

# STUDENT OKTA SIGN-ON PROCEDURES AND PASSWORD RECOVERY

## TABLE OF CONTENTS

<b>Student Okta Sign-on Procedures and Password Recovery .....</b>	<b>1</b>
<b>Summary: .....</b>	<b>1</b>
First-Time User: .....	1
Initialize Okta Setup .....	2
Okta Verify Setup .....	3
SMS Authentication Setup .....	4
Phone Call Authentication .....	5
Select Security Image .....	5
SET UP FORGOT PASSWORD QUESTION .....	6
Self-Service Password Recovery .....	6

## 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](https://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.

## INITIALIZE OKTA SETUP

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):**

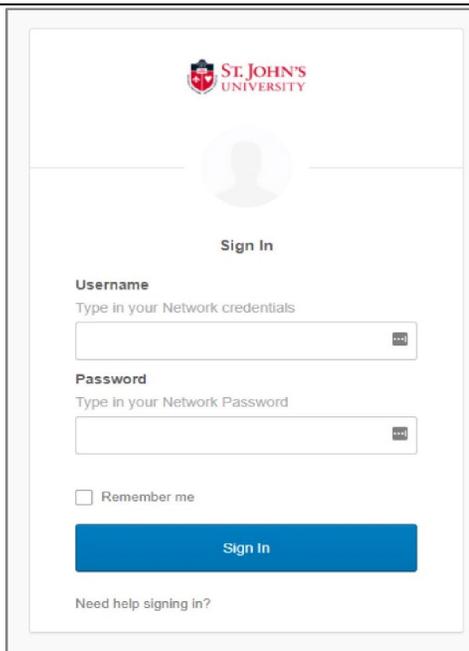
FirstName.LastName##@my.stjohns.edu

Example: [John.doe20@my.stjohns.edu](mailto:John.doe20@my.stjohns.edu)

**Default Password:**

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

Example: Sj90000000



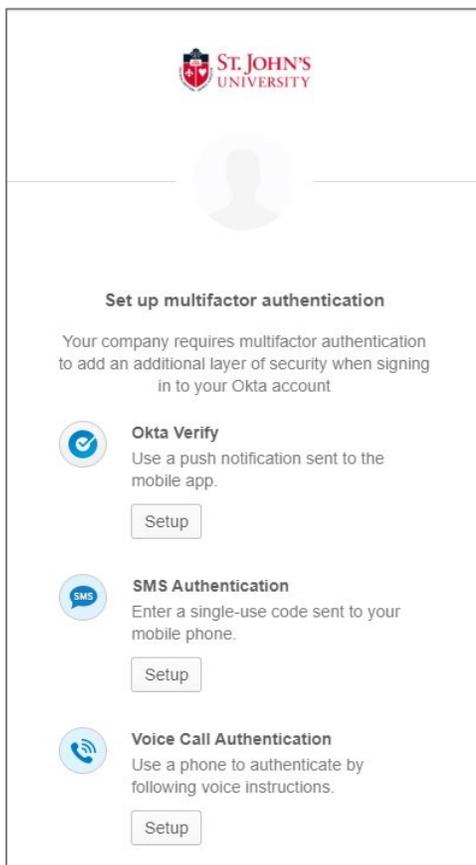
If this is the first time you are logging into this site, the system will ask you to configure at least one alternate way to verify your identity. This is also known as multifactor or two-factor authentication. You probably have used most of these procedures with your financial institutions.

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.

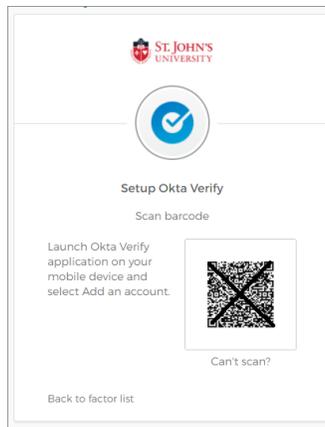
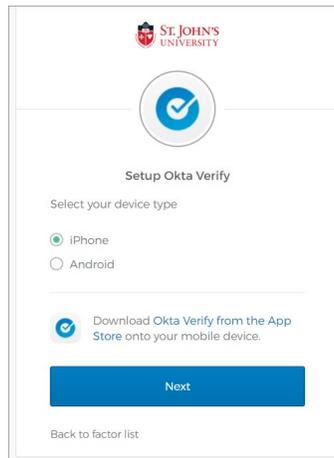
**Voice Call Authentication:** This allows you to authenticate using a five-digit code by receiving an automated phone call. To use, you must provide a phone number that you can be called at.



