App from the Application store from your mobile and install it.

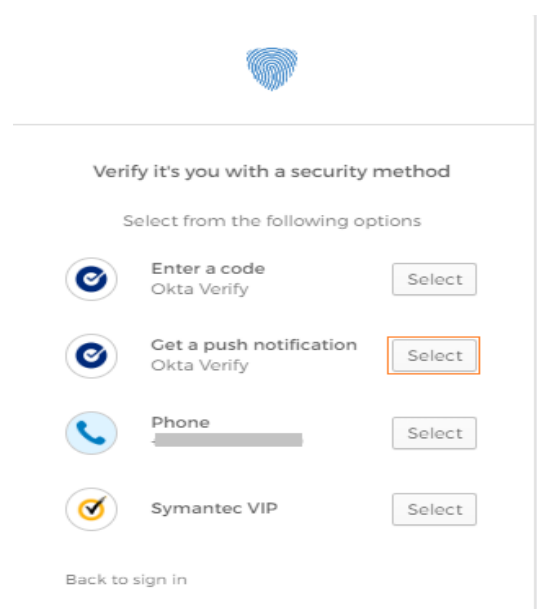
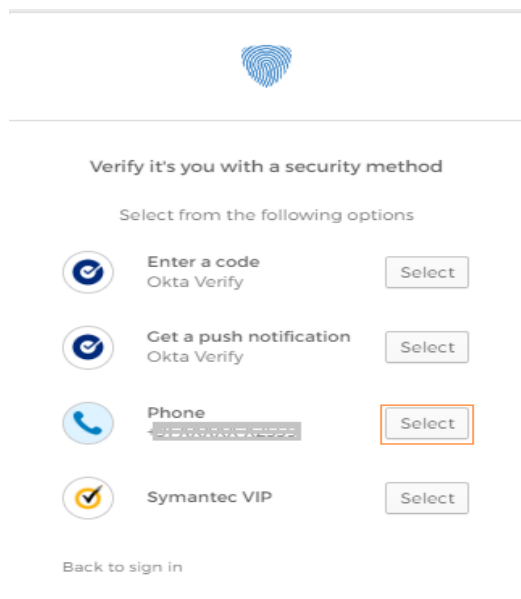
4.3.2 Enter Credential ID and two consecutive generated security codes from desktop/mobile app to setup Symantec VIP and click on Register.



## Step 5 Validate Okta Enrollment

5.1 Access applications configured with OKTA using application URL. Enter your credentials and click 'Sign in' per Step 1 of this document.

5.2 Depending on what you have configured. You will either receive a call on the device you registered in Step 2.1 or will be prompted to send the Okta Push Notification to your phone. If you choose the latter, you will have to press 'approve' on your mobile device when the notification is received.

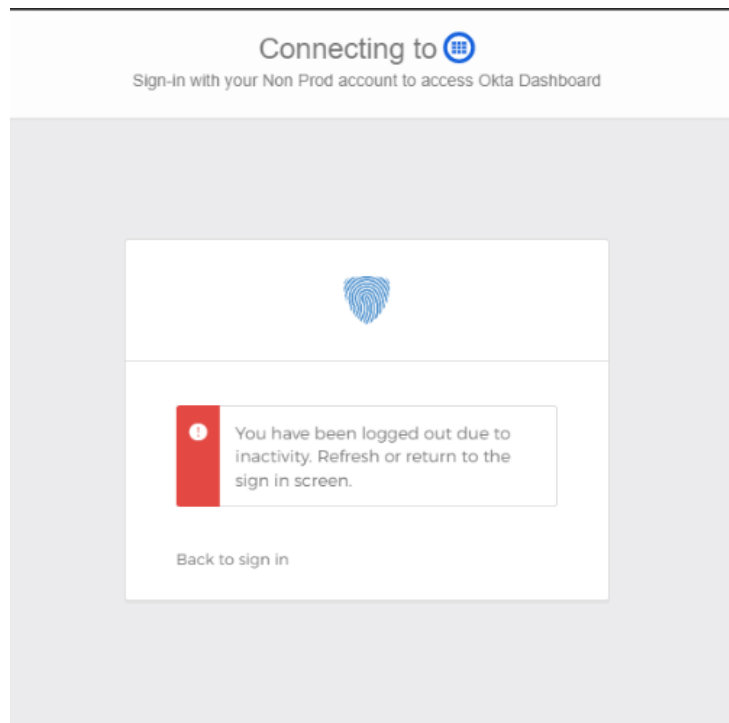




**5. I'm a first-time logon user, getting "session expired" message when I changed my password and unable to login**

If you are newly onboarded, logging in for the first time, Okta will prompt you to change the password. Once you changed the password if you are getting "your session has expired.." screen as below, please try the following

