# STUDENT OKTA SIGN-ON PROCEDURES AND PASSWORD RECOVERY

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## SUMMARY:

The University is consolidating usernames and passwords used to access University services (e.g. email, UIS) using a new single sign-on system called Okta. This system will make it easier for you to sign in, provide enhanced security, and give you the ability to reset your own password.

Starting in the Summer of 2020, all students please use signon.stjohns.edu to access your St. John's University email. After this date, if you try to access email through MySJU, you will be redirected to this new URL. Your user ID will be your St. John's e-mail address and your password will be the same password you currently use for your St. John's e-mail and wireless.

Going forward, you will also be able to reset and change your current password through this new service. As a reminder, the credentials used for this service are what you use to log into St. John's email and wireless.

Also, we strongly recommend you bookmark **https://signon.stjohns.edu/** and use it going forward.
This PDF can also be found at https://www.stjohns.edu/IT

## FIRST-TIME USERS

First-time users of the new Sign-On system will be asked to complete some one-time actions to set up the enhanced security features. Like banks and other financial institutions, we reply to something that you know (your password) and something that you have (your phone) to periodically verify your identity. (This approach is also known as two-factor authentication.) You will need to select the secondary authentication method you'd like to use. The system can send a text message to your phone, rely on an app that runs on your mobile phone or call your desk phone.

1.

Through a web browser, enter
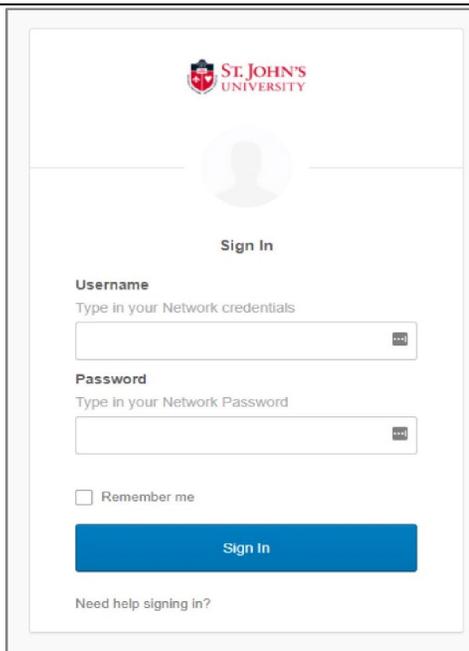https://signon.stjohns.edu to authenticate to your
St. John's email.
**Username (Your St. John's email address):**
FirstName.LastName##@my.stjohns.edu

Example: John.doe20@my.stjohns.edu

**Default Password:**

Capital S, lowercase j, followed by the ID number
listed on your Storm Card ID

Example: Sj90000000

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If this is the first time you are logging into this site, the
system will ask you to configure at least one alternate
way to verify your identity. This is also known as
multifactor or two-factor authentication. You probably
have used most of these procedures with your
financial institutions.

The University supports:

**Okta Verify:** This is an app on your iPhone or Android
mobile phone which provides a six-digit pin number to
supplement your username and password. Simply
install the App on your phone and link it up to your
account. Also, note that Okta Verify is recommended
for international travel or for users with international
phone numbers.

**SMS Authentication:** Similar to Okta Verify, this
supplemental authentication approach uses a six-digit
pin which is texted to you. To use, you must supply the
mobile phone number.