## 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.



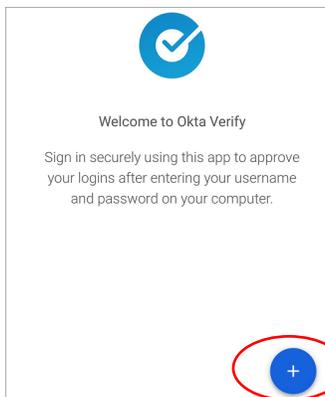
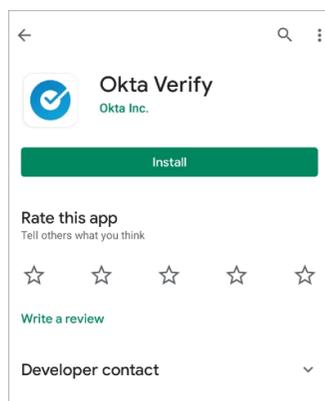
Apple App Store for iPhones



Google Play Store for Android



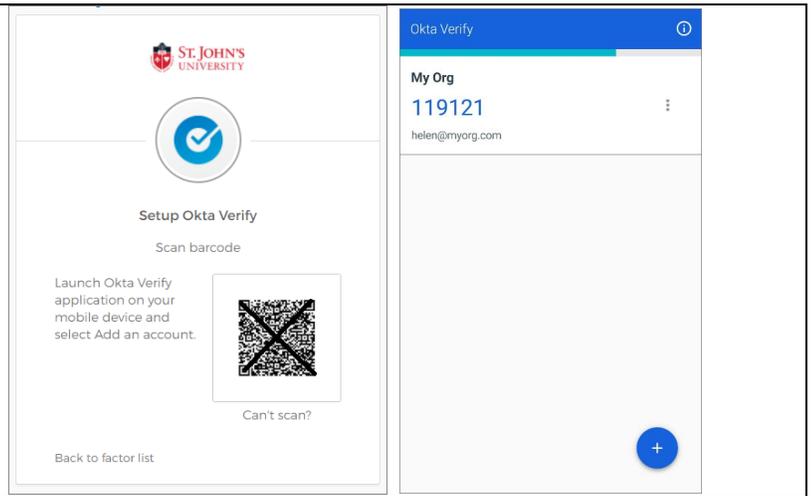
**Step 3:** Open the app and click the + sign to add an account.



**Step 4:** The app will start your phone's camera and show a square frame.

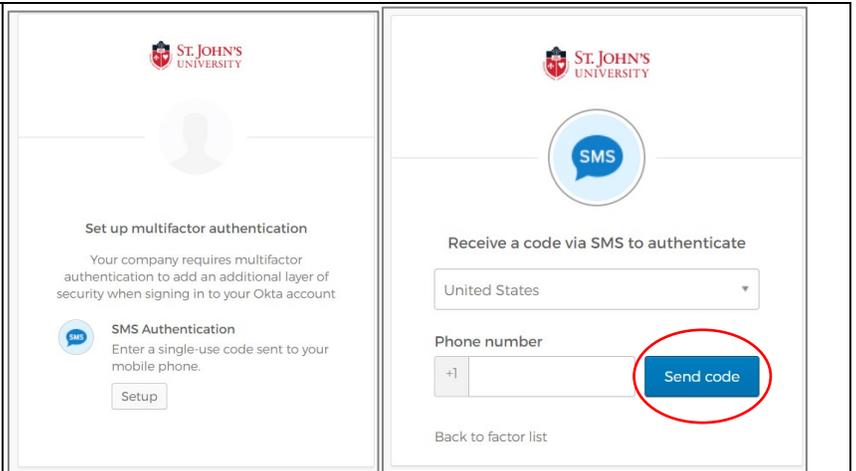
**Step 5:** Point your camera's frame toward the barcode (QR code) on your laptop or desktop browser. The code will be automatically scanned and display a number after.

