

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

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Updated 5/16/23

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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.

ILWorkforce

Hi [REDACTED]

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 [REDACTED]

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>

2. Start the account setup process

The link will open

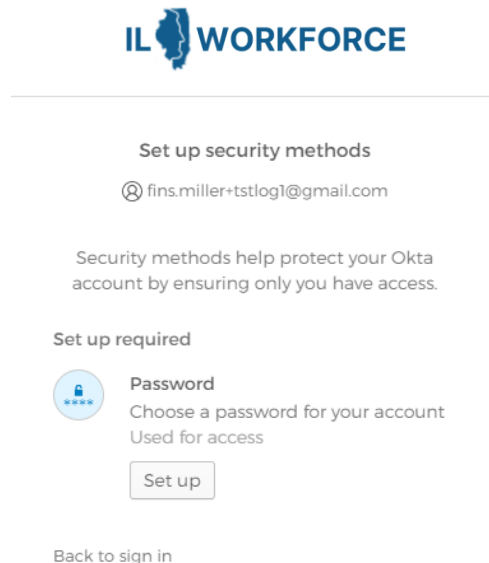
<https://illinoisgov.okta.com/welcome>

using a special token for your account.

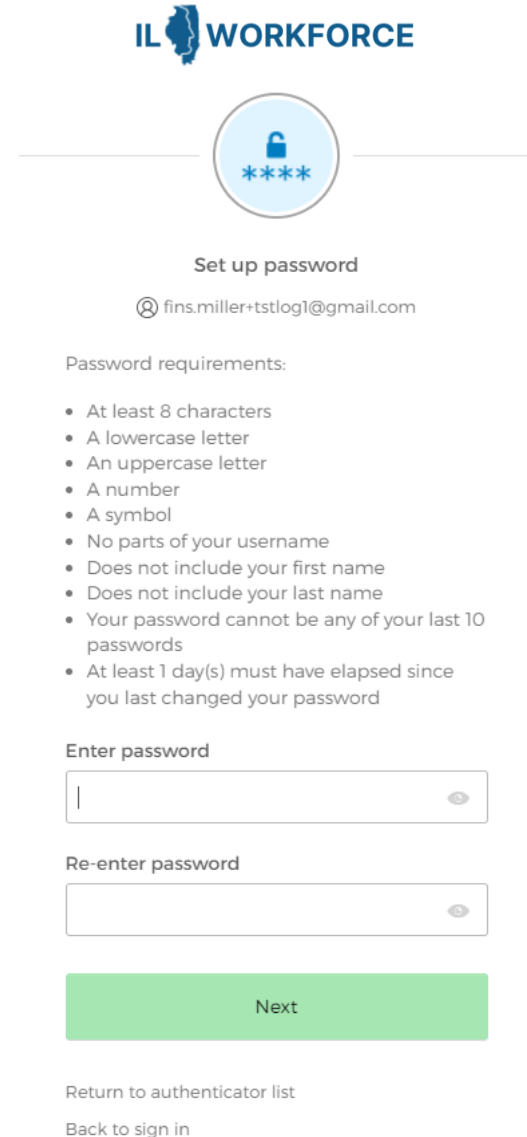
This screen will be ready for your information. All sections need to be completed before clicking **Create My Account**.

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.



The screenshot shows the 'Set up security methods' screen. At the top is the 'IL WORKFORCE' logo. Below it, the text 'Set up security methods' is displayed, followed by the email address 'fins.miller+tstlog1@gmail.com'. A message states: 'Security methods help protect your Okta account by ensuring only you have access.' Under the heading 'Set up required', there is a 'Password' section with a lock icon and the text 'Choose a password for your account Used for access'. A 'Set up' button is located below this section. At the bottom left, there is a 'Back to sign in' link.



The screenshot shows the 'Set up password' screen. At the top is the 'IL WORKFORCE' logo. Below it is a circular icon containing a lock and the text '****'. The text 'Set up password' is displayed, followed by the email address 'fins.miller+tstlog1@gmail.com'. Under the heading 'Password requirements:', there is a list of 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

Below the requirements are two input fields: 'Enter password' and 'Re-enter password', each with a password strength indicator. A green 'Next' button is located below the input fields. At the bottom, there are two links: 'Return to authenticator list' and '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.

