# Ultrafast Fibre Limited

External Sign-On FAQs

28 October 2020

## 1.0  Abbreviations

| TERM | MEANING | ALSO KNOWN AS |
|---|---|---|
| **Authenticate** | To prove that you are who you claim to be, for example when trying to access a system using your email address | Log In |
| **Cloud Services** | Web sites, applications or portals accessed across the internet from a PC browser or smartphone | Cloud Applications Cloud Apps |
| **Credentials** | Username, password and MFA | |
| **MFA** | Multi-factor Authentication – for example using a 6-digit code in addition to your username and password | 2 factor authentication |
| **RSP** | Retail Service Provider | |
| **UFF** | Ultrafast Fibre Limited | |

## 2.0 FAQs

### 2.1 WHAT IS "OKTA"

Okta is the name of a cloud service that provides identity management as a service ("IDaaS").

UFF uses the Okta platform to provide a single source of user identities that can access UFF's systems over the internet, via a PC web browser or smartphone. This allows third parties outside of UFF, such as contractors, RSPs and other parties, to use a single set of credentials to potentially access multiple UFF systems.

Because Okta can learn about user identities that already exist (for example in an Azure Active Directory database) it will often be possible to access UFF systems without needing any new credentials at all.

Generally you might not see references to Okta when you sign into UFF's systems, but if you do see it this is what it relates to.

### 2.2 DO I HAVE AN OKTA ACCOUNT?

If you are accessing UFF cloud services across the internet you will indeed have an account inside of UFF's Okta environment. You normally won't want or need to log into that Okta account. Instead you will just be prompted to authenticate your identity (eg represented by your email address) via UFF's Okta, but you will then be returned directly to the UFF cloud service once you have authenticated.

It is possible, however, to find yourself at an Okta account dashboard which allows you to do things like viewing your Okta profile, and potentially seeing a list of UFF cloud applications that you can launch from your Okta user dashboard. Note, however, that not all UFF cloud applications may be listed on your dashboard, so it is best to navigate to UFF cloud applications directly rather than through your Okta dashbaord.

It is OK if you have another Okta account, say with another organisation. You will be logging into a different Okta internet address to access that other Okta account, and so there shouldn't be any confusion between that and the UFF Okta account.

### 2.3 WHAT IS MFA, WHEN DO I NEED IT AND WHY?

MFA is a way of ensuring that you are who you claim to be, without relying just on a password. Although UFF's Okta environment has strong password security, it is best practice to also require that an MFA token code is presented after you have entered your username and password. This is in the form of a six-digit code that is available from a smartphone application after you have registered for MFA on your Okta account. Depending on the smartphone application you are using, you might not have to actually enter the six-digit code manually – instead you might get a

nontification on your smarthphone that you simply need to accept (or reject if it wasn't you who is trying to access your Okta account).

If you have registered for MFA on the UFF Okta environment, you will be prompted to enter your MFA code when you are authenticating for a UFF cloud service, or directly to UFF's Okta. You might also be prompted to re-enter your MFA code after a certain period of inactivity. This might be requested at the same time as your credentials, or just by itself.

Not all UFF cloud service users will be required to register for MFA. For example, if your identity is being provided to Okta by your organisation's Microsoft Azure Active Directory, you won't be required to register for MFA for UFF's Okta.

## 2.4 WHY DO I SEE A MICROSOFT/OFFICE 365 LOGIN SCREEN WHEN I LOG IN TO A UFF CLOUD SERVICE?

If your organisation has "federated" or connected your normal work login to UFF's Okta environment, you don't need any additional credentials to access UFF cloud services. Instead you will just need to authenticate to your own organisation (eg via Microsoft/Office 365) and if you authenticate successfully there you will be given access to UFF's cloud services. This prevents you needing to create new credentials in the UFF Okta environment and means you can use the normal credentials you use for logging in to your work systems instead.
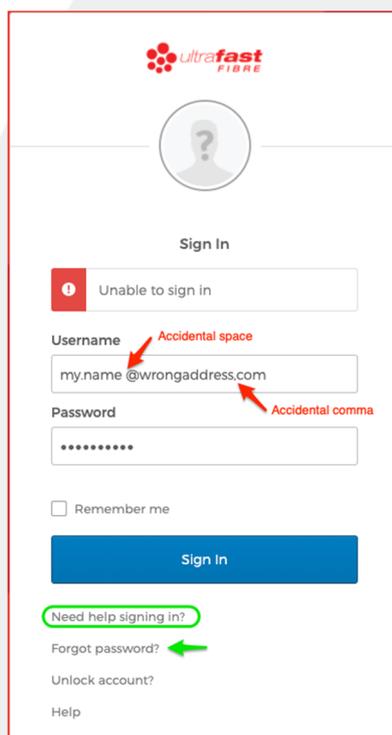
Not everyone will see the Microsoft/Office 365 login page. Some users might see an Okta login page instead. This depends on how your organisation has been configured to connect to UFF's Okta and cloud services.
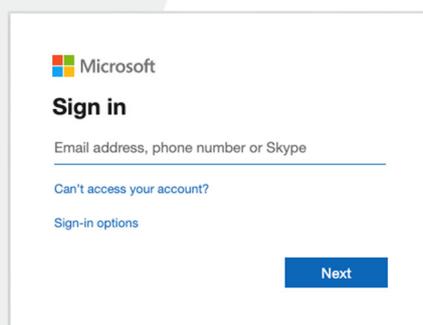
## 2.5 WHAT IF I SEE AN ERROR MESSAGE THAT SAYS "FAILED TO LOG IN"?

