ILWorkforce Account Setup Instructions For External Users not connected via their Agency Active Directory

Index   Updated 5/16/23

1. How to Activate your new State of Illinois ILWorkforce Okta Account

Once you receive the ILWorkforce activation email from SOI.No-Reply@illinois.gov, click on the Green "Activate Okta Account" button.

Note: this link expires after 7 days, so important to activate your account ASAP. After 7 days you will have to contact your appropriate service desk source to have an activation email resent.

Reminder: your email address will be your Okta Username.

IL WORKFORCE

ILWorkforce

Hi ▬▬▬▬▬

The State of Illinois is using Okta to manage your web applications. This means you can conveniently access all the applications you normally use, through a single, secure home page. To learn more go to https://www.okta.com/intro-to-okta/

The System Administrator has created a State of Illinois Okta account for you. You will need to complete the activation and configuration of your account via the activation link below. When requested to setup your Multi-Factor Authentication (MFA), it is our suggestion you setup at least two authentication methods. If one is not available, you have the option to switch to another method without contacting the support team. Okta Verify is the preferred method.

For detailed account activation and configuration instructions click here

Click the following to activate your Okta account

Activate Okta Account

This link expires in 7 days.

Once the account has been activated the link in this email will no longer work and you will need to access your application by going to https://illinoisgov.okta.com

Your username is ▬▬▬▬▬
Your organization's sign-in page is https://illinoisgov.okta.com

If you experience difficulties accessing your account, you can send a help request to your system administrator using the link: https://illinoisgov.okta.com/help/login

This is an automatically generated message from State of Illinois Okta. Replies are not monitored or answered.

2. Start the account setup process

The link will open
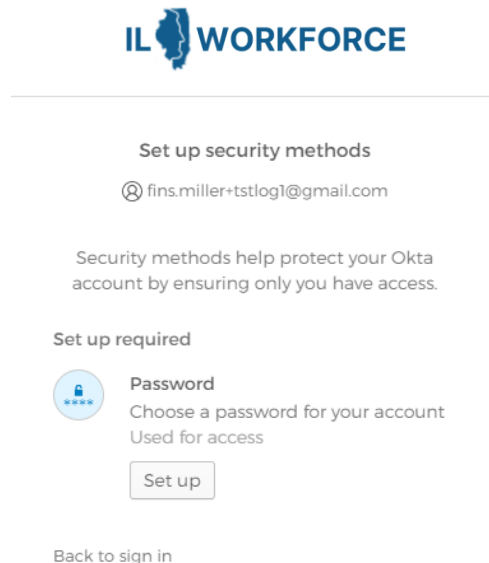https://illinoisgov.okta.com/welcome
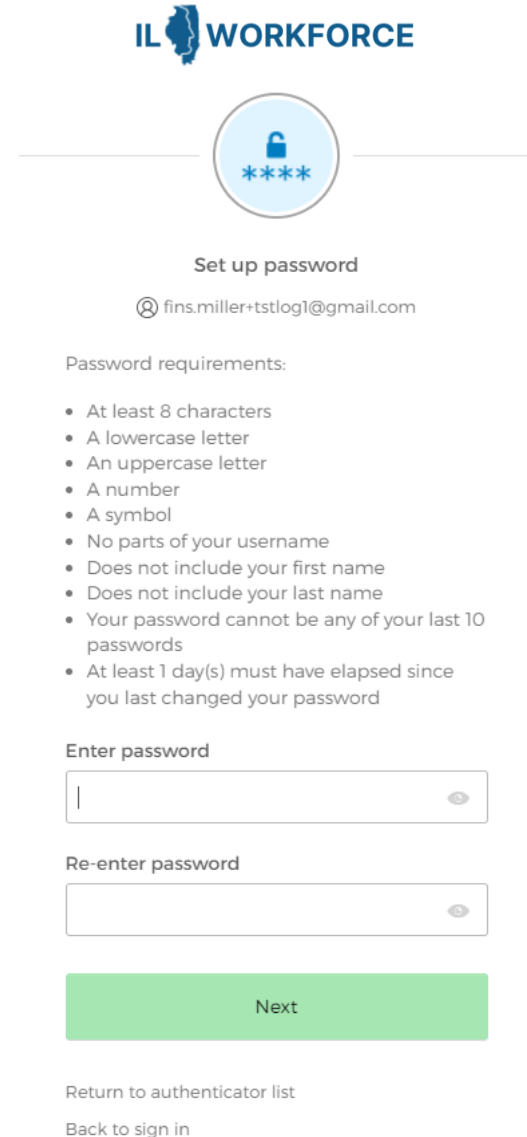using a special token for your account.
This screen will be ready for your
information. All sections <u>need</u> to be
completed before clicking **Create My
Account**.