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



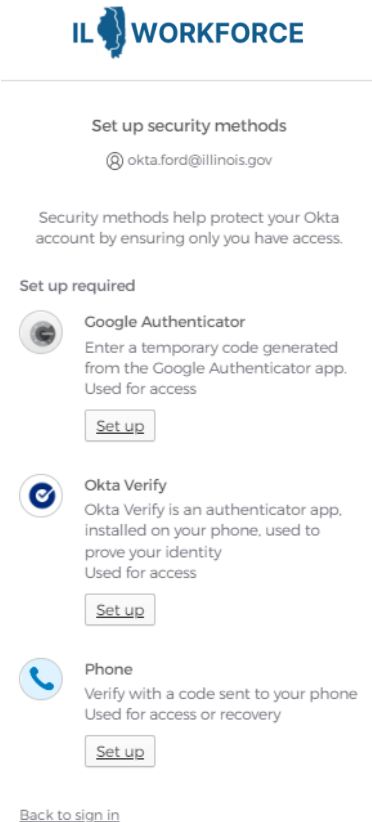


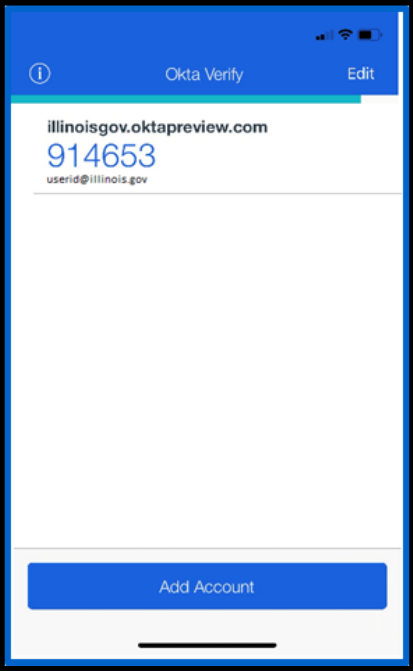
Phone

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
<p><u>User Action:</u> Select Okta Verify <i>Setup</i> button</p>	<p><u>User Action:</u> Download the 'Okta Verify' App to your smartphone.. Folow instructions provided</p>	<p><u>User Action:</u> Sample Screenshot from phone depicting a registered account.</p>
 <p>IL WORKFORCE</p> <p>Set up security methods okta.ford@illinois.gov</p> <p>Security methods help protect your Okta account by ensuring only you have access.</p> <p>Set up required</p> <ul style="list-style-type: none">Google Authenticator Enter a temporary code generated from the Google Authenticator app. Used for access Set upOkta Verify Okta Verify is an authenticator app, installed on your phone, used to prove your identity Used for access Set upPhone Verify with a code sent to your phone Used for access or recovery Set up <p>Back to sign in</p>	 <p>IL WORKFORCE</p> <p>Set up Okta Verify okta.ford@illinois.gov</p> <ol style="list-style-type: none">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 account3. When prompted, tap Scan a QR code, then scan the QR code below:  <p>Can't scan?</p> <p>Return to authenticator list Back to sign in</p>	 <p>Okta Verify Edit</p> <p>illinoisgov.oktapreview.com 914653 userid@illinois.gov</p> <p>Add Account</p>

Option I: Okta Verify

Step 4

User Action:

