VPN - Okta MFA + VPN Walkthrough Windows

Okta VPN MFA Walkthrough

Starting in mid-March, ITS will be adding Okta Multifactor Authentication (MFA) to its general VPN portals. This will change the way that users log in to the VPN. Here is what to expect when the change occurs.

**Portals Affected Date**

<table>
<thead>
<tr>
<th>Portal</th>
<th>MFA Implementation Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>vpn.wsu.edu</td>
<td>2021-09-14</td>
</tr>
<tr>
<td>sslvpn.spokane.wsu.edu</td>
<td>2021-09-15</td>
</tr>
<tr>
<td>vpn.everett.wsu.edu</td>
<td>2021-09-16</td>
</tr>
<tr>
<td>(this portal will replace isvpn.everett.wsu.edu, staffvpn.everett.wsu.edu, studentvpn.everett.wsu.edu, and partnervpn.everett.wsu.edu)</td>
<td></td>
</tr>
<tr>
<td>Vancouver</td>
<td>TBD</td>
</tr>
<tr>
<td>TriCities</td>
<td>TBD</td>
</tr>
</tbody>
</table>

**Okta MFA GlobalProtect VPN Login Steps**

Once the VPN portal has been updated to require Okta MFA the user experience will change. When the user connected to the VPN, they will instead receive an Okta login page.

On this page, enter your username and password. If you scroll down on this page, you will see a ‘Remember me’ option. Check this option to have your username saved for future logins. This is recommended.
Once a valid credential pair is entered, you will receive a prompt to choose your MFA option. You can use any MFA option that is supported by Okta, including SMS, App Push, Google Authenticator, Security Key, etc. Push notifications with the Okta Verify App are recommended.
When selecting Okta Verify Push notifications, it is recommended to select the option 'Send push automatically'.

While the option 'Do not challenge me on this device for the next 24 hours' option may be checked, this option will not have any effect. You will continue to be prompted for multifactor authentication for every VPN login.

At this point, you should receive a multifactor prompt on your device or be ready to enter a code from a separate multifactor app.

IOS Prompt
Did You Just Try to Sign In?

Pullman, Washington, United States
More Info

Just now

Yes, It's Me  No, It's Not Me

OKTA MFA Factor Enrollment
To set up your Okta MFA options, visit https://account.wsu.edu.

For technical assistance: Please contact Crimson Service Desk via email<crimsonservicedesk@wsu.edu>, by phone at (509) 335-4357, or online.