**Complete:** Okta Verify is now set up and will show a six-digit authentication pin whenever it is started.



## SMS AUTHENTICATION SETUP

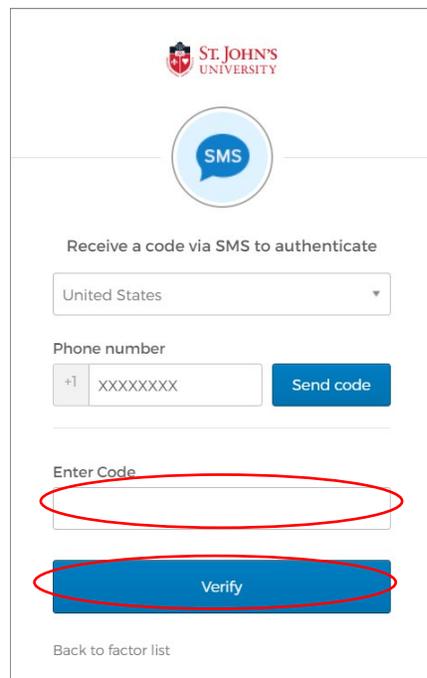
**Step 1:** Enter the SMS mobile phone number.  
**YOU MUST PRESS "Send Code" FIRST**



**Step 2:** Enter the code that was sent to you via text.

**Step 3:** Click "Verify".

**Complete:** You may now continue to use St. John's services.



## PHONE CALL AUTHENTICATION

**Step 1:** Enter the phone number and press “CALL”.

**Step 2:** Answer the phone call.

**Step 3:** Enter the 5-digit code that was spoken over the phone and press “Verify”.

**Complete:** You may now continue to use St. John’s services.

The first screenshot shows the 'Set up multifactor authentication' screen. It features the St. John's University logo at the top, a user profile icon, and a message: 'Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account'. Below this is a 'Voice Call Authentication' section with a phone icon and the text: 'Use a phone to authenticate by following voice instructions.' A 'Setup' button is at the bottom.

The second screenshot shows the 'Follow phone call instructions to authenticate' screen. It includes a dropdown menu for 'United States', input fields for 'Phone number' (with a '+1' prefix) and 'Extension', a blue 'Call' button, and a 'Back to factor list' link at the bottom.

The third screenshot shows the same 'Follow phone call instructions to authenticate' screen, but with a 'Calling' button instead of 'Call'. Below the 'Calling' button is an 'Enter Code' input field and a blue 'Verify' button.

## SELECT SECURITY IMAGE

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 then select the “Create My Account” button (see red arrow) to complete account setup.

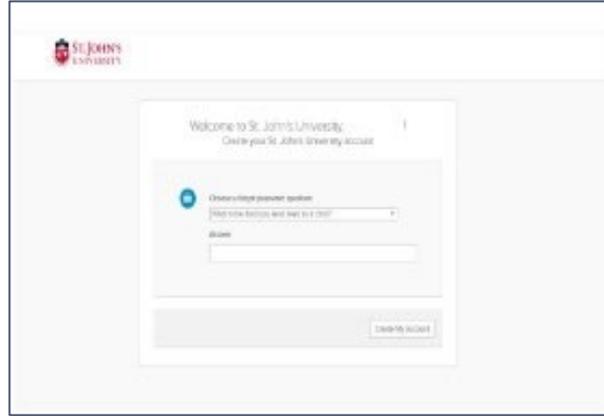
The screenshot shows the 'Welcome to St. John's University. Create your St. John's University account' screen. It includes a blue circle icon with a camera symbol and the text: 'Click a picture to choose a security image. Your security image gives you additional assurance that you're logging into Okta, and you'll be able to use it to log in.' Below this is a 3x3 grid of 12 different images. A blue rectangular box highlights the entire grid. At the bottom right, there is a 'Create My Account' button, with a red arrow pointing to it from the left.

## SET UP FORGOT PASSWORD QUESTION

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.

Please note, the answer is case sensitive.