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



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

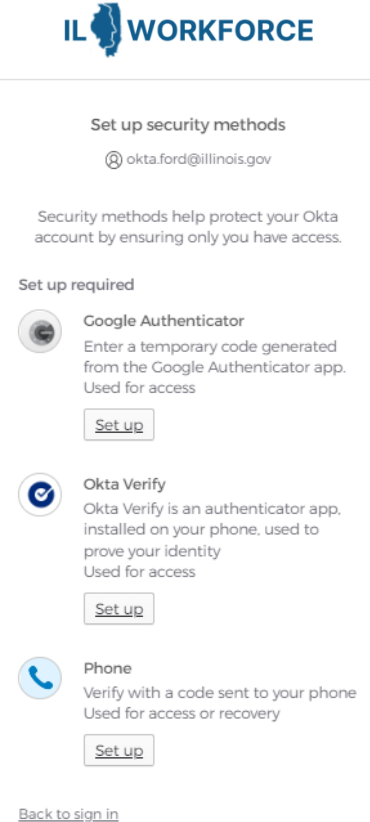



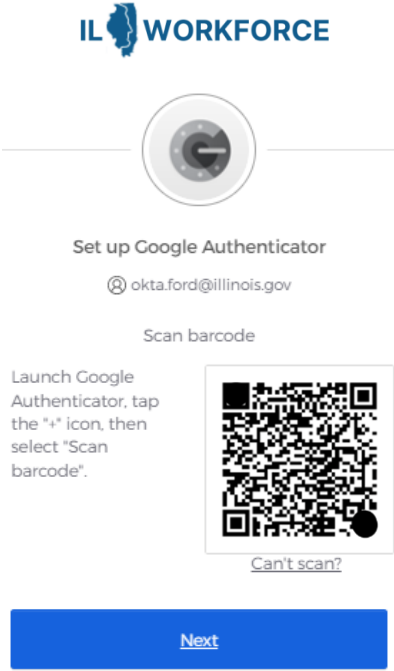

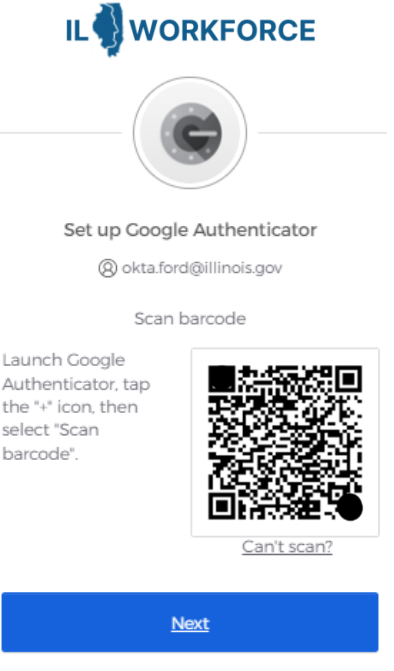

Okta Verify is an authenticator app, installed on your phone, used to prove your identity. Used for access

[Set up](#)

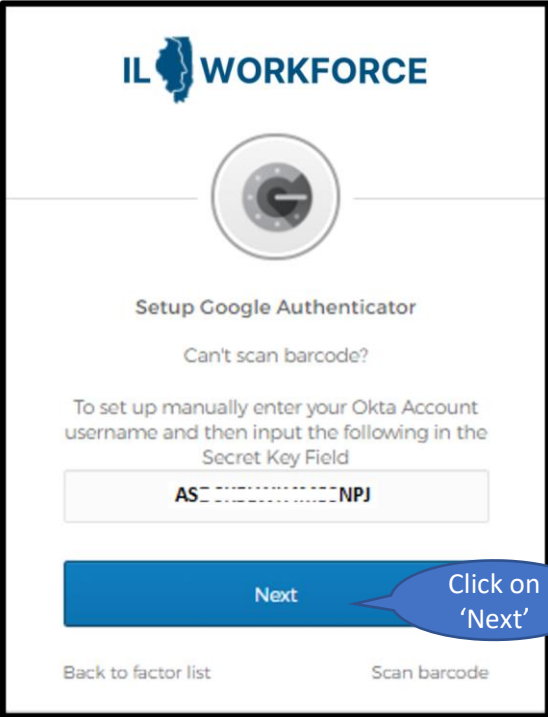

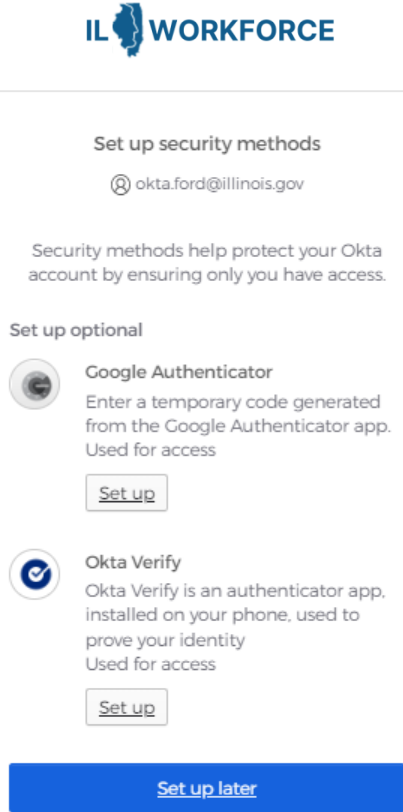
[Set up later](#)

[Back to sign in](#)