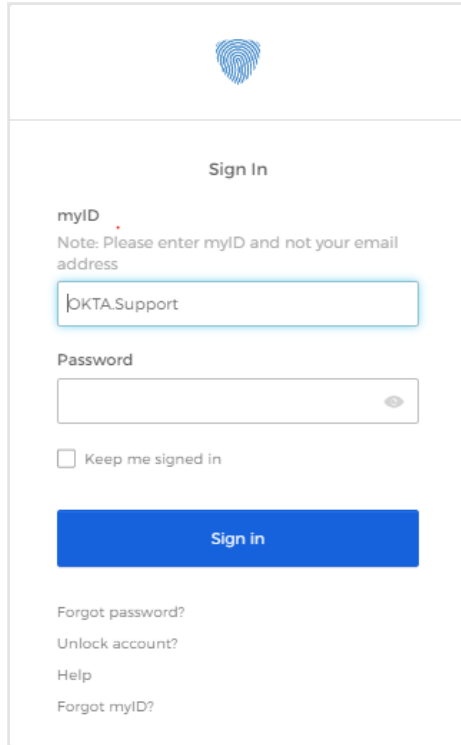
- Try with new password if old password doesn't work
- If you already tried several times with old password, contact help desk to see if your account is locked. If locked, get the account unlocked by help desk and try with the new password.



**6. I'm an existing user and my password got expired. What should I do?**

- a. If your password has expired, try logging into Okta portal (<https://zurich.Okta-emea.com>) or try accessing any Okta protected application and try to login with your expired credentials

# Help Guide

A screenshot of the Zurich Sign In page. At the top center is a blue fingerprint icon. Below it is the heading 'Sign In'. Underneath is the label 'myID' followed by a note: 'Note: Please enter myID and not your email address'. A text input field contains the text 'DKTA.Support'. Below this is the label 'Password' and a password input field with a toggle eye icon. A checkbox labeled 'Keep me signed in' is present. A prominent blue button labeled 'Sign in' is centered. At the bottom, there are four links: 'Forgot password?', 'Unlock account?', 'Help', and 'Forgot myID?'.

b. Click on “Sign In” and you will be prompted to change the password.



## Your Okta password has expired

Password requirements: **at least 8 characters**  
**at least 1 uppercase letter**  
**at least 1 lowercase letter**  
**at least 1 number**  
**at least 1 special character**  
**since you last changed your password.**

Old password

New password

Repeat password

[Sign Out](#)

c. Enter current and new password and click on “change password” matching the active directory complexity rules. You should be navigated to Okta/application once password change is completed successfully.

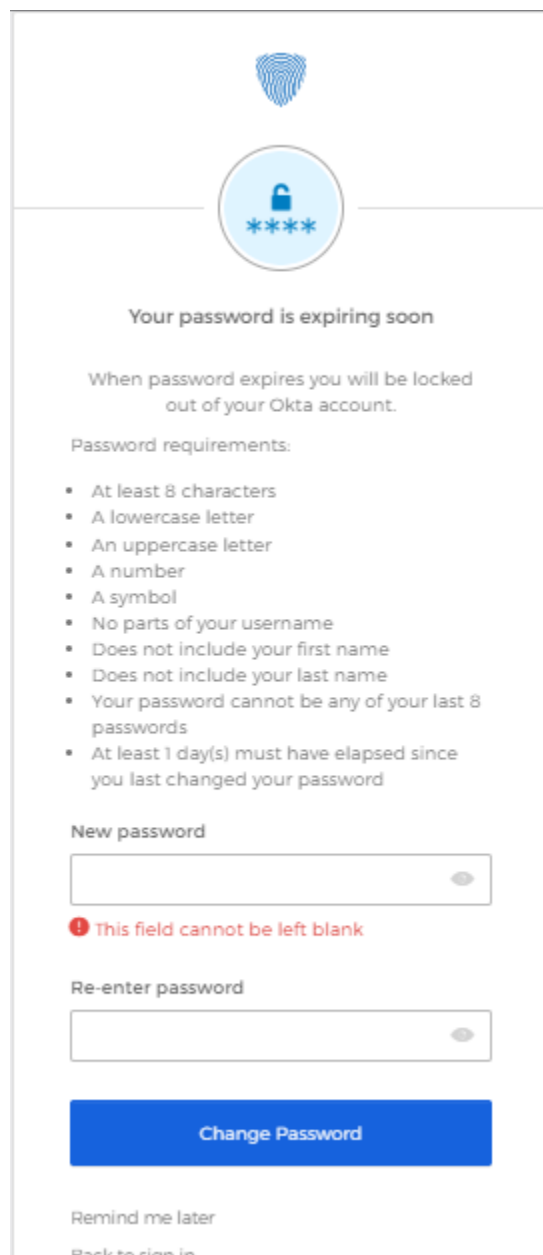
*Note: Please ensure the password meets Zurich's password policy requirements*

**7. My password is expiring soon, will Okta send me a reminder email?**

No, currently Okta doesn't remind users thru email on the password expiry. However, will remind when the you try to login to Okta or any Okta protected application prior 3 days of expiry. Refer to question 8 "My password is expiring soon, how can I reset my password?" for more details.