**Voice Call Authentication:** This allows you to
authenticate using a five-digit code by receiving an
automated phone call. To use, you must provide a
phone number that you can be called at.
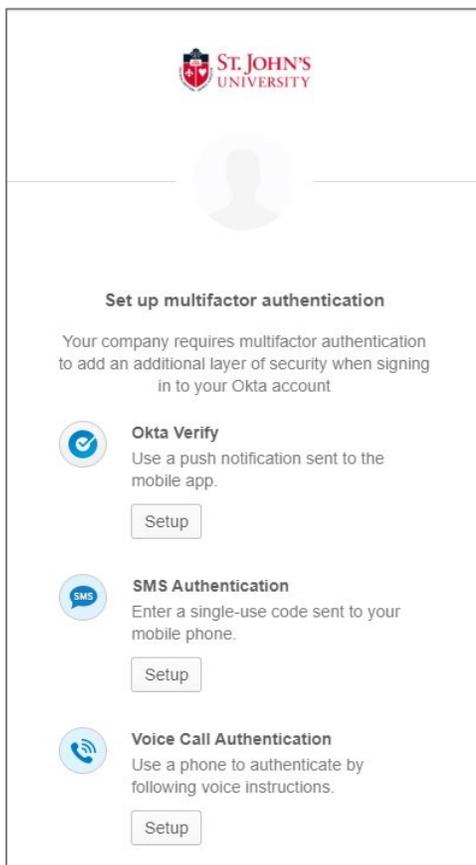
## OKTA VERIFY SETUP

**Step 1:** Go to a web browser not on a mobile device (e.g. laptop or desktop computer). Select your mobile phone type and click "Next".

A QR code or bar code will appear.
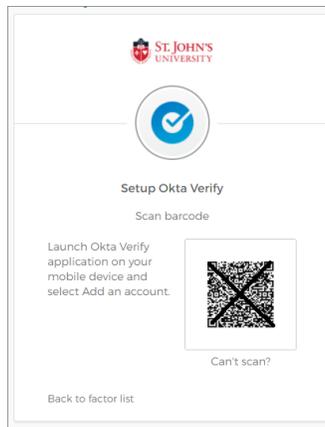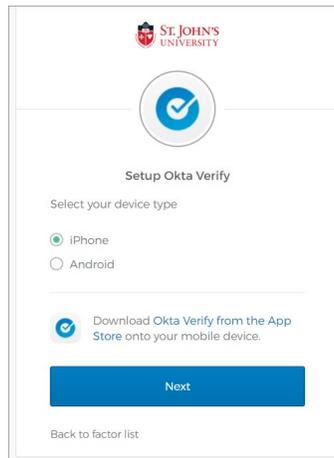
**Step 2:** From your mobile device, install the free *Okta Verify* app from the App Store.
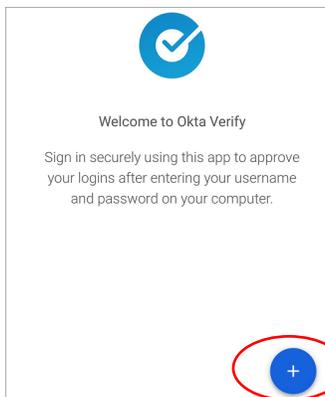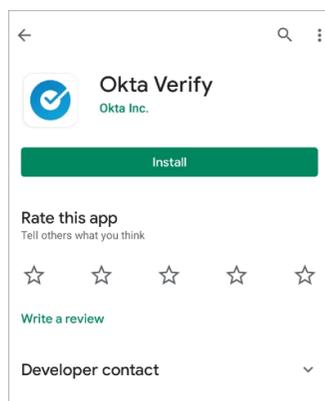
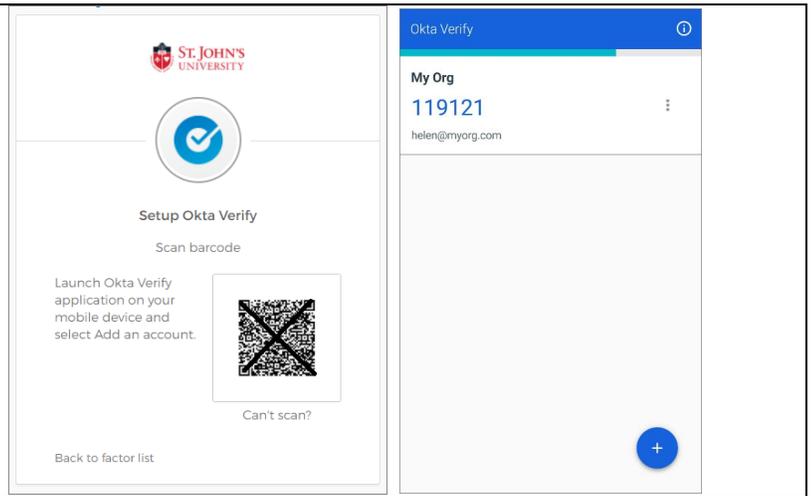Apple App Store for iPhones