Note: the Google Chrome browser is the most stable for Okta.

1. Click on Set up and then provide a secure password
and re-enter before clicking Next.

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Set up security methods

Ⓜ fins.miller+tstlog1@gmail.com

Security methods help protect your Okta
account by ensuring only you have access.

Set up required

🔒 **Password**
Choose a password for your account
Used for access

Set up

Back to sign in

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🔓
****

Set up password

Ⓜ fins.miller+tstlog1@gmail.com

Password requirements:

- At least 8 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 10
  passwords
- At least 1 day(s) must have elapsed since
  you last changed your password

Enter password

Re-enter password

Next

Return to authenticator list

Back to sign in

3. Setup at least one of the below MFA options

(would be best to setup more than one in case one is not working, you can change to another setup method)

Choose one or more of the below options for registering Multi-Factor Authentication (MFA)

I.   Okta Verify (go to page 4 for detailed steps)

II.   Google Authenticator (go to page 6 for detailed steps)

III.   Phone - SMS Authentication (go to page 8 for detailed steps)

IV.   Phone - Voice Call Authentication (go to page 10 for detailed steps)

Note: Proceed to the next page as per the MFA option selected.

If you are connected to the state network from your workstation (direct connected, NetMotion/Zscaler) you will not be prompted during login for MFA after initial setup unless the specific app requires it.

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Set up security methods

okta.miller@illinois.gov

Security methods help protect your Okta account by ensuring only you have access.

Set up required

Google Authenticator
Enter a temporary code generated from the Google Authenticator app.
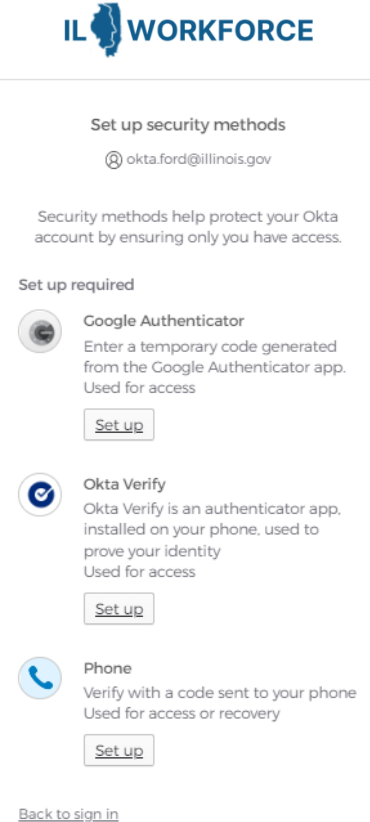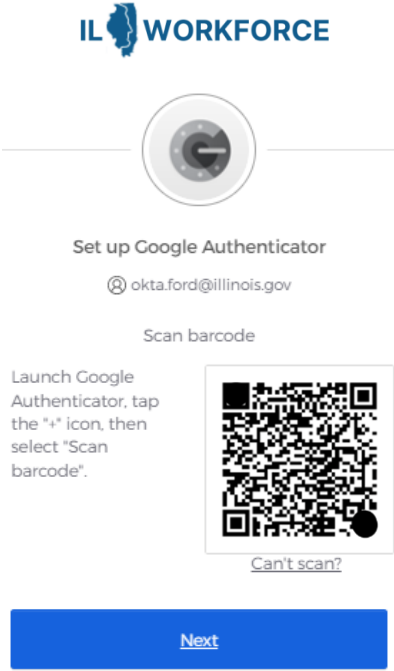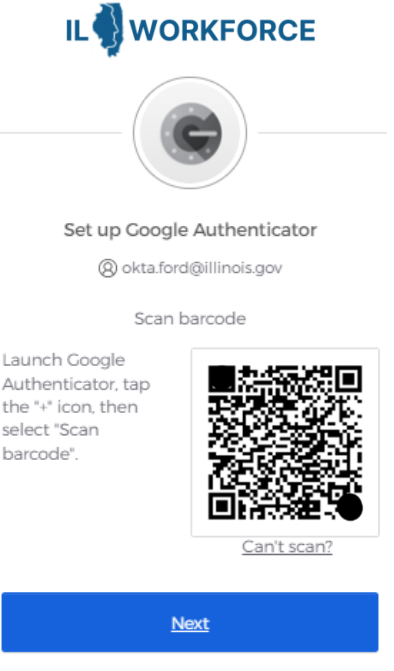Used for access