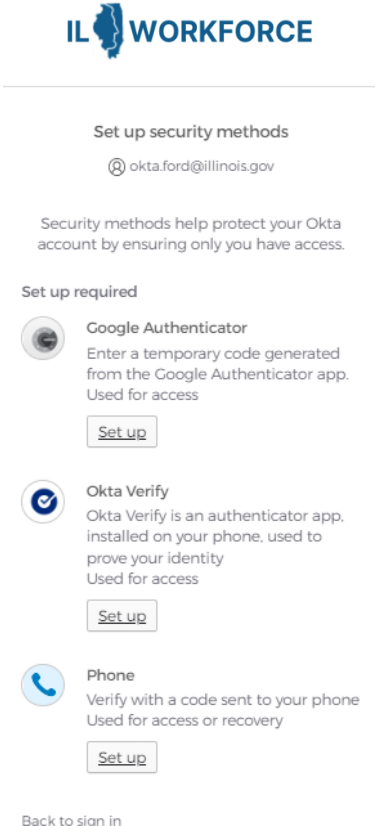
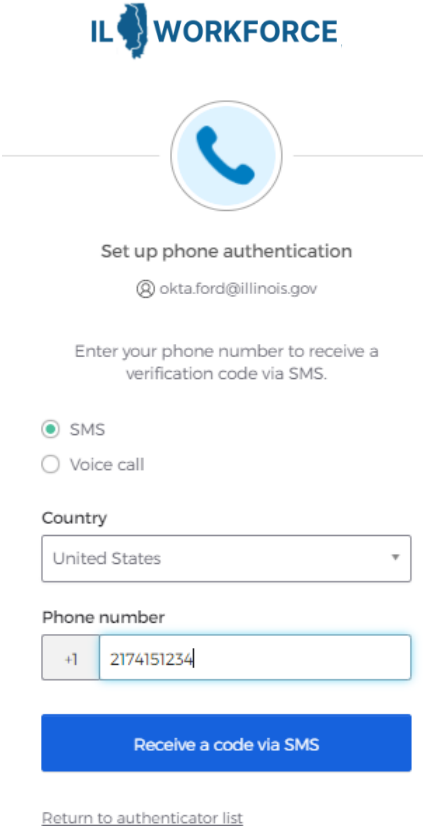
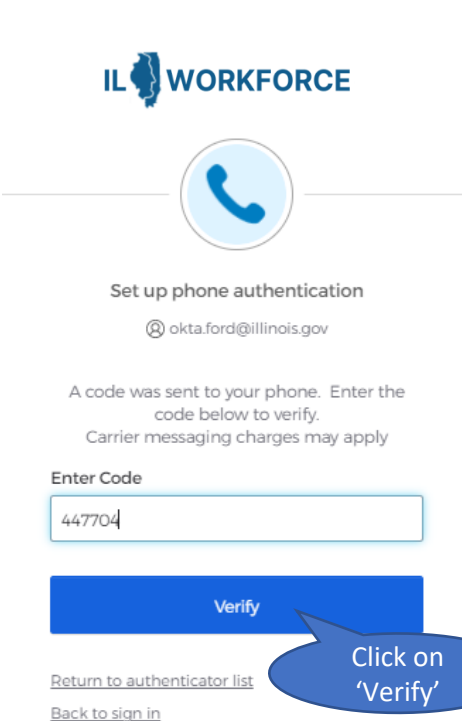
Option II: Google Authenticator

Step 1	Step 2	Step 3
<p><u>User Action:</u> Select <i>Google Authenticator Setup</i> button</p>	<p><u>User Action:</u> download and open the 'Google Authenticator' App to your smartphone.</p>	<p><u>User Action:</u> Scan code from <i>Google Authenticator App</i> in your mobile (or) proceed to Step 4 to enter manually</p>
 <p>IL WORKFORCE</p> <p>Set up security methods @ okta.ford@illinois.gov</p> <p>Security methods help protect your Okta account by ensuring only you have access.</p> <p>Set up required</p> <ul style="list-style-type: none"> 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 <p>Back to sign in</p>	 <p>IL WORKFORCE</p> <p>Set up Google Authenticator @ okta.ford@illinois.gov</p> <p>Scan barcode</p> <p>Launch Google Authenticator, tap the "+" icon, then select "Scan barcode".</p>  <p>Can't scan?</p> <p>Next</p> <p>Return to authenticator list Back to sign in</p>	 <p>IL WORKFORCE</p> <p>Set up Google Authenticator @ okta.ford@illinois.gov</p> <p>Scan barcode</p> <p>Launch Google Authenticator, tap the "+" icon, then select "Scan barcode".</p>  <p>Can't scan?</p> <p>Next</p> <p>Return to authenticator list Back to sign in</p>