Google Play Store for Android

**Step 3:** Open the app and click the + sign to add an account.

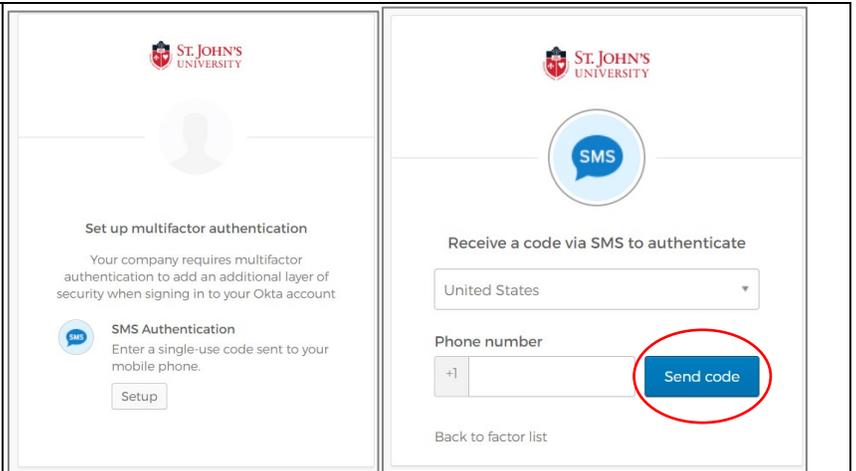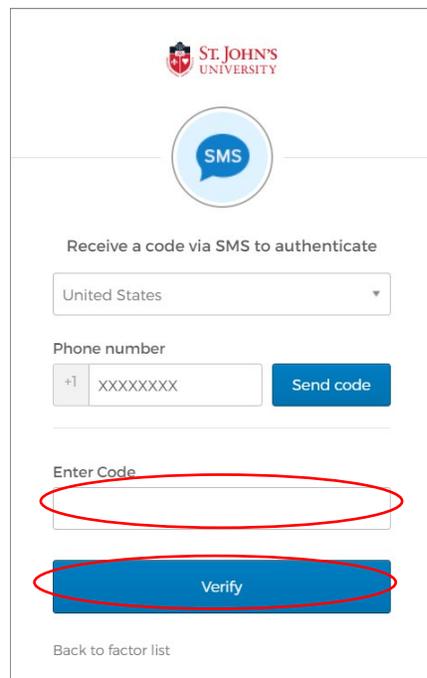| | |
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| **Step 4:** The app will start your phone's camera and show a square frame.<br><br>**Step 5:** Point your camera's frame toward the barcode (QR code) on your laptop or desktop browser. The code will be automatically scanned and display a number after.<br><br>**Complete:** Okta Verify is now set up and will show a six-digit authentication pin whenever it is started. | **ST. JOHN'S UNIVERSITY**<br><br>Setup Okta Verify<br>Scan barcode<br><br>Launch Okta Verify application on your mobile device and select Add an account.<br><br>Can't scan?<br><br>Back to factor list<br><br>Okta Verify ⓘ<br>My Org<br>**119121**<br>helen@myorg.com<br>＋ |