Set up

Okta Verify
Okta Verify is an authenticator app, installed on your phone, used to prove your identity
Used for access
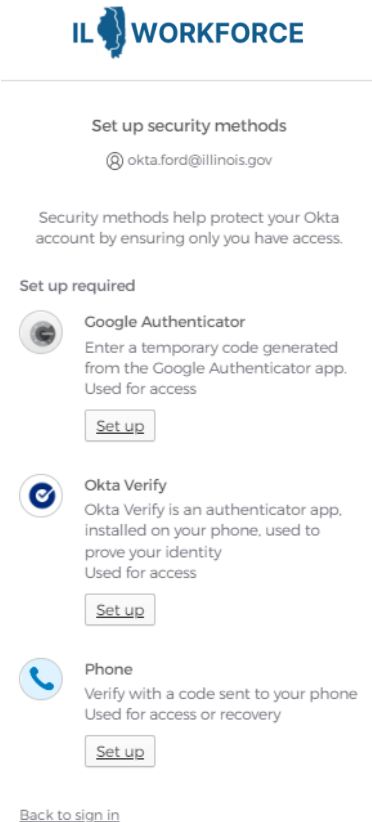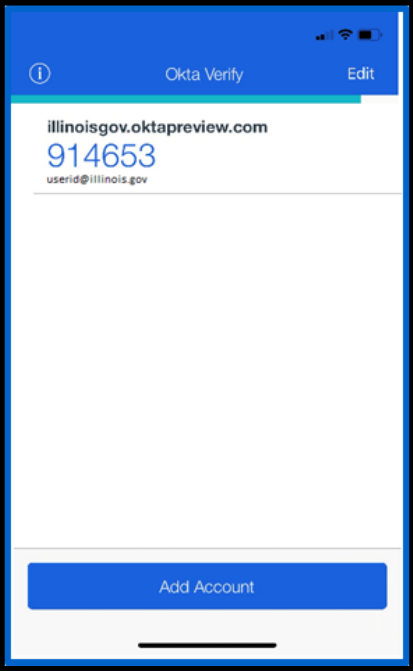
Set up

Phone
Verify with a code sent to your phone
Used for access or recovery

Set up

Back to sign in

Option I: Okta Verify

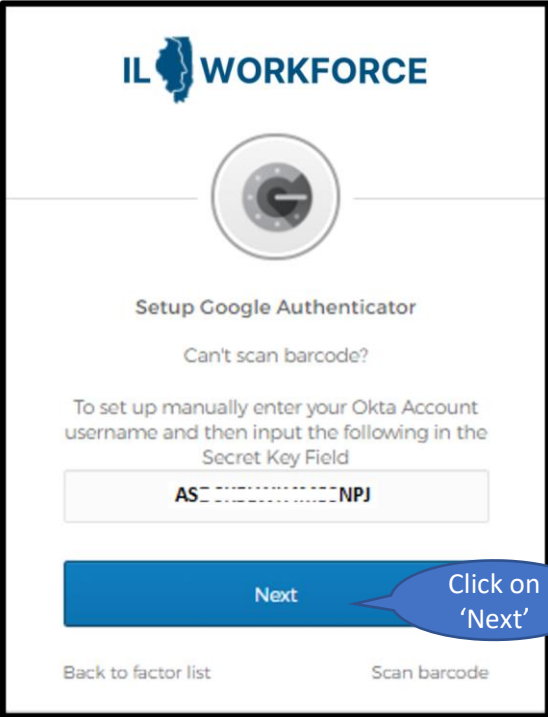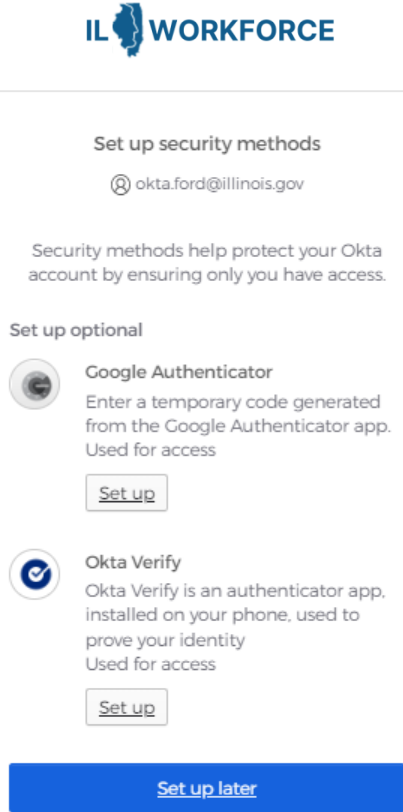| Step 1	Step 2	Step 3
User Action: Select Okta Verify *Setup* button	User Action: Download the '*Okta Verify*' App to your smartphone.. Folow instructions provided	User Action: Sample Screenshot from phone depicting a registered account.
IL WORKFORCE Set up security methods okta.ford@illinois.gov Security methods help protect your Okta account by ensuring only you have access. Set up required Google Authenticator Enter a temporary code generated from the Google Authenticator app. Used for access Set up Okta Verify Okta Verify is an authenticator app, installed on your phone, used to prove your identity Used for access Set up Phone Verify with a code sent to your phone Used for access or recovery Set up Back to sign in	IL WORKFORCE Set up Okta Verify okta.ford@illinois.gov 1. On your mobile device, download the Okta Verify app from the App Store (iPhone and iPad) or Google Play (Android devices). 2. Open the app and follow the instructions to add your account 3. When prompted, tap Scan a QR code, then scan the QR code below: [QR code] Can't scan? Return to authenticator list Back to sign in	Okta Verify Edit illinoisgov.oktapreview.com 914653 userid@illinois.gov Add Account

