



## Frequently Asked Questions

### Okta Single Sign On (SSO) & Multifactor Authentication (MFA)

**Q: What is Okta SSO?**

A: Okta SSO is the foundation for secure connections between people and technology. It securely connects employees to the BAYADA applications and tools they need.

**Q: How do I use Okta SSO?**

A: With Okta, you can access all of your SSO-enabled BAYADA applications whether you are in or out of the office—anywhere you have an internet-connected device running a supported web browser (Internet Explorer, Firefox, Safari, Edge, or Chrome).

**Q: When will the upgrade take place?**

A: We will be upgrading to the latest version of Okta on August 9.

**Q: When can I login with my Okta account?**

A: During the upgrade, employees who are already logged into the system and working should not experience any impact. Employees attempting to log in during the upgrade time frame may be unable to access applications behind Okta intermittently. Once the upgrade is complete, employees may log in as normal.

Follow the login instructions if you have an existing account or registration instructions if you are a new user. Field Employee Registration will not be available during the upgrade.

**Q: How can I help make this transition successful?**

A: The upgrade is very similar to what you experience every day using Okta, with some feature enhancements. Users do not need any formal training to use the new version of Okta. We've created helpful videos and quick reference guides if you want a little extra help. Videos and instructions can be found on the [Okta Resources Site](#).

**Q: Where do I go to log into Okta?**

A: Navigate to [bayada.okta.com](http://bayada.okta.com) or the SSO-enabled BAYADA application of your choice, and you will be prompted to sign in (after your initial sign-in, you will be prompted to set up your account).

**Q: I'm a Field Employee and I have already registered my personal email with BAYADA. How do I log into Okta?**

A: Instructions can be found [here](#).

**Q: I'm a Field Employee, but I've never registered for a BAYADA account using my personal email. How do I log into Okta?**

A: Instructions can be found [here](#).

**Q: I'm an Office or Home Health/Hospice Field Employee. How do I log into Okta?**

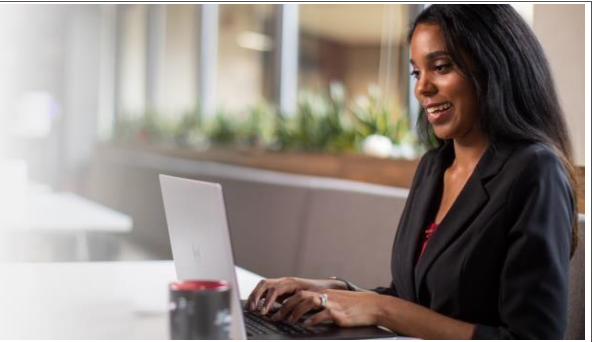
A: Instructions can be found [here](#).

**Q: Do I need to change the way I access my applications?**

A: No. If you navigate to an application today using a link like [home.bayada.com](http://home.bayada.com) it will continue to work. You will be redirected to [bayada.okta.com](http://bayada.okta.com) to sign in.

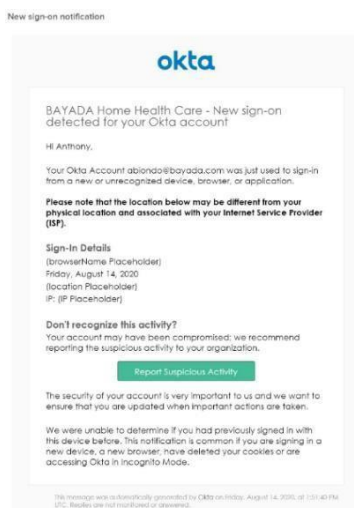
**Q: Do I need a username and password to log into Okta?**

A: Yes, Okta uses a single username and password to give you easy access to all your SSO-enabled BAYADA applications.



**Q: Will I receive a confirmation email from Okta?**

**A:** Yes, you will receive an email like the one below indicating a new device has signed in using your account. *Note: the location may be different from your physical location as it is associated with your Internet service provider. If you clear your cookies or automatically clear cookies when you close your browser, you will receive a new email the next time you login.*



**Q: Do I need to verify my personal email address?**

**A:** Yes, you will receive an email from Okta with a link to verify your email address. It is safe to click this link.

**Q: What do I do if I shared an email account with someone on the old system?**

**A:** You can try logging in with the default password to see if your account was transitioned. If not, try registering for an account using your information and a unique email. If you don't have an email address you can register one for free at gmail.com or outlook.com.

**Q: How do I change the language settings on my account?**

**A:** Sign in to Okta > click *Settings* > click *Edit Profile* > select *Edit Display Language* > choose your language

**Q: Can I change my password?**

**A:** Yes, *Change Password* instructions can be [found here](#).

**Q: What if I forget my password or get locked out of my account?**

**A:** *Forgot Password/Unlock Account* instructions can be [found here](#).

**Q: How do I change the language settings on my account?**

**A:** Sign in to Okta > click *Settings* > click *Edit Profile* > select *Edit Display Language* > choose your language > and click Save.

**Q: Can the Helpdesk see my login information?**

**A:** IT Service Desk administrators can see your username, but they cannot see your password.



## Multifactor Authentication

**Q: What is Okta Multifactor Authentication (MFA)?**

A: Multifactor Authentication combines your login credentials (something you know) with your cell phone (something you have) to prevent others from logging in with your username and password alone. The new MFA system will require your cell phone number, and occasionally it will ask you to verify that you received a text message to confirm your identity.

**Q: Can I opt out of Okta SSO or MFA?**

A: No, this is an enterprise-wide, required login security upgrade. The purpose of this upgrade is to make your personal and company data more secure.

**Q: How do I set up my MFA?**

A: [Click here](#) for instructions on how to set up MFA.

**Q: How do I reset my MFA?**

A: Contact the IT Service Desk at 215-757-9000.

**Q: Who do I contact with questions or problems with my Okta account?**

A: Contact the IT Service Desk at 215-757-9000.