Option II: Google Authenticator

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

Option III: SMS Authentication

Step 1	Step 2	Step 3
<p>User Action: Select Phone Setup button</p>	<p>User Action: Enter a Mobile phone number and click on “Receive a code via SMS”.</p>	<p>User Action: Enter the code received on the mobile phone and click ‘Verify’.</p>
 <p>IL WORKFORCE</p> <p>Set up security methods @ okta.ford@illinois.gov</p> <p>Security methods help protect your Okta account by ensuring only you have access.</p> <p>Set up required</p> <ul style="list-style-type: none">Google Authenticator Enter a temporary code generated from the Google Authenticator app. Used for access. Set upOkta Verify Okta Verify is an authenticator app, installed on your phone, used to prove your identity. Used for access. Set upPhone Verify with a code sent to your phone. Used for access or recovery. Set up <p>Back to sign in</p>	 <p>IL WORKFORCE</p> <p>Set up phone authentication @ okta.ford@illinois.gov</p> <p>Enter your phone number to receive a verification code via SMS.</p> <p><input checked="" type="radio"/> SMS <input type="radio"/> Voice call</p> <p>Country United States</p> <p>Phone number +1 2174151234</p> <p>Receive a code via SMS</p> <p>Return to authenticator list Back to sign in</p>	 <p>IL WORKFORCE</p> <p>Set up phone authentication @ okta.ford@illinois.gov</p> <p>A code was sent to your phone. Enter the code below to verify. Carrier messaging charges may apply</p> <p>Enter Code 447704</p> <p>Verify</p> <p>Return to authenticator list Back to sign in</p> <p>Click on 'Verify'</p>

Option III: SMS Authentication

Step 4

User Action:

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.



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

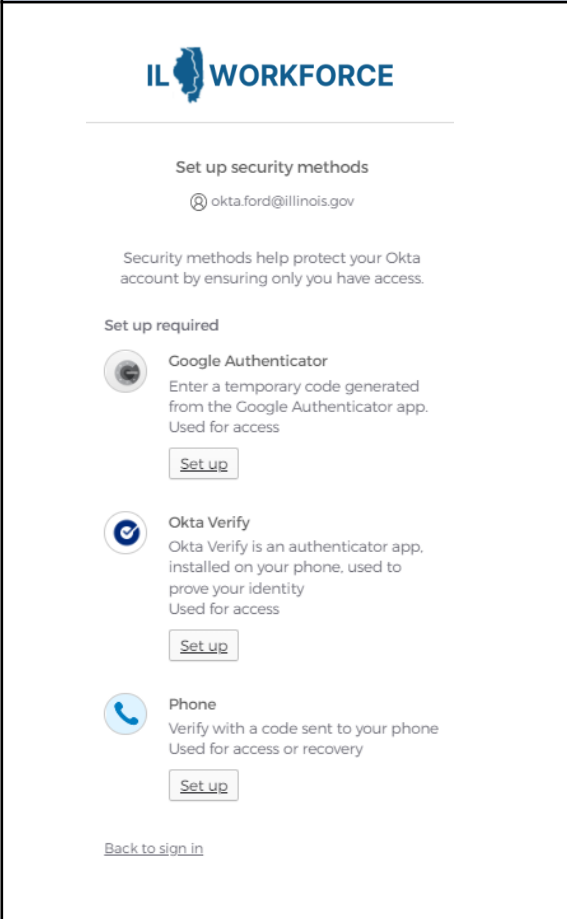
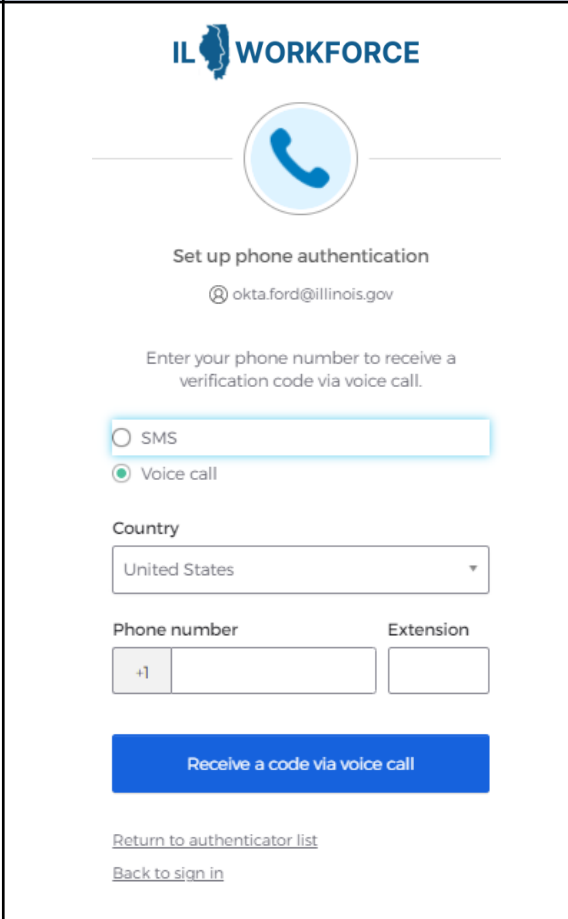
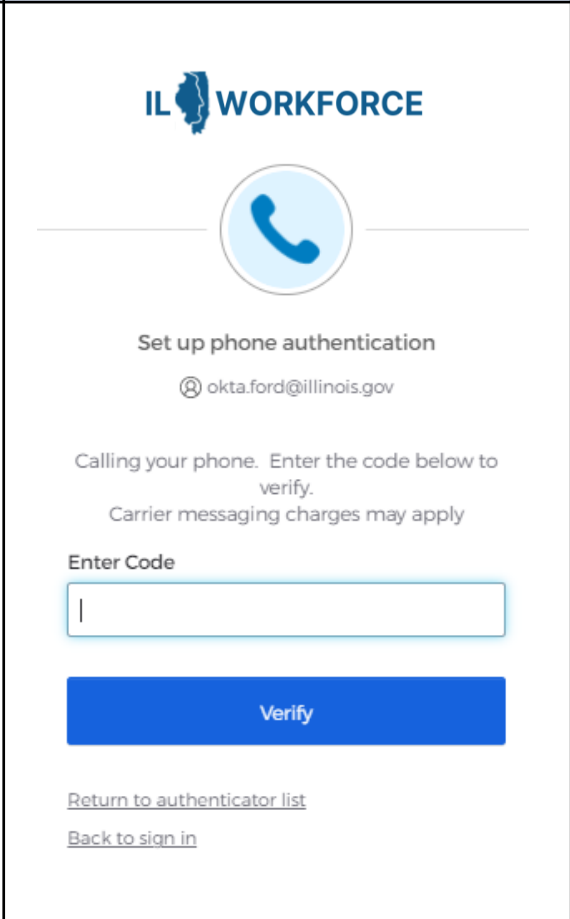
Okta Verify is an authenticator app, installed on your phone, used to prove your identity. Used for access

