

INL DevResults User Guide:

New Users – Log In to DevResults (INL Users)

1. Overview of Okta & DevResults

All users must log in to DevResults via Okta sign-in procedures.

Beginning in June 2022, the Department of State required all DevResults users to be enrolled in Okta in order to provide an additional layer of identity verification and security. Users will no longer be able to log-in via a username and password; instead, they must log in via their Department of State Okta account.

Okta is required for many State Department applications; therefore, you likely already have an active Okta account.



2. Obtain a DevResults account (New Users)

To request an INL DevResults account, please email (or ask your INL Program Officer/Manager) to email a [New User Request Form](#) to INL-DVR-Mailbox@state.gov. All requests for new users must include these fields:

- User's full name
- Email address
- INL Office/Section (ex: INL/WHP/Costa Rica)
- Permission Group (Viewer, INL Contributor, INL Manager)
NOTE: Definitions of permission groups are provided on the form
- Projects the user should be assigned to in DevResults

The INL DevResults Support Team will set up the new user's account and assign them to the application in Okta.

3. Log in to your INL DevResults account

Once your account has been set up by the INL DevResults Support Team, you can access it via two ways:

(1) Through Okta (state.okta.com) – see steps [here](#)

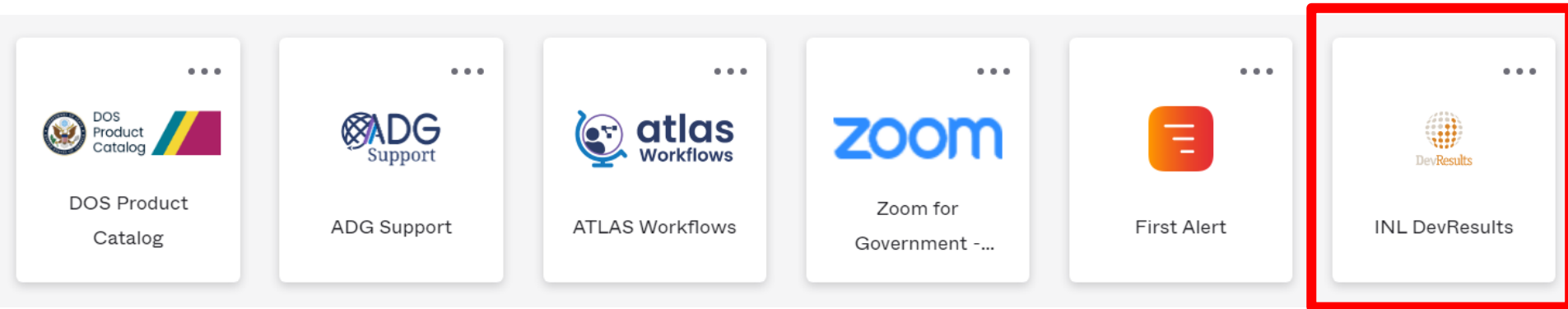
-or-

(2) Through DevResults (inl.devresults.com) – see steps [here](#)

The following slides discuss log in steps for each option.