Option I: Okta Verify

Step 4

User Action:

When successful user can click Set up later or preferably setup additional methods.

Option II: Google Authenticator

Step 1	Step 2	Step 3
User Action: Select *Google Authenticator Setup* button	User Action: download and open the 'Google Authenticator' App to your smartphone.	User Action: Scan code from *Google Authenticator* App in your mobile (or) proceed to ***Step 4*** to enter manually

Option II: Google Authenticator

Step 4	Step 5	Step 6
User Action: Enter Account ID manually and enter the Secret Key to activate Google Authenticator.	Sample Screenshot from phone depicting a registered account.	User Action: When successful user can click Set up later or preferably setup additional methods.

Option III: SMS Authentication

Step 1	Step 2	Step 3
User Action: Select Phone Setup button	User Action: Enter a Mobile phone number and click on "Receive a code via SMS".	User Action: Enter the code received on the mobile phone and click '*Verify*'.

Click on 'Verify'

Option III: SMS Authentication

Step 4
<u>User Action:</u> When successful user is returned to setup additional Security Methods. Since user setup phone using SMS it is also automatically available for voice call. User can click Set up later or preferably setup additional methods.

Option IV: Voice Call Authentication

Step 1	Step 2	Step 3
User Action: Select Phone Setup button	**User Action:** Click Voice Call and Enter a Mobile phone number and click '*Receive a code via SMS*'.	**User Action:** Enter the code given during the phone call and click '*Verify*'.

Option IV: Voice Call Authentication

Step 4

<div style="background-color:#d0d8ec">

<u>User Action:</u>

When successful user is returned to setup additional Security Methods. Since user setup phone using SMS it is also automatically available for voice call. User can click Set up later or preferably setup additional methods.

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Set up security methods

Ⓠ okta.ford@illinois.gov

Security methods help protect your Okta account by ensuring only you have access.