First, check that you typed your work email address correctly. The most common mistakes are added spaces (" ") characters, or a comma (",") instead of a dot. Secondly, check that you entered your password correctly. If your password is entered incorrectly you will not be prompted for an MFA code, so that is an indication that your credentials were not recognised by UFF's Okta.

If you are sure you have entered your login and password correctly, you can consider using the "Need help signing in?" link. This also gives you access to "Forgot password?" and "Unlock account?" links.  These will guide you through the process of recovering access to your account. For further help, please contact your IT support service.

## 2.6 WHAT IS THE OKTA USER DASHBOARD AND WHAT CAN I DO THERE?

The Okta user dashboard is the place you will be taken if you log in directly to your UFF Okta account, or where you might find yourself sometimes even if you didn't intentionally navigate there. The dashboard looks like the image below and includes things like:

- A list of UFF cloud services your account has access to (note that this might not be the full list of all such cloud services)
- A notifications link and list
- A menu item with your name on it

Within the menu item with your name on it, you can either log out or access your settings. If you access your settings, you may be able to do things like:

- Changing your Okta password (only available if you have a password for UFF's Okta environment)
- Changing your personal information
- Seeing and changing your security image
- Seeing and changing your "extra verification" (ie your MFA). This is only available if you have a password for UFF's Okta environment
- Changing your display language
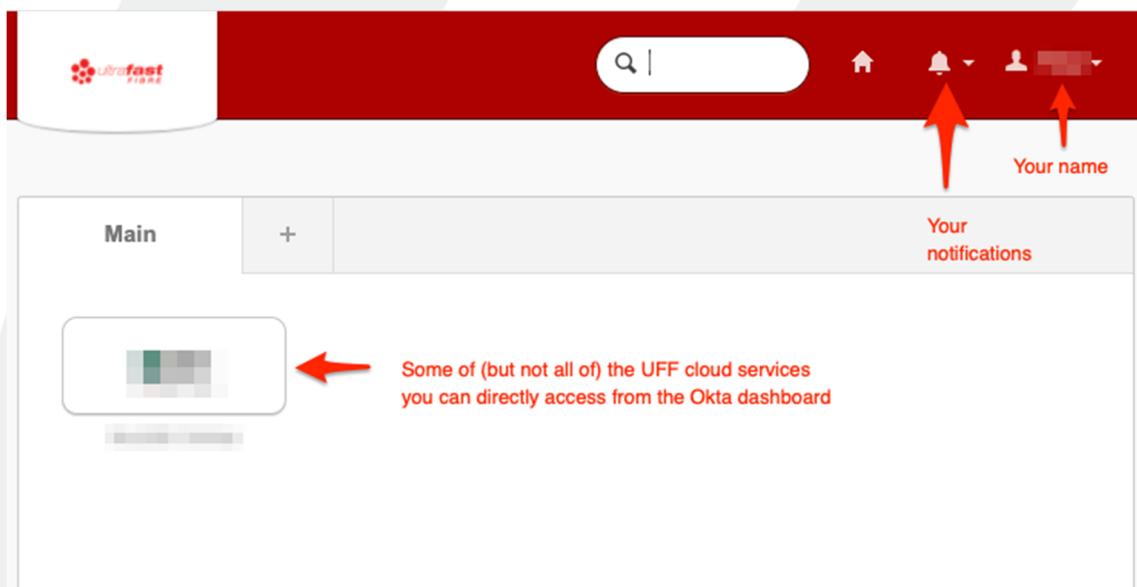
### 2.7    HOW AND WHERE SHOULD I ACCESS UFF CLOUD SERVICES?