## SMS AUTHENTICATION SETUP

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| **Step 1:** Enter the SMS mobile phone number.<br>**YOU MUST PRESS "Send Code" FIRST** | **ST. JOHN'S UNIVERSITY**<br><br>Set up multifactor authentication<br><br>Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account<br><br>SMS Authentication<br>Enter a single-use code sent to your mobile phone.<br>Setup<br><br>**ST. JOHN'S UNIVERSITY**<br><br>SMS<br>Receive a code via SMS to authenticate<br>United States ▾<br>Phone number<br>+1 [ ] Send code<br>Back to factor list |
| **Step 2:** Enter the code that was sent to you via text.<br><br>**Step 3:** Click "**Verify**".<br><br><br><br><br><br>**Complete:** You may now continue to use St. John's services. | **ST. JOHN'S UNIVERSITY**<br><br>SMS<br>Receive a code via SMS to authenticate<br>United States ▾<br>Phone number<br>+1 XXXXXXXX Send code<br><br>Enter Code<br>[ ]<br><br>Verify<br><br>Back to factor list |

## PHONE CALL AUTHENTICATION

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| **Step 1:** Enter the phone number and press "**CALL**".<br><br>**Step 2:** Answer the phone call.<br><br>**Step 3:** Enter the 5-digit code that was spoken over the phone and press "Verify".<br><br>**Complete:** You may now continue to use St. John's services. |  |

## SELECT SECURITY IMAGE

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| You will now be asked to select a security image. This will help you identify which login credentials you are using during login. Select an image from the list (blue box below), and the select the "Create My Account" button (see red arrow) to complete account setup. |  |

## SET UP FORGOT PASSWORD QUESTION

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| You will now be asked to setup a forgot password question. Please select a question from the list of questions and type in your answer.<br><br>Please note, the answer is case sensitive.<br><br>*It is very important to remember your answer to your forgot password question. If you forget your answer to your Forgot Password Question, please call 718-990-5000 (x5000) for assistance in recovering it.* | |

## SELF-SERVICE PASSWORD RECOVERY

If you have forgotten your password, please visit signon.stjohns.edu and follow the instructions below to reset your password via Self-Service Password Recovery.

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| **Step 1:** To recover your password, please Click on the "Need help signing in?" link. | |
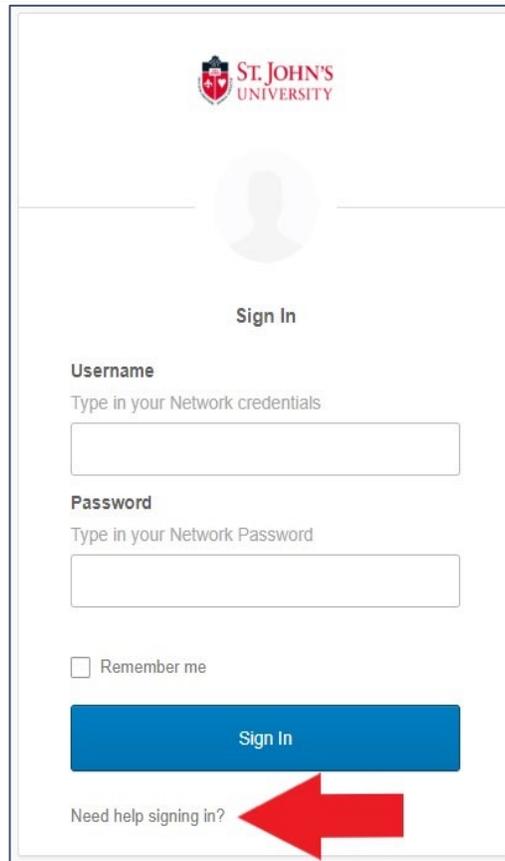
**Step 2:** A menu of options will appear below this current link. Please click the "Forgot password?" link.

