



SoftPro Hosted Okta MFA Webinar Q&A

If we already have OKTA, do I need another OKTA account?

Each hosted username will need to be set up with an Okta account. You will need to set up an Okta account for your Hosted username.

Where do we get the QR code?

The QR code will appear on your computer screen during the MFA setup process.

What if we do not want to link it to our personal cell phones? Our office does not have work cell phones.

If you are unable to set up Okta multi-factor authentication (MFA) with a mobile device, you will need to utilize the voice call MFA option. You can set up voice call to a direct line of your choice. It does not have to be to a mobile device.

Where do you find this Scan a QR code? Do we use the QR code that is on the instruction document?

The QR code will appear on your computer screen during the set up. Each time a QR code is generated it is unique to that user. Do not use the QR code in the user guide. That is just for demonstration purposes.

How do you put in a phone number if we only have a main number?

You can use a direct number such as a cell phone if you do not have a direct dial number. We do strongly recommend setting up a minimum of two MFA options.

We don't have direct lines – what can we do?

You can use a cell phone number as a voice call method or set up Okta Verify and/or SMS (text). We do strongly recommend setting up a minimum of two MFA options.

Do we have to set up all options?

You are not required to set up all multi-factor authentication (MFA) options, but we do strongly recommend you set up a minimum of two. Three is preferred.

Can we do any setup prior to Friday morning? Do I need to wait to setup the Okta app on my phone until this is launched Friday?

Unfortunately, set up is not able to be completed until the maintenance is complete. Once that maintenance is complete Thursday evening, all users will be required to set up Okta multi-factor authentication (MFA) at initial login. The setup process should only take a few minutes.

It's still suggested we update our password (for login to Global) be done before the upgrade, correct?

It is not required to update your password before the switch, but if your password is about to expire, we do recommend updating it beforehand to help make the transition smoother.



Will it appear the same way using the desktop app? Or will we need to do web-based logins first and then go to the app?

The same login screen will appear via Global Protect. You will enter in your username (firstname.lastname) and your current password. The web-based site is strictly for managing your Okta multi-factor authentication (MFA) settings.

What happens with the Okta Verification if I go to a different title agency also using SoftPro? Does the verification transfer like my certificate?

If you were to switch to a different company, you would receive a new username specific to that company. Each Okta instance is tied to a username. If you were to switch, you would have to set up Okta multi-factor authentication (MFA) again for that new username.

What happens now each time we log in after this is launched? Does it send a text code each time now?

After your initial set up with Okta multi-factor authentication (MFA), you will be required to MFA in every time you log into Global Protect. Depending on which MFA options you have set up, you can pick between those options to complete your MFA for that session.

For the extra verification can you add 2 different phone numbers?

Unfortunately, you can only add one phone number to use for voice call authentication.

To confirm, the setup will come from GlobalProtect login once it is activated even if we have a desktop start up?

Correct, the initial set up for Okta multi-factor authentication (MFA) will occur through Global Protect. The website (<https://softpro.okta.com>) is strictly used for managing your MFA settings and password.

Why is receiving a code via email not an option? I know I'm going to have some coworkers that are not going to be happy about having to use their personal cell phone for work.

Due to heightened security, MFA via email is not an option.

Do you have to get a code EVERY day when you sign in to Global Connect?

Yes, whenever you launch Global Protect to log in, you will be required to MFA. This is for security purposes.

If I log in from my office computer and from my home computer - do I only need to set this up once?

You only need to set up Okta multi-factor authentication (MFA) once per username. It does not matter which machine you log into, as long as that username has been set up for MFA. You can set up from any machine and then log in from another as long as it is the same username.



If my SoftPro is up on my computer and I am called away from my desk, then I need to log in under my credentials from another station, can I log in twice since adding this new authentication?

Yes, you will need to log in and complete the Okta multi-factor authentication (MFA) process from that other machine.

Can you give us the exact name of the app we need to download for Okta Verify?

Okta Verify

Will this be the same if we use GP to log in?

Yes, you will need to login through Global Protect. The website <https://softpro.okta.com> is used only for password and MFA management.

My phone is old with little memory. I do not and cannot add an app to my phone. Now what?

You are able to use SMS (text) and also voice call for Okta multi-factor authentication (MFA).

I use my computer 100% of the time. Do not use a phone. How will I be able to have a second or backup verification?

Okta multi-factor authentication has been set up for security purposes and therefore a 2nd device is required to complete that MFA. You can set up voice call, SMS (text), and/or use the Okta Verify app on a mobile device.