[Set up](#)

[Set up later](#)

[Back to sign in](#)

Option IV: Voice Call Authentication

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

Option IV: Voice Call Authentication

Step 4

User Action:

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.



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.

The screenshot displays the ILWorkforce user dashboard. At the top left is the IL WORKFORCE logo. A search bar labeled "Search your apps" is positioned at the top center. The top right corner shows the user's name "Ron" and "State of Illinois - Workf...". A sidebar on the left contains "My Apps" (selected), "Work", "Add section", and "Notifications 1". The main content area is titled "My Apps" and includes a "Sort" button. Below the title is a "Work" section containing three app cards: "KnowBe4" (Human error. Conquered.), "ServiceNow - Prod", and "SuccessFactors Recruiting" (An SAP Company). An "Add section" button is located below the app cards. At the bottom, there is a "Support" section with the email "Help: DoIT.Okta.Support@illinois.gov". The footer shows "Last sign in: 2 minutes ago" and "© 2022 Okta, Inc. | Privacy".

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**.

The screenshot displays the 'Account' settings page in Okta. It is divided into three main sections:

- Personal Information:** Contains fields for First name (Ron), Last name (Miller), Okta username (fins.miller+132@gmail.com), Primary email (fins.miller+132@gmail.com), Secondary email, Primary phone, and Mobile phone. An 'Edit' button is located in the top right corner of this section.
- Security Methods:** Features a checkmark icon and a title. Below the title is a descriptive sentence: 'Security methods help your account security when signing in to Okta and other applications.' It lists three methods: Password (with a 'Reset' button), Okta Verify (with a 'Set up' button), and Google Authenticator (with a 'Set up' button). A 'Phone' method is also listed with a 'Set up another' button and a 'Remove' button for the existing number '+1 XXX-XXX-6043'.
- Display Language:** Shows the current language as 'English' and includes a note: 'Your default language has been automatically set by your browser. To change your language please edit and save your desired display language.' An 'Edit' button is in the top right corner.

You can make changes to or add (Optional):

- Change or Add MFA Verifications
- Reset Password
- Add Secondary Email
- Change your Language