**8. My password is expiring soon, how can I reset my password?**

If your password is expiring in next 3 days, Okta will prompt you as shown below when you try to login to Okta or any Okta protected applications.



The screenshot shows a password expiration warning screen. At the top, there is a blue fingerprint icon and a circular icon with a padlock and four asterisks. Below this, the text reads "Your password is expiring soon". A message states: "When password expires you will be locked out of your Okta account." Underneath, it lists "Password requirements:" followed by a bulleted list: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", "A symbol", "No parts of your username", "Does not include your first name", "Does not include your last name", "Your password cannot be any of your last 8 passwords", and "At least 1 day(s) must have elapsed since you last changed your password". There are two input fields: "New password" and "Re-enter password". The "New password" field is empty and has a red error message below it: "This field cannot be left blank". At the bottom, there is a blue "Change Password" button, a link for "Remind me later", and a link for "Back to sign in".

Either you can click on "Remind me later" or enter the current and new password matching the complexity rules and click on "Change password". Once password has been changed successfully, you will be navigated to Okta dashboard if you are trying to login to Okta or if you

# Help Guide



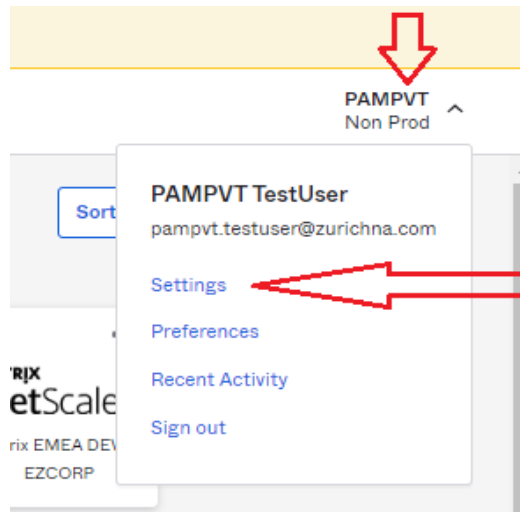
are trying to access Okta protected application, you will be navigated to the application.

*Note: Please ensure the password meets Zurich's password policy requirements*

## 9. I am an existing user, is there possibility I can change my password from Okta?

Yes, you can change your password by following below instructions

a. Login to Okta portal (<https://zurich.Okta-emea.com>), once logged in, click on settings as shown below.

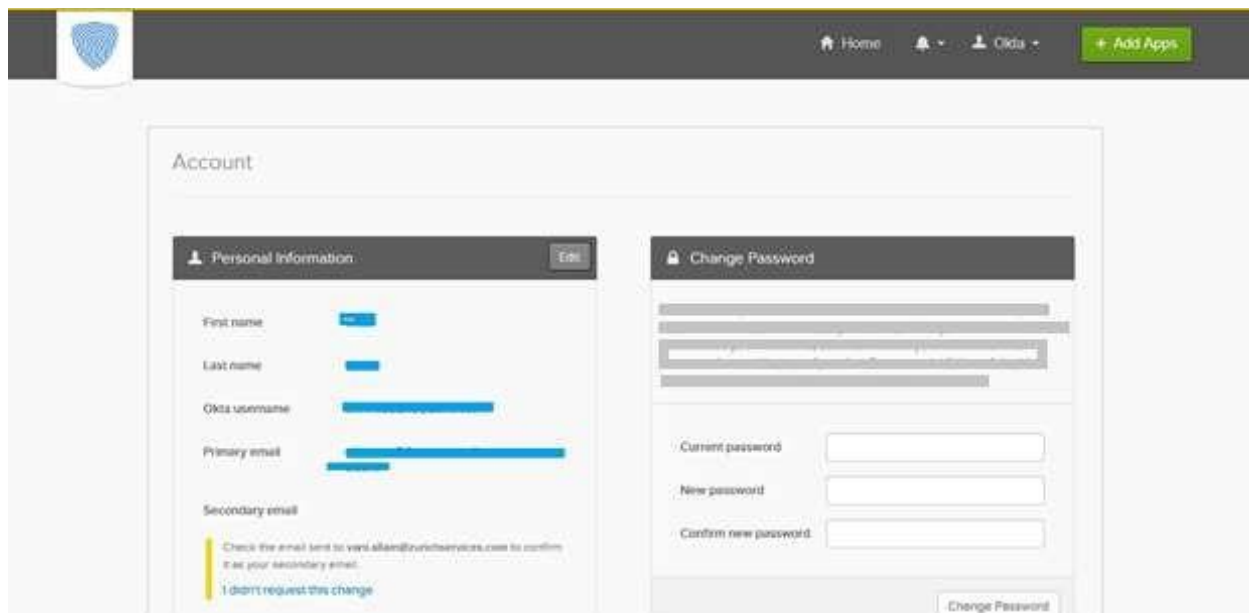


If you are not enrolled with MFA, you will be navigated to below screen, once you enter current and new password



If you are enrolled with MFA, click on edit profile

Once you enter current password and MFA is successful, you will be navigated to below screen where you enter current and new password and click on "change password".