Our usernames login is Softpronow\FirstName.LastName, are we still using the Softpronow in front?

Your new username will just be your firstname.lastname when logging into Okta. Softpronow is not part of the username for logging into Okta.

Also, can we use either email or username?

You are not able to use email address. You will need to use your firstname.lastname.

We are currently clicking on the little globe in the toolbar on our computer to login to Global Protect, is that the same place we need to go now?

After the maintenance is complete on Thursday evening, you will then login via Global Protect which will have the same type of page that you saw today.

Where do we find the videos and documents you are showing?

<https://softprocorp.com/hosted-mfa>

What is the maximum number of phone numbers that can be attached to a single account?

Only one voice call and one SMS number can be associated to a username. This is for security purposes since that username and license is tied to one person.



Do you have plans to integrate with Google Authenticator or Microsoft Authenticator?

Great question! At this time, that is not in the works.

As IT support, we sometimes need to connect as the user to recreate their user experience, what tools do we have to bypass MFA or authenticate as the user? The lack of IT support methods is not ideal. Microsoft offers a temporary bypass. This needs to be implemented for IT to properly support users without interrupting their work.

At this time, this setup does not allow for this. You would have to remote into the user's machine, have them MFA in, and then you can view what they are viewing. MFA information should never be shared.

Where will the video be so we can watch?

The video will be posted at the same resources page which is: <https://softprocorp.com/hosted-mfa>

Can we set this up BEFORE tomorrow?

Unfortunately, this cannot be set up before tomorrow. However, it should take only 5 minutes or less to set up. Quick and easy! I recommend reviewing the documentation to make sure you are fully prepared.

I apologize if this sounds silly... but will the QR code populate for us after that step (so we can scan) or do we need to have that QR code from training available?

No questions are silly! Yes, you will have a unique QR code populate for you during setup tomorrow. Each QR code is unique cannot be reused.

Is there a hotline we can call in the morning if we encounter problems?

I would first check the resources website of <https://softprocorp.com/hosted-mfa>. Otherwise, you can reach out to Support at 800-219-8028 or hostedsupport@softprocorp.com.

If we have three users that use same username and password, can we use different phones to differentiate us to use SoftPro?

All users need to have their own login. Multi-factor authentication (MFA) is set up on a username basis. Password and MFA is unique to that username and cannot be shared amongst users.

Where is the link located to get the QR code?

The QR code will appear during the registration process on your PC monitor. It will be unique to your registration and set up.

If we set up all 3 MFA options, when we log into SoftPro do we have to get codes from all three or just one?

Great question! You can pick between any of the three.



I scanned your QR code (was following along). How do I delete your account off my phone?

If you go to the account and click on it, it will give you the option to delete. Click delete.

When does the QR code get generated on my computer so I can scan with my phone?

The QR code gets generated when you are walking through the process during setup in the morning. Your QR code will be unique to you and you only. You cannot use other QR codes.

For the voice call authentication, would it be easier to put your cell number or your work number?

Whatever works best for you! That's the beauty of this. For some it is a land line, others it is mobile device. Your choice!

Is it Okta Verify or Okta mobile app?

Okta Verify.

When I log into SoftPro isn't our login softpronow\ then our name?

You will no longer need softpronow when logging into global protect. Just user your username which is your firstname.lastname.

So, if my camera on my phone doesn't work, I can't use Okta Verify, correct?

No, it likely will not work. You may be able (depending on your device) be able to register with Okta Verify via a code. However, the good news is you can use other MFA options such as SMS (text) or voice call.

How do 3 people use the same login? I didn't know that was an option, that would save the company lots of money.

Using the same login is not the appropriate method for authentication and will not be possible after this switchover.

Can I use 3 different devices and logins like one for Okta and one office phone number for call and another phone number for SMS?

Yes! This is recommended if at all possible. You can use a mobile device for Okta Verify, SMS to another device, and voice call to a direct land line.

Will we have to change our password every quarter or so?

Yes, password requirements will remain the same and have to be updated every 60 days.

We have a few people that use the same password due to license restrictions. Will each person be able to use Okta Verify for access?

Every user needs to have their own login. User logins cannot be shared.



Can we get multiple passwords with 1 license?

No. One password and one MFA set up for one username. Usernames cannot be shared.

My phone wasn't able to scan the code. Can you enter it manually? What is the key code?

If you are not able to scan the QR code, you can always set up with either SMS (text) and/or voice call as your multi-factor authentication (MFA).