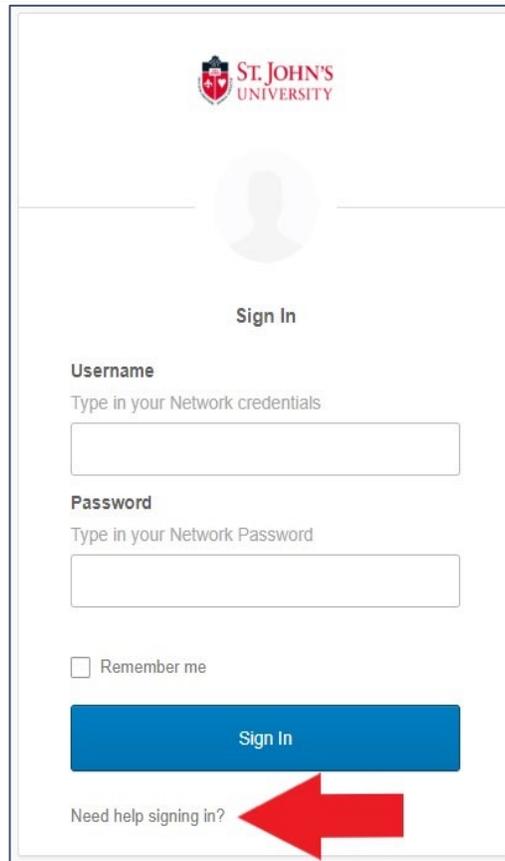
*It is very important to remember your answer to your forgot password question. If you forget your answer to your Forgot Password Question, please call 718-990-5000 (x5000) for assistance in recovering it.*

A screenshot of the St. John's University website showing the 'Forgot Password' setup process. The page has the St. John's University logo at the top left. The main content area is titled 'Welcome to St. John's University' and 'Create your St. John's University account'. Below this, there is a section for 'Choose a forgot password question' with a dropdown menu and a text input field for the answer. A 'Create My Account' button is visible at the bottom right of the form.

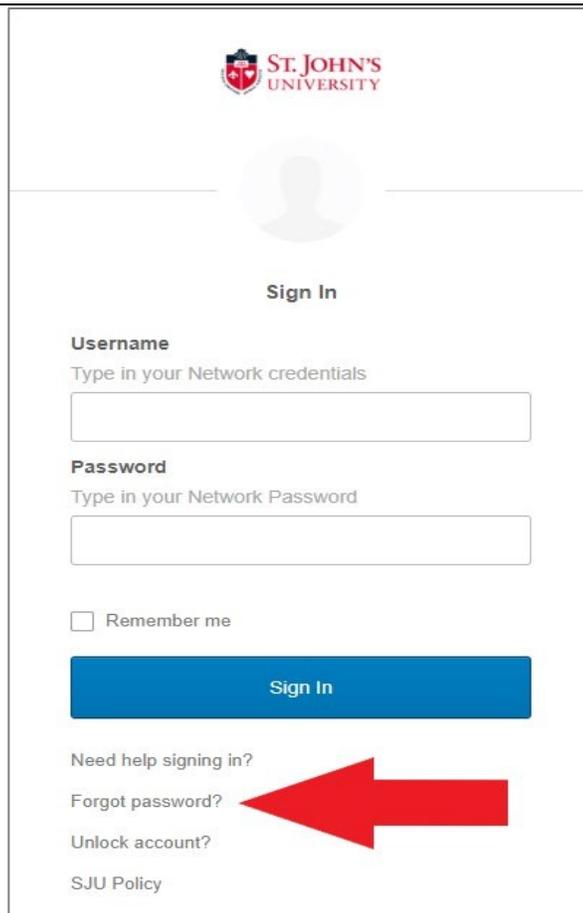
## SELF-SERVICE PASSWORD RECOVERY

If you have forgotten your password, please visit [signon.stjohns.edu](http://signon.stjohns.edu) and follow the instructions below to reset your password via Self-Service Password Recovery.

**Step 1:** To recover your password, please Click on the "Need help signing in?" link.

A screenshot of the St. John's University sign-in page. At the top is the St. John's University logo. Below it is a placeholder for a user profile picture. The text 'Sign In' is centered. There are two input fields: 'Username' with the prompt 'Type in your Network credentials' and 'Password' with the prompt 'Type in your Network Password'. Below the password field is a checkbox labeled 'Remember me'. A blue 'Sign In' button is positioned below the checkbox. At the bottom left, the text 'Need help signing in?' is displayed, with a large red arrow pointing to it from the right.