*Note: Please ensure the password meets Zurich's password policy requirements*

**10. How can I leverage Forgot Password/Account Unlock features? OR what are the prerequisites for Forgot Password/Account Unlock features?**

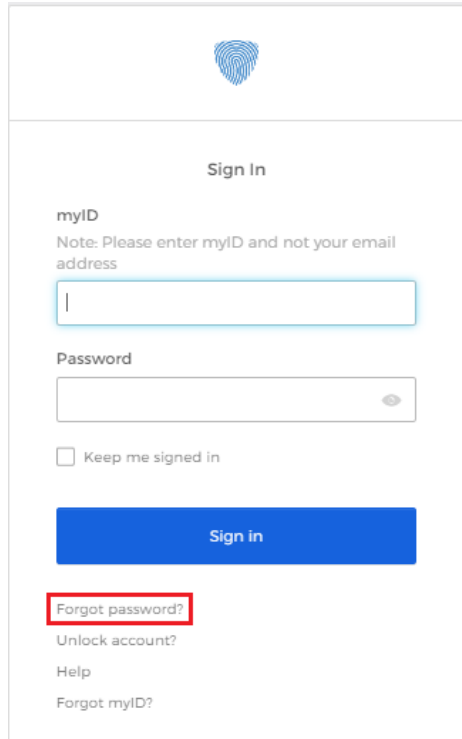
You need to enroll for Phone authenticator MFA (refer to MFA voice call steps) **Refer 4.1 steps**

**11. I forgot my password, how do I reset it?**

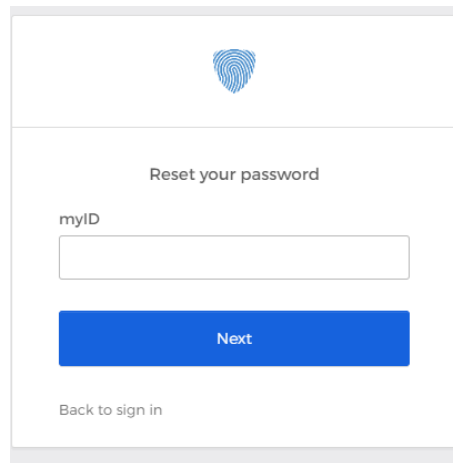
You will be able to reset your password thru Okta only if you are enrolled for voice call MFA or you have set up your phone number under "Forgot Password Voice Call" (refer to 10.). If you are not enrolled for either of these, please contact your local desk to reset your password.

- a. Navigate to <https://zurich.Okta-emea.com>
- b. Click on "Forgot Password?"

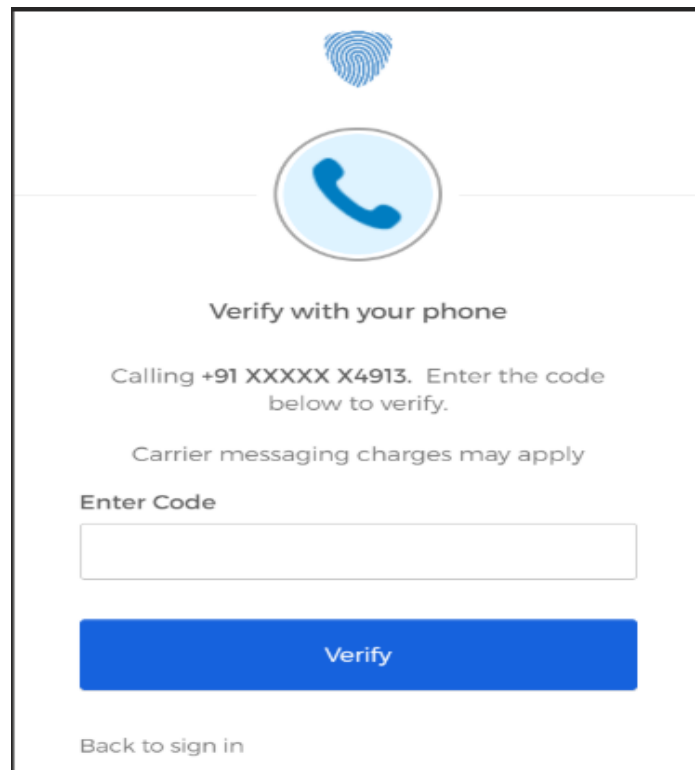
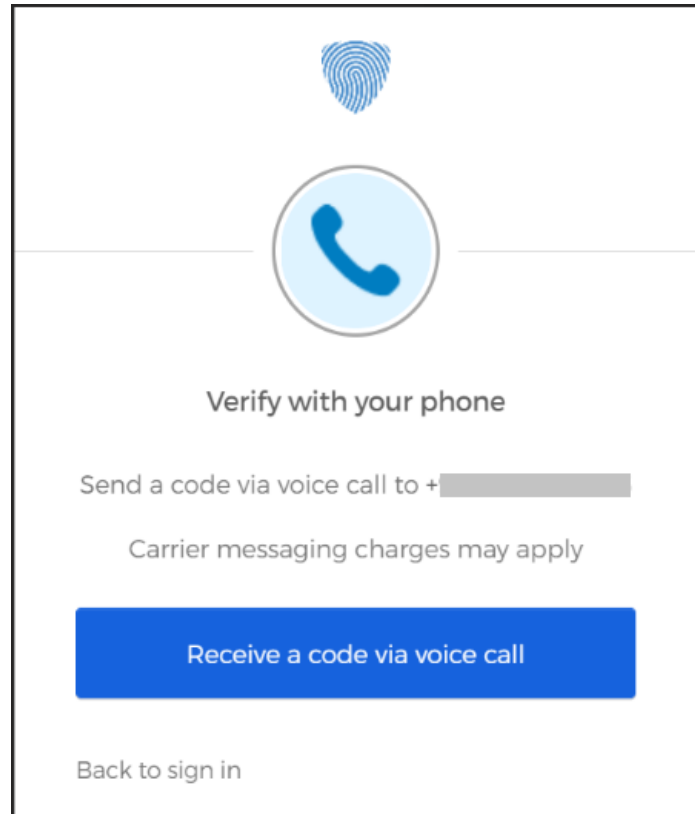
# Help Guide

