

Boeing Applications: Okta Verify Login Instructions

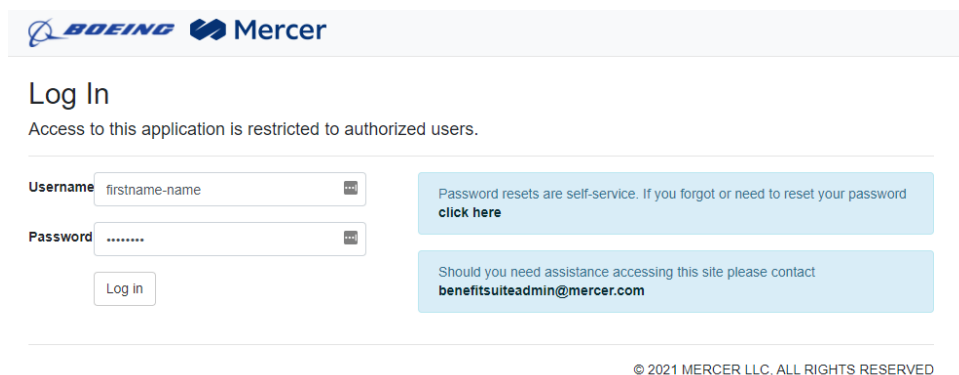
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Initial Access

Attention: **Okta Verify** is a new [multi-factor](#) authentication protocol implemented for all Boeing applications managed by Mercer. As of Monday, December 20th, the login process is changing so please follow the instructions below to reset your password and enable Okta Verify.

- A. Log In: when you visit the URL for any Boeing application, you will first see the Log In page



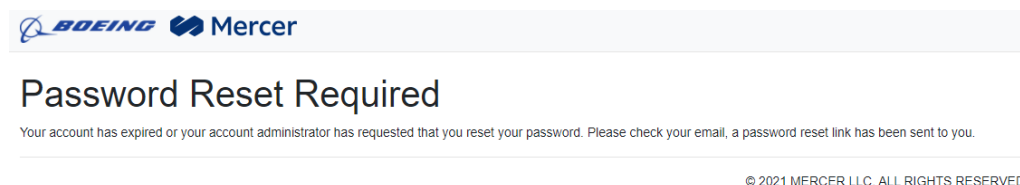
- B. Enter your credentials for the application as usual:

Username: your current user name

Password: your current password

- C. Password change

After entering your credentials, you will be required to change your password. Follow the prompts to change your password.



A link will be sent to your email address from BoeingITAppsSupport@mercer.com. You may need to check your Spam folder for the email depending on your security settings.

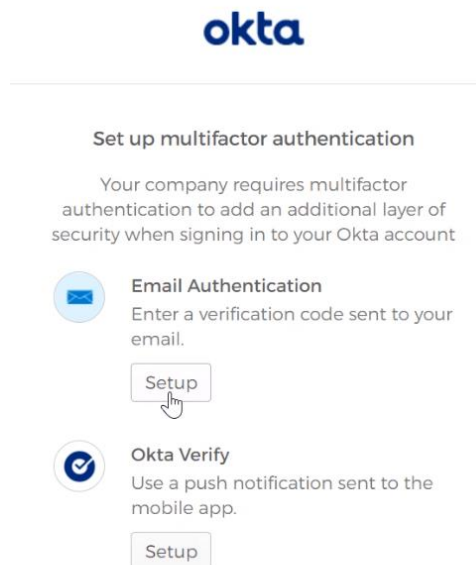
Create your new password. Please refer to the Password Policy requirements below to set your new password:

Password Settings

Minimum length	8 characters
Complexity requirements	<input checked="" type="checkbox"/> Lower case letter
	<input checked="" type="checkbox"/> Upper case letter
	<input checked="" type="checkbox"/> Number (0-9)
	<input type="checkbox"/> Symbol (e.g., !@#\$%^&*)
	<input checked="" type="checkbox"/> Does not contain part of username
	<input checked="" type="checkbox"/> Does not contain first name
	<input checked="" type="checkbox"/> Does not contain last name

- D. Do not click on the URL in the link provided. You will need to open a new web page and log in using the URL for the application of your choice (e.g., <https://boeingapps.mercer.com/BHIPS>)

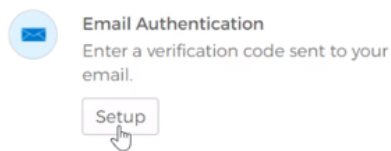
- E. Next, you will be required to set up a default method for **Okta** two-factor authentication