**St. John's University**
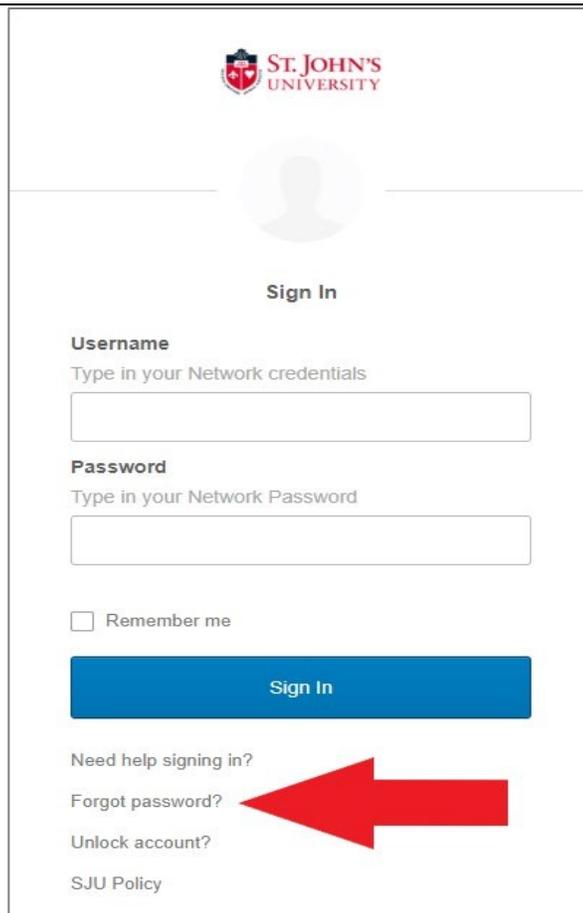
Sign In

**Username**
Type in your Network credentials
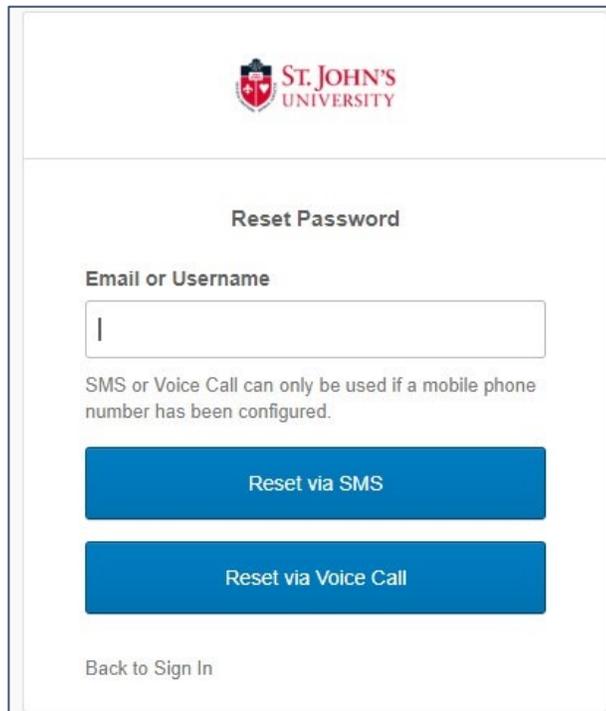
**Password**
Type in your Network Password

☐ Remember me

Sign In

Need help signing in?
Forgot password?
Unlock account?
SJU Policy

**Step 3:** Enter your e-mail address or username and choose your reset method:

- Click "Reset via SMS" for text message or Click "Reset via Voice Call" for a phone call.