A screenshot of a mobile application's 'Sign In' screen. At the top is a fingerprint icon. Below it is the title 'Sign In'. The screen contains a 'myID' label, a note 'Note: Please enter myID and not your email address', and an input field. Below that is a 'Password' label and a password input field with an eye icon. A checkbox labeled 'Keep me signed in' is present. A blue 'Sign in' button is at the bottom. Below the button are links for 'Forgot password?' (highlighted with a red box), 'Unlock account?', 'Help', and 'Forgot myID?'.

- c. After clicking on 'Forgot Password', you will be navigated to below screen.

A screenshot of a mobile application's 'Reset your password' screen. At the top is a fingerprint icon. Below it is the title 'Reset your password'. The screen contains a 'myID' label and an input field. Below that is a blue 'Next' button. At the bottom is a link 'Back to sign in'.

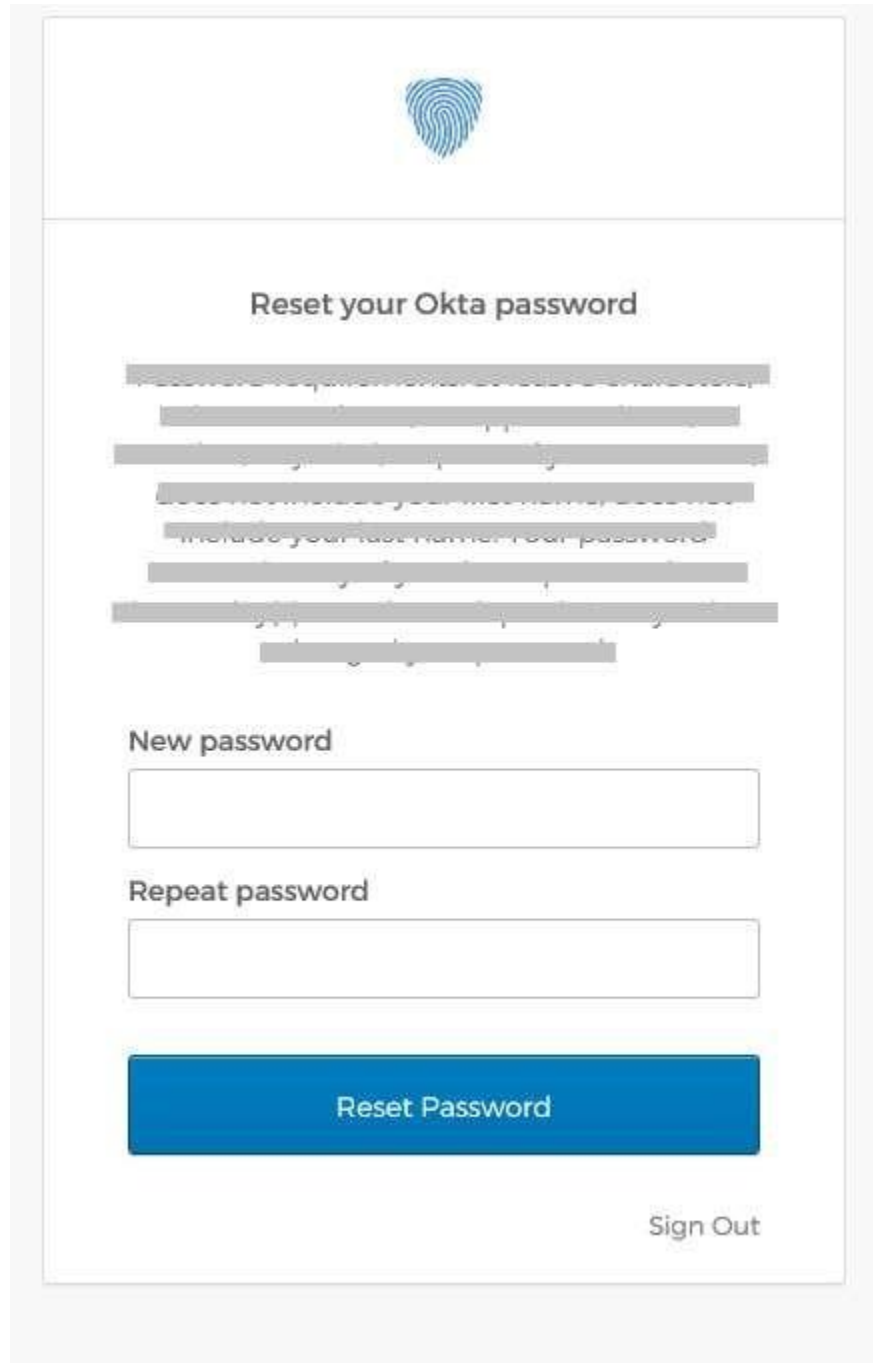
- d. Enter your MyID and click on **Next**. You will receive a Phone call with code. Enter the code and click on 'Verify'