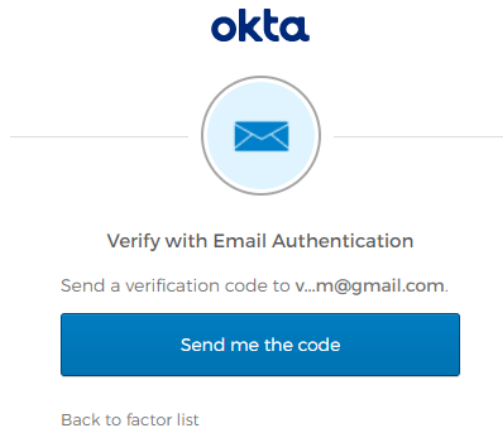
Authentication Options

1. Email Authentication – the verification code will be sent to your email address.

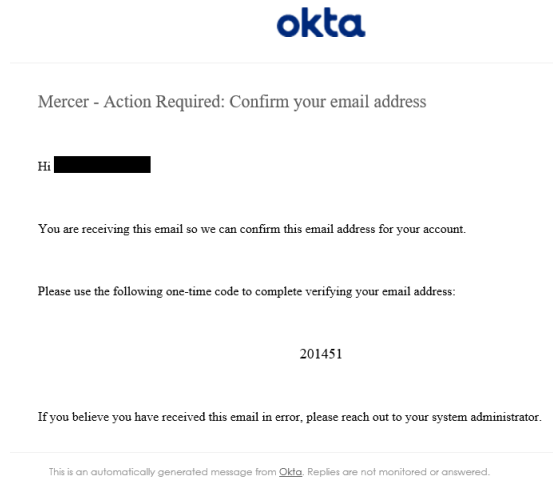
- A. Click **Setup** to proceed with Email Authentication, which is the email address associated with your login account



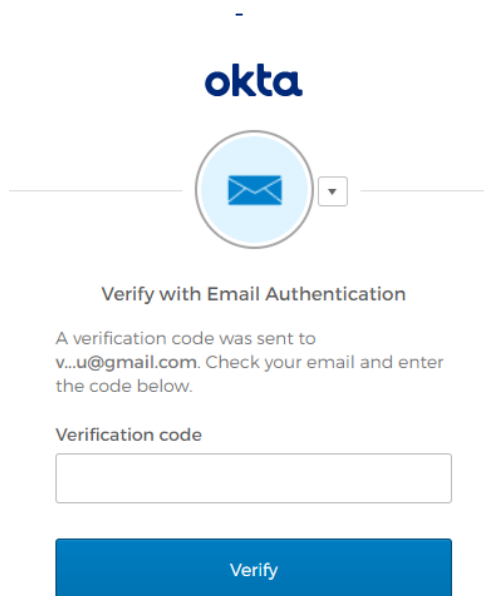
- B. On the next screen, click on the **Send me the code** button to receive the verification code via email



- C. The verification code will be sent to the email address associated with your login account. You may need to check your Spam folder depending on your security settings



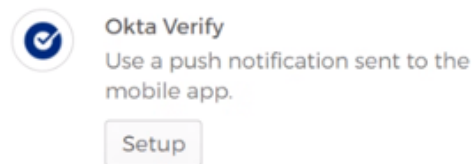
- D. Enter the verification code sent to your email address. Be careful not to copy extra spaces if you copy/paste the code from the body of the email message



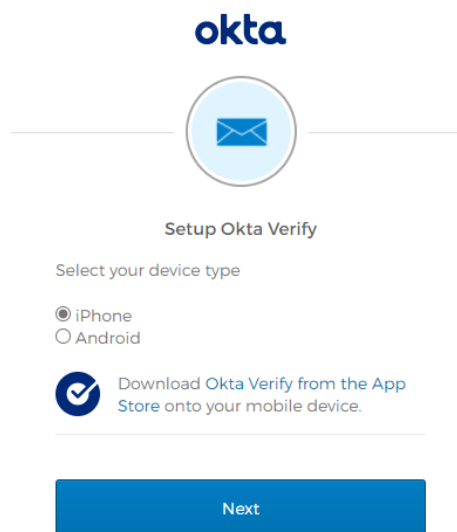
- E. Click the **Verify** button. If verification is successful, you will be taken directly to the application of your choice

2. OKTA Verify (Push/OTP) – this option requires you to download the Okta Verify app to your mobile device. For most users, Option #1: Email Authentication is adequate

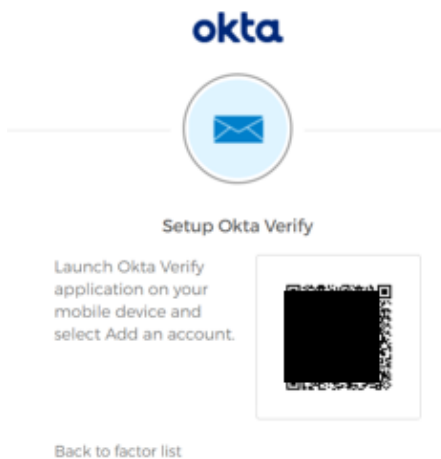
- A. Click **Setup** to proceed with Okta Verify Authentication set up.