**St. John's University**

Reset Password

**Email or Username**
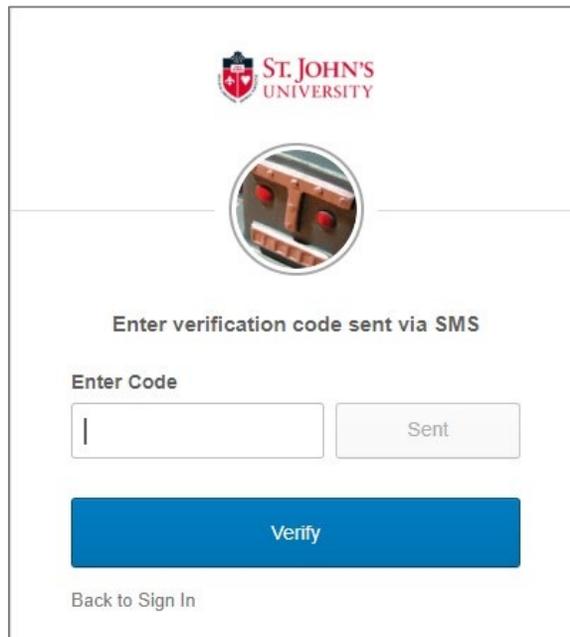
SMS or Voice Call can only be used if a mobile phone number has been configured.

Reset via SMS

Reset via Voice Call

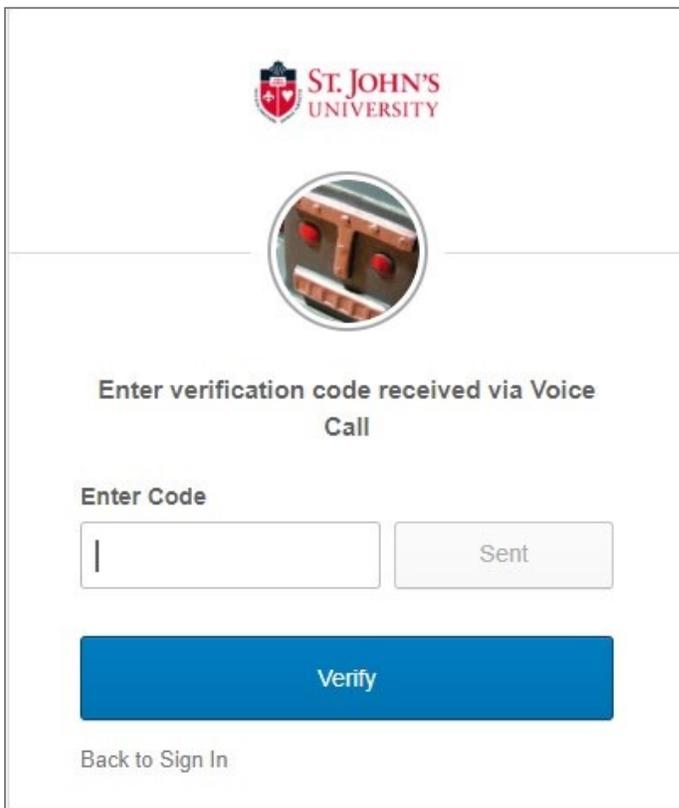Back to Sign In

| | |
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| **Step 4a:** For SMS verification, you will receive a six digit verification code. Enter the code from the text message and Click "Verify". | **ST. JOHN'S UNIVERSITY**<br><br>Enter verification code sent via SMS<br><br>Enter Code<br>[ ] Sent<br><br>Verify<br><br>Back to Sign In |
| **Step 4b:** For Voice Call verification, you will receive a phone call where a five-digit code is spoken. This code will be repeated twice and then the call will disconnect. Enter the five-digit code and Click "Verify". | **ST. JOHN'S UNIVERSITY**<br><br>Enter verification code received via Voice Call<br><br>Enter Code<br>[ ] Sent<br><br>Verify<br><br>Back to Sign In |