Normally you would access UFF cloud services using an internet address, link or bookmark that you have stored somewhere. Generally you would not access UFF cloud services by first logging into UFF's Okta environment. Instead, when you try to log in to the UFF cloud service directly, it will redirect you through to UFF's Okta, or somewhere else like your Microsoft/Office 365 login screen, to authenticate. Once you have authenticated successfully you will be redirected back to the Okta cloud service and will be able to access that application.

Although it is also possible to access some of the UFF cloud service applications from your Okta dashboard, not all UFF cloud services might be listed there, and it is recommended that you instead directly access the desired application via its internet address, link or bookmark instead.

### 2.8    WHY CAN'T I SEE ANY APPLICATIONS IN MY OKTA DASHBOARD?

See FAQ 7. Not all UFF cloud service applications are listed in your Okta dashboard. It is recommended that you access UFF cloud services directly, via an internet address, link or bookmark you have otherwise saved on your computer or smartphone.

### 2.9    WHAT IF I FORGET MY PASSWORD?

First, you need to confirm whether you are using an Okta password or instead using the credentials you normally use to log into your organisation's own services (for example Microsoft/Office 365 credentials). Your IT support service will be able to answer this question if required

If you are using a UFF Okta portal password, you can start the process to reset your Okta password using the "Forgot password?" link on the main UFF Okta login page. You will be prompted to enter your username (which is your work email address) and will be sent an email with a link to set up a new password.

If you are not using an Okta password, you should contact your own organisation's IT support serviceReta for assistance with recovering or resetting your password.
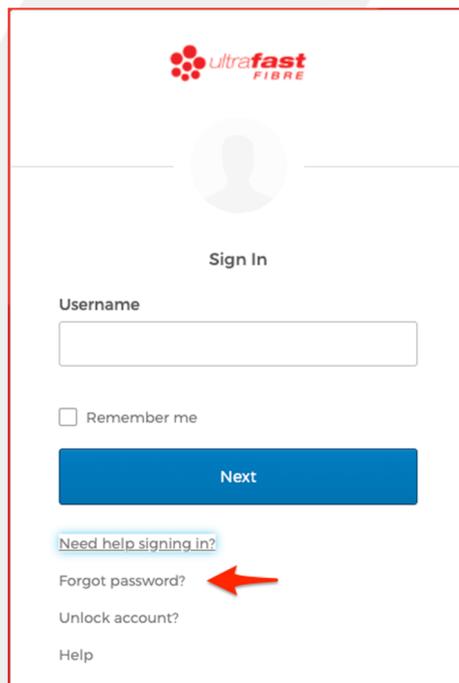


### 2.10    WHAT IF I LOSE MY SMARTPHONE WITH MY MFA CODE ON IT?

Your organisation's IT support service will be able to assist with reseting your MFA registration. You will then be prompted to register for MFA again once you have regained or replaced your smartphone.

## 2.11 DO I NEED TO BE ON THE LOOK-OUT FOR PHISHING MAILS THAT APPEAR TO BE FROM OKTA?

UFF's Okta might send you emails from time to time, for example if there is an unexpected or suspicious attempted login to your account, or if you have requested a password reset. These emails may contain references to UFF as well as to Okta. It is unfortunately not uncommon that attackers might send emails that appear to come from Okta, to entice you to perhaps enter your Okta credentials into a web page that isn't really Okta or a UFF cloud service (ie a "phising" email or web page).
It is therefore important to be on the look-out for phishing emails that appear to be from Okta but really are nothing to do with UFF.

Common signs of a phishing email are;

- Poor grammar/formatting.
- Urgency/threats.
- Links in the email do not go to an ultrafastfibre.co.nz web address.

UFF's Okta platform will never send you an attachment to open.

UFF will never ask you for your password in person, by phone or by email.

If you are unsure whether an email is genuine, contact your IT Support.

## 2.12 I NOTICE THERE IS AN OKTA APPLICATION IN THE ANDROID AND APPLE APP STORES. SHOULD I USE THIS?

UFF would not recommend using this application to access UFF applications as this point in time.

## 2.13 I AM NOT SEEING THE APPLICATION I EXPECTED TO SEE

Please raise a ticket with your company IT support service to ensure you have the correct settings for accessing UFF systems.

## 2.14 MY LOGIN IS NOT WORKING BUT IT HAS WORKED PREVIOUSLY

Please raise a ticket with your company IT support who will trouble shoot and request help from UFF if necessary.

## 2.15 WHAT SIGN-IN ID AND PASSWORD DO I USE

Unless you have been advised otherwise, it will be your company email address & password.