If the verification is successful, you will be prompted with below screen to change your password. Enter new password meeting password complexity criteria (refer below) to successfully change the password. Once your password is changed successfully, you will be navigated to Okta dashboard.



*Note: Please ensure the password meets Zurich's password policy requirements*



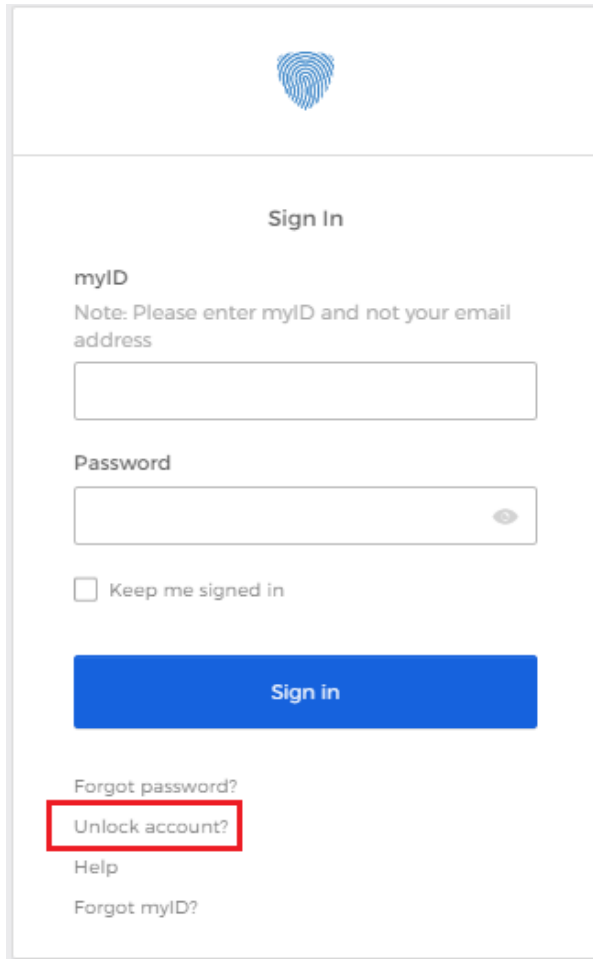
The screenshot shows a web interface for resetting an Okta password. At the top center is a blue fingerprint icon. Below it is the heading "Reset your Okta password". The main content area contains several lines of text that have been redacted with grey bars. Below the redacted text are two input fields: "New password" and "Repeat password". At the bottom of the form is a large blue button labeled "Reset Password". In the bottom right corner of the page, there is a link labeled "Sign Out".

Note: If you are unable to reset your password using Okta, please reach out to your local help desk for resetting your password.

## 12. My AD account is locked, how do I unlock?

You will be able to unlock your AD account only if you are enrolled for voice call MFA or you have set up your phone number under “Forgot Password Voice Call” (refer to 10.). If you are not enrolled for either of these options, please contact your local helpdesk to unlock your AD account.