**Step 2:** A menu of options will appear below this current link. Please click the “Forgot password?” link.



**Sign In**

**Username**  
Type in your Network credentials

**Password**  
Type in your Network Password

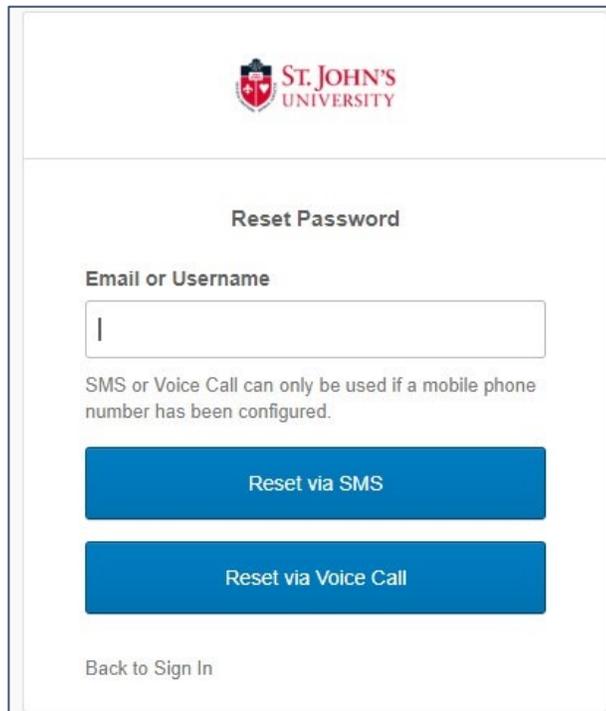
Remember me

**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.



**Reset Password**

**Email or Username**

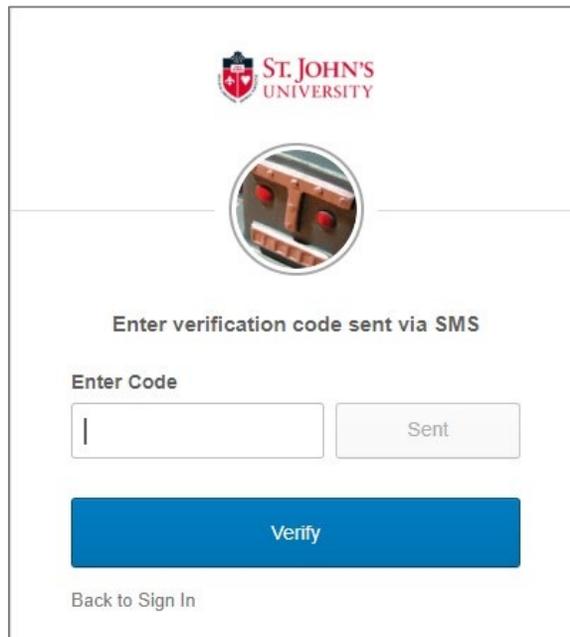
SMS or Voice Call can only be used if a mobile phone number has been configured.

**Reset via SMS**

**Reset via Voice Call**

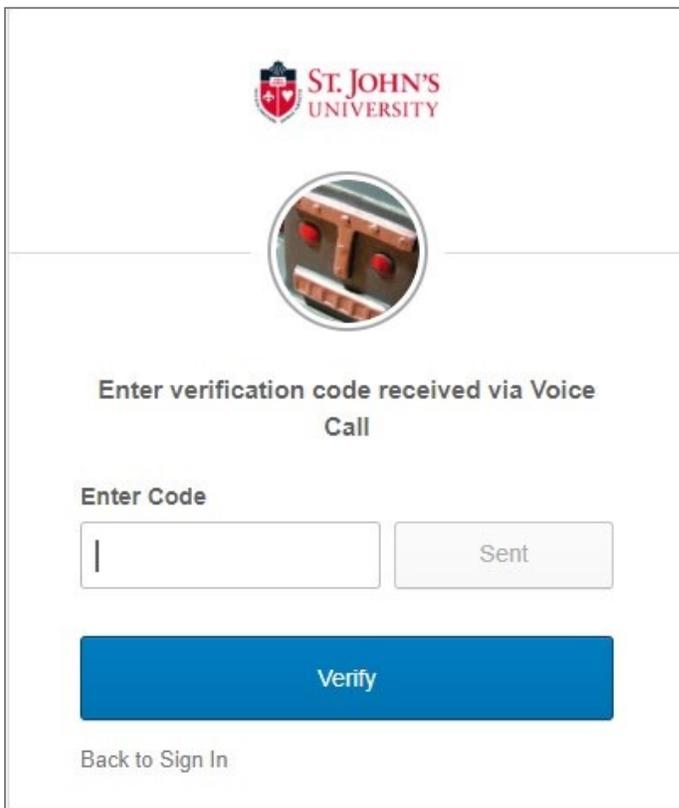
[Back to Sign In](#)

**Step 4a:** For SMS verification, you will receive a six digit verification code. Enter the code from the text message and Click “Verify”.