**Step 5:** Answer the Forgotten Password Challenge and Click "Reset Password".

*You set up this forgotten password challenge during the initial setup of your account. If you have forgotten your password challenge answer, please contact the Service Desk at 718-990-5000 (x5000) for assistance in resetting your Forgotten Password Challenge.*
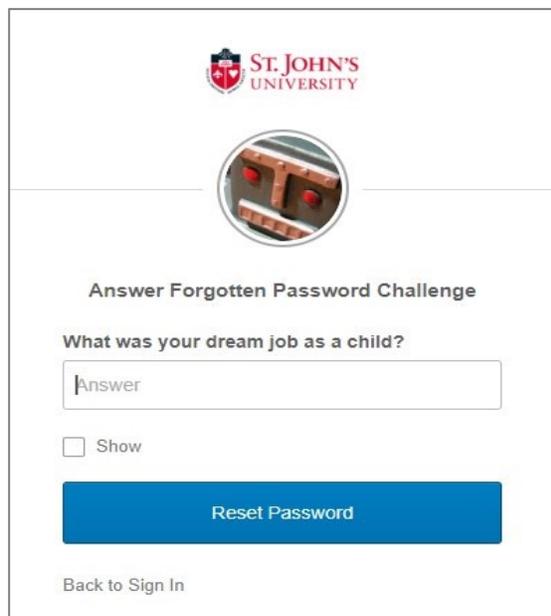
**ST. JOHN'S UNIVERSITY**

**Answer Forgotten Password Challenge**

What was your dream job as a child?

> Answer

☐ Show

**Reset Password**

Back to Sign In

**Step 6**: Please read the password requirements and enter your new password in the "New password" field. Then enter the same password in the "Repeat password" field and click "Reset Password".

**Step 7.** You will be logged in and you now can access your applications.

*Please note, that your password needs time to synchronize throughout all your St. John's accounts and this can take up to 15 minutes to access other applications that are not in the sign-on portal.*

This will change your password for the following areas:
- Office 365 computer install
- On-Campus WiFi
- Digital Libraries
- Campus Computer login
- Connect App
- Blackboard
- Canvas

**ST. JOHN'S UNIVERSITY**

**Reset your Okta password**

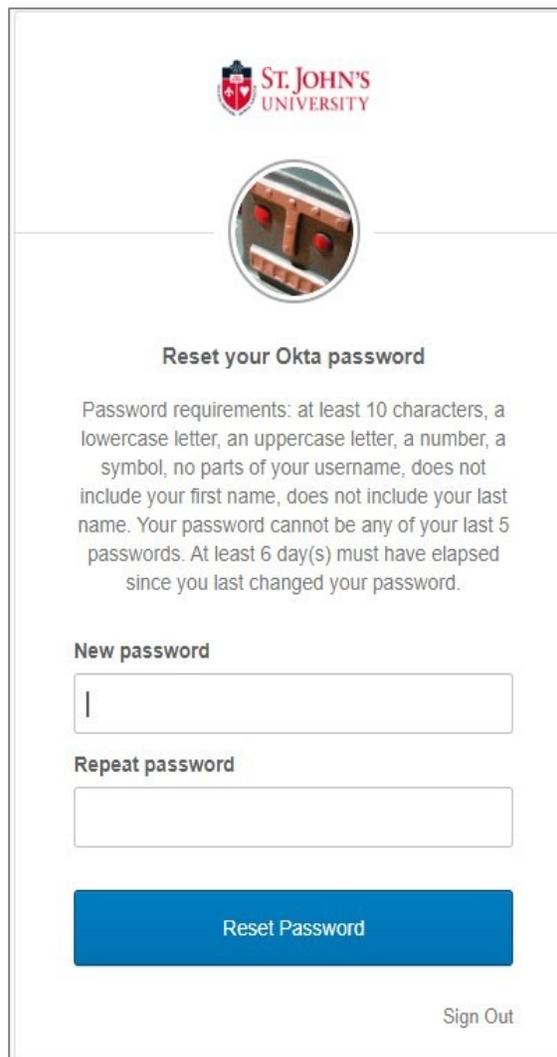Password requirements: at least 10 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username, does not include your first name, does not include your last name. Your password cannot be any of your last 5 passwords. At least 6 day(s) must have elapsed since you last changed your password.

New password

Repeat password

**Reset Password**

Sign Out