- a. Navigate to <https://zurich.Okta-emea.com>



myID  
Note: Please enter myID and not your email address

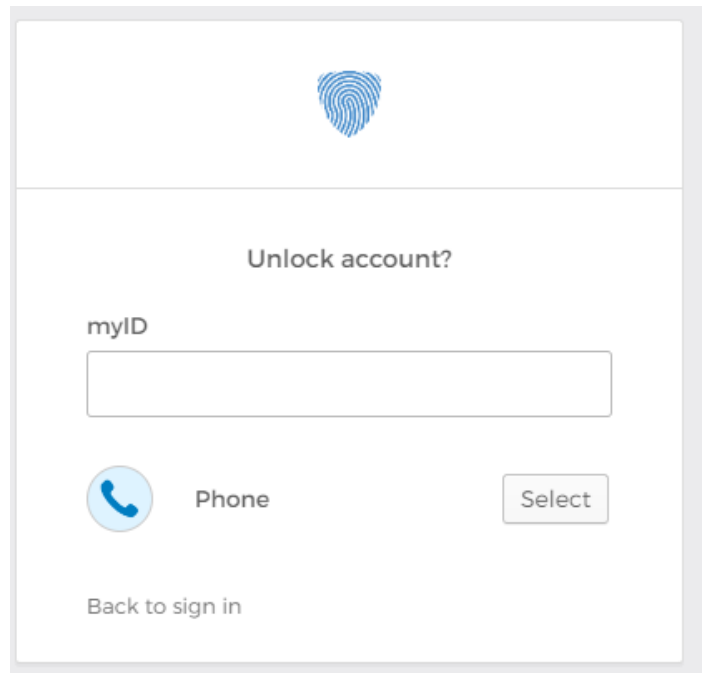
Password

Keep me signed in

Sign in


Forgot password?  
**Unlock account?**  
Help  
Forgot myID?

- b. Click on “Unlock Account?”
- c. You will be prompted with below screen, enter your email and click on the option using which you’d like to unlock your account.



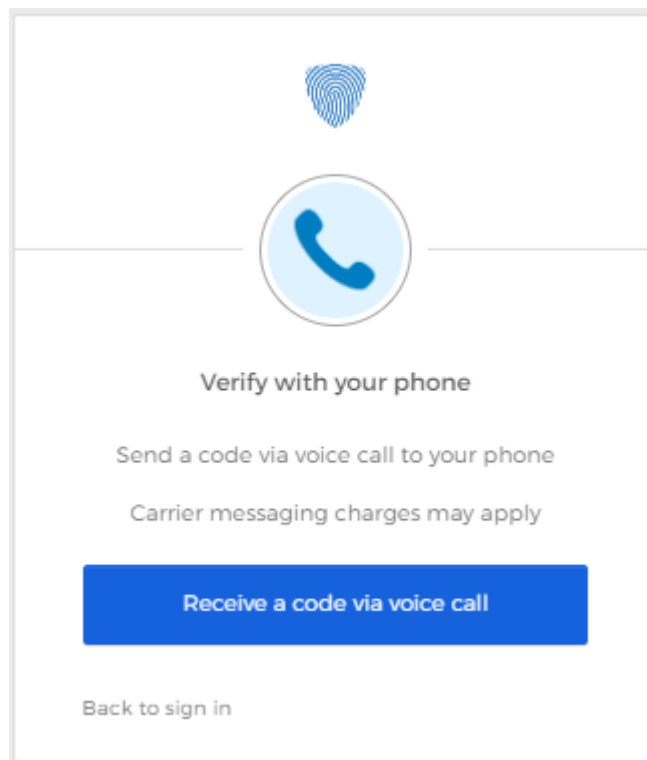
Unlock account?


myID

 Phone

[Back to sign in](#)

- d. Once you click on 'phone', you will receive voice call. Enter the code received via Voice call and click Verify.





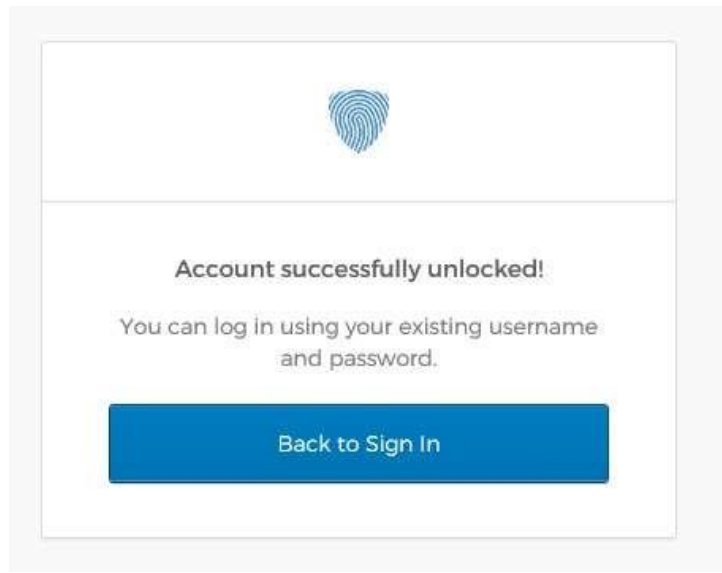
Verify with your phone

Send a code via voice call to your phone

Carrier messaging charges may apply

[Back to sign in](#)

- e. If verification is successful, your account will be unlocked successfully.