The screenshot shows the St. John's University logo at the top. Below it is a circular image of a telephone keypad. The text "Enter verification code sent via SMS" is centered. Underneath is the label "Enter Code" above a text input field containing a vertical bar. To the right of the input field is a "Sent" button. Below these is a large blue "Verify" button. At the bottom left is a link that says "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”.



The screenshot shows the St. John's University logo at the top. Below it is a circular image of a telephone keypad. The text "Enter verification code received via Voice Call" is centered. Underneath is the label "Enter Code" above a text input field containing a vertical bar. To the right of the input field is a "Sent" button. Below these is a large blue "Verify" button. At the bottom left is a link that says "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.*

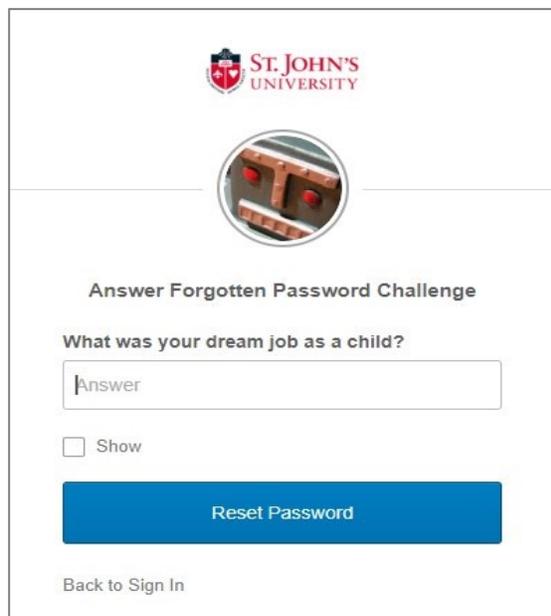
**Step 6:** Please read the [password requirements](#) and enter your new password in the “New password” field. Then enter the same password in the “Repeat password” field and click “Reset Password”.

**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

Answer Forgotten Password Challenge

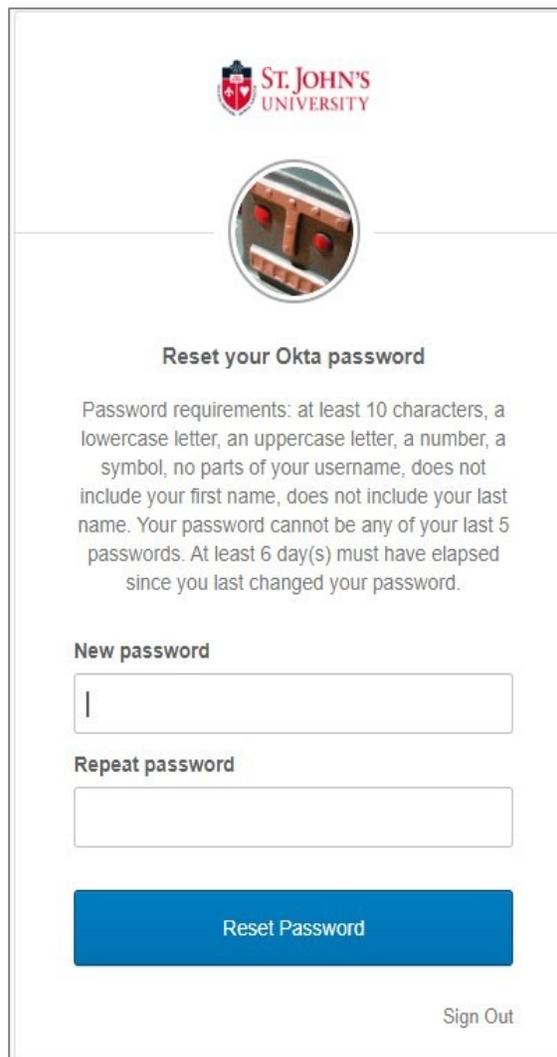
What was your dream job as a child?

Answer

Show

Reset Password

[Back to Sign In](#)



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](#)