Set up optional

Ⓖ **Google Authenticator**
Enter a temporary code generated from the Google Authenticator app.
Used for access
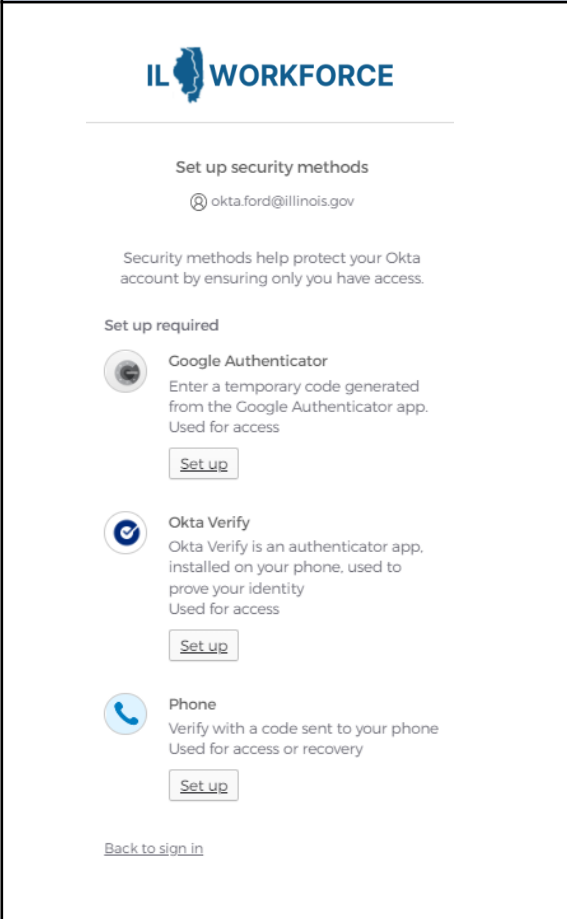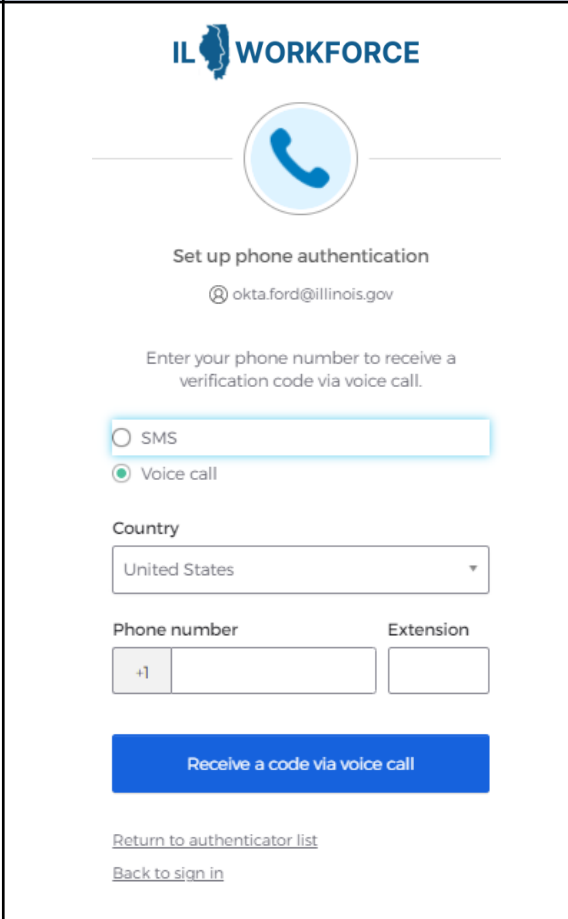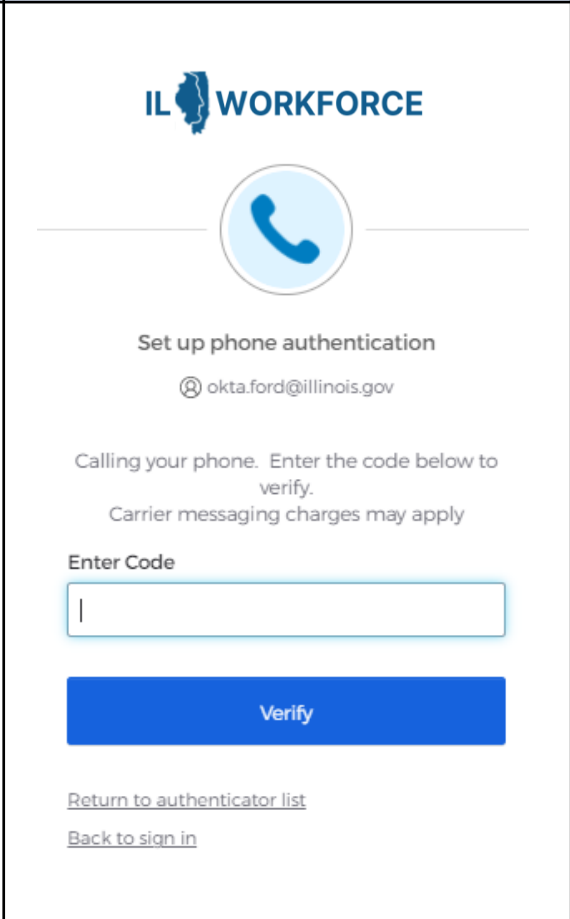
[Set up]

Ⓒ **Okta Verify**
Okta Verify is an authenticator app, installed on your phone, used to prove your identity
Used for access

[Set up]

[**Set up later**]

Back to sign in

4. Logout of ILWorkforce

Your list of available applications will be visible in the form of icons aka chiclets within the ILWorkforce user dashboard. Sample below.

Your account is now setup, and you can access an available app, logout from ILWorkforce (or) you can just close the *Google Chrome* browser window.

5. ILWorkforce account Settings:

You can make additions, changes or adjustments to your ILWorkforce Account after initial setup from your User Dashboard. https://illinoisgov.okta.com/

Click your name in the upper right corner and then click on **Settings**.

You can make changes to or add (Optional):
- Change or Add MFA Verifications
- Reset Password
- Add Secondary Email
- Change your Language