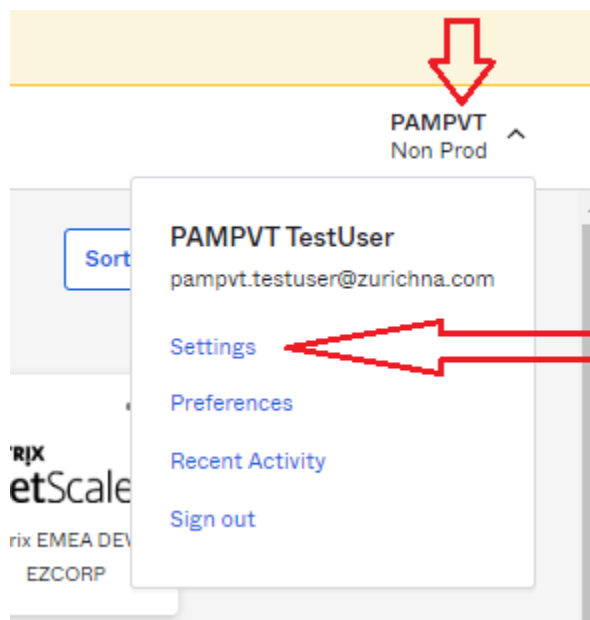
Note: If you are unable to unlock your account using Okta, please reach out to local service desk to get your account unlocked.

### 13. Can I set language preference for voice call?

Yes, you can follow the instructions below to set the display language for Okta as well as voice call. Note that display language settings are applied only for Okta non-administrative screen (like settings).

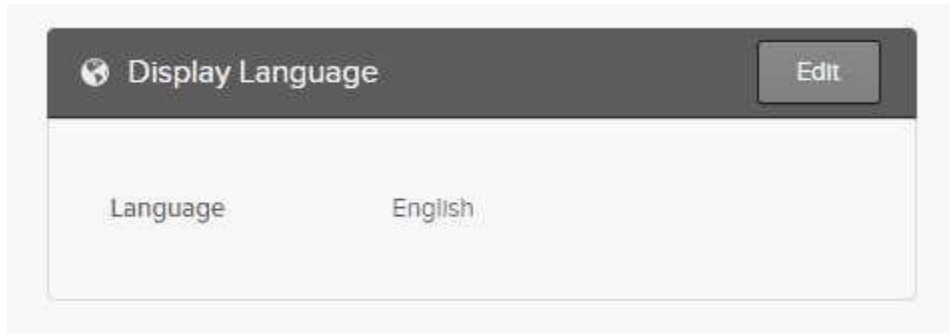
**Step 1:** Access Okta portal(<https://zurich.Okta-emea.com>) and enter your myID login credentials and click 'Sign In'.

**Step 2:** Click on Settings under your name

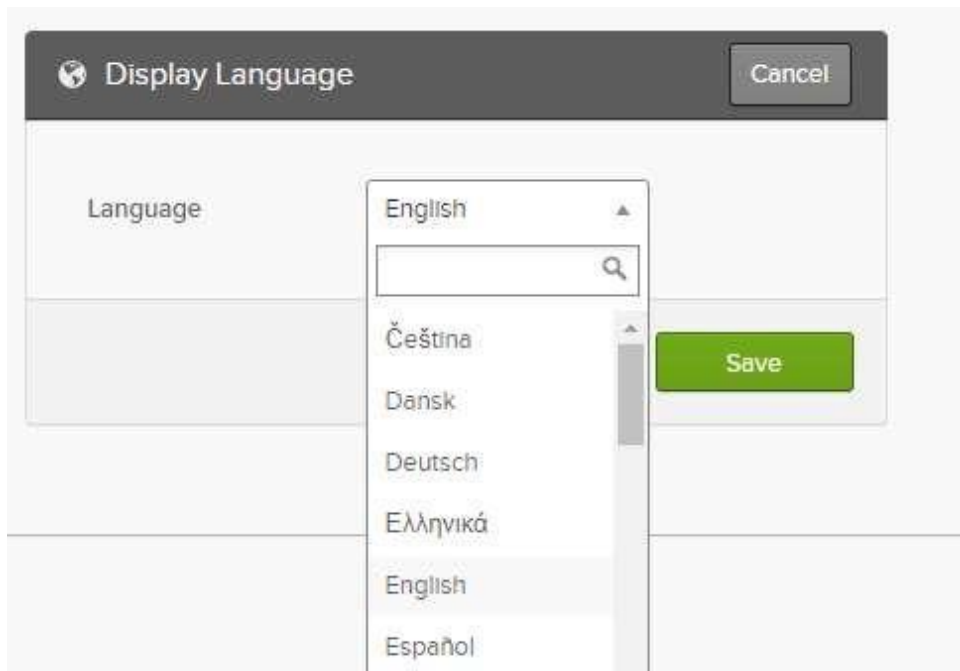


**Step 3:** Click on Edit Profile

**Step 4:** Click on “Edit” under “Display Language”



**Step 5:** Select preferred language from the available list of languages and click on “Save”



# Help Guide



After which user can see the contents of the settings in the selected language as well as get the voice call in selected language.