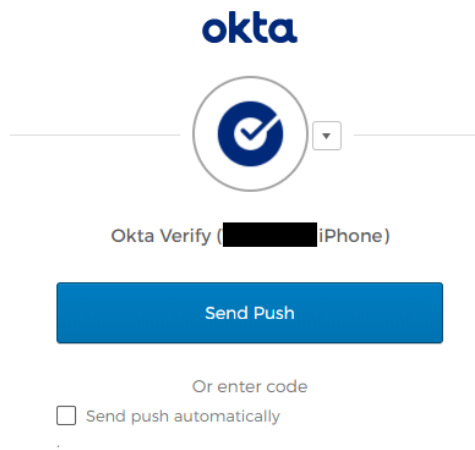
- B. You will be presented with the screen below. Please follow the onscreen instructions for downloading the app from your respective app store – iPhone or Android.



- C. For iPhone users, there will be a QR code presented for the initial set up to tie your account to the Okta Verify app. Follow the instructions presented on your device.

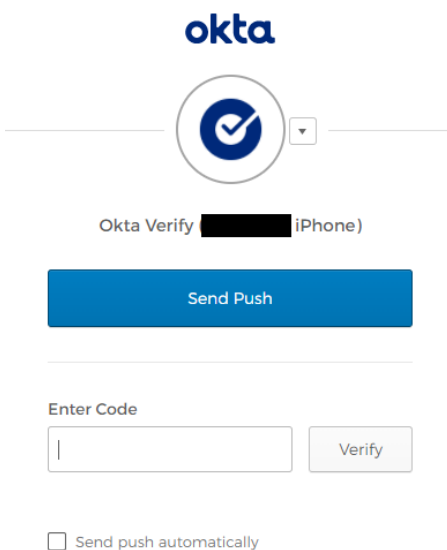


- D. Once set up is complete, you will have the option to use the Okta Verify app to authenticate. Click **Send Push** to continue.



- E. You can also choose the **Or enter code** option to input a randomized code from the Okta Verify screen

- F. Enter the code and click **Verify**. If verification is successful, you will be taken directly to the application of choice.



The image shows the Okta Verify login interface. At the top is the Okta logo. Below it is a circular icon with a checkmark inside, and a small dropdown arrow to its right. Underneath this is the text "Okta Verify" followed by a blacked-out device name and "(iPhone)". Below that is a blue button labeled "Send Push". Further down is a section titled "Enter Code" containing a text input field with a vertical cursor and a "Verify" button. At the bottom is a checkbox labeled "Send push automatically".

Okta

Okta Verify [REDACTED] (iPhone)

Send Push

Enter Code

Verify

☐ Send push automatically

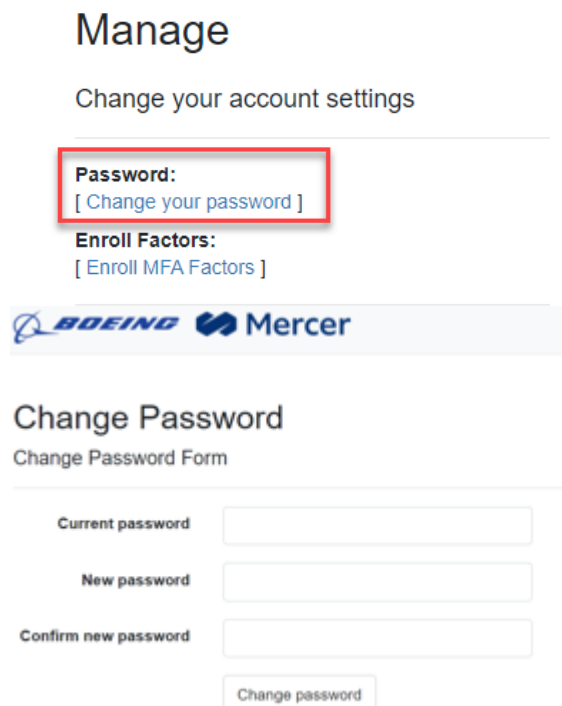
How to Change Your Password after Initial Okta Setup

- A. Visit the URL for the Boeing Application of your choice. Enter your credentials:

Username – your user name

Password – your newly created password

- B. The Password Change utility can be accessed from various Boeing applications via a drop down menu, or by clicking on your user name in the top right banner under Manage Account settings



Manage

Change your account settings

Password:
[Change your password]

Enroll Factors:
[Enroll MFA Factors]

BOEING Mercer

Change Password
Change Password Form

Current password

New password

Confirm new password

Change password

- A. In Manage Account settings, you can change your password any time. The self-service password reset functionality remains the same
- B. Please note, passwords expire every 90 days. You will be prompted to change your password if you try to login outside of 90 days
- C. Email account changes are not self-service. Please contact the administrator if you need to change the email address associated with your account
- a. If you need to change the email address associated with your login account, you will need to set up the Okta Verify authentication again for the new email account

Contact benefitsuiteadmin@mercer.com if you require assistance with the login process