4. Option 1: Log in to INL DevResults

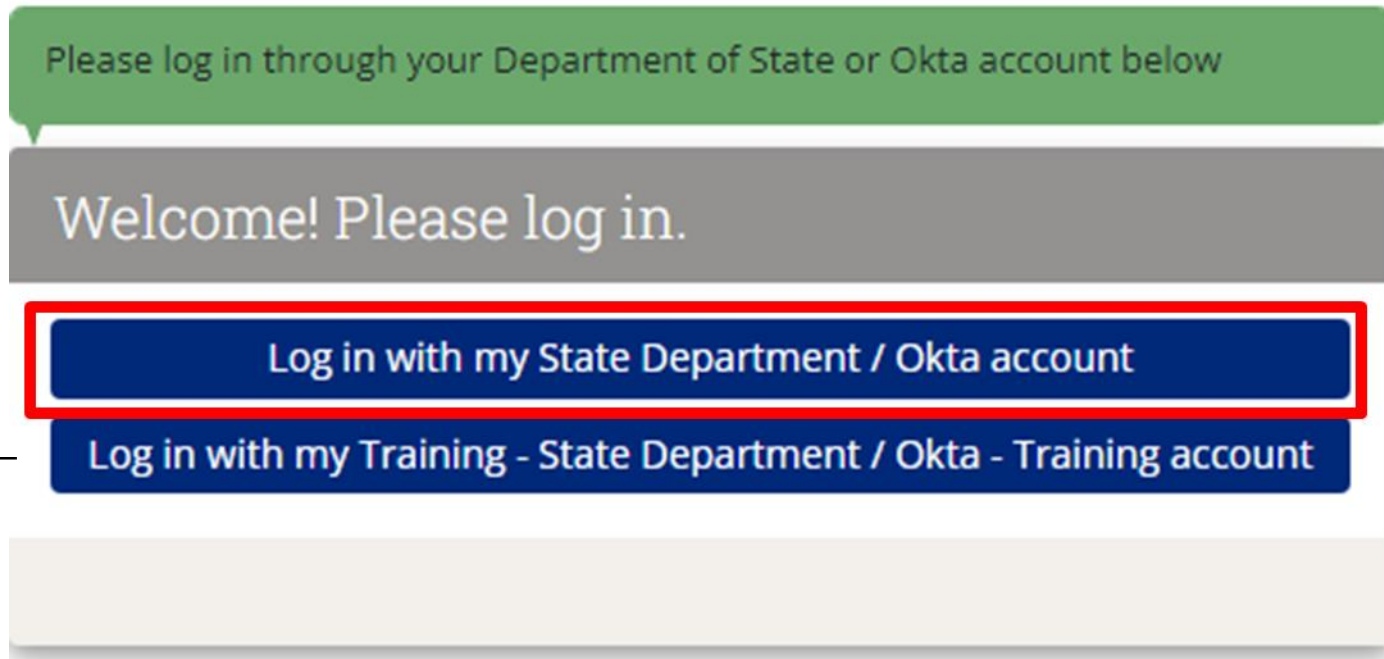
Once your account has been set up by the INL DevResults Support Team, you can access INL DevResults by navigating to state.okta.com. From this page, log in with your PIV card or Okta credentials. The INL DevResults app should appear as a tile on your dashboard, as in the example screenshot below. Click the icon to access INL DevResults



5. Option 2: Log in to INL DevResults

You can also access INL DevResults by navigating to inl.devresults.com. Click on the topmost blue button in the log in box that says “**Log in with my State Department/Okta account**” (see below).


If you receive an error message, refresh the page and try logging in again.



→ NOTE: If you wish to access the DevResults ***Training*** site, click the bottom button. 6

6. Accept the DevResults Privacy Statement

Upon completing log in to DevResults for the first time, you will be redirected to read a DevResults privacy statement. **Accept** the privacy statement by clicking the green button on the bottom right of the page.

 U.S. Department of State
INL Monitoring Database

Help

We've updated our privacy policy

To continue using **DevResults** you must agree to our updated **privacy policy**. If you choose to refuse, we'll tell you what options you have to remove your personal data from our system. You'll always be able to access and review the [latest version of this privacy policy on our public website](#).

Privacy Statement

You entrust us with your data. We take that responsibility seriously.

We've written this privacy policy to tell you what we will and will not do with your information. It covers two different things: The DevResults **application**, which is the cloud-based software as a service, delivered to paying organizations at a custom domain name (for example, **your-program.devresults.com**); and the DevResults **public website**, which is what you're viewing now.

Note: This is not copy-and-pasted legal boilerplate (except where we had to because of legal requirements). We gave it a lot of thought, and wrote it ourselves in plain English. We hope you'll read the whole thing!


Information Collected Via the DevResults Software Application (And How We Use It)

Your organization's information

The DevResults software application (the "App") is designed to store and maintain information about your organization and its work. We understand that some or all of this information may be sensitive or confidential, and we have implemented a comprehensive security framework so that only registered users and our authorized staff have access to your organization's information and specific webpage within the App (the "Secured Site").

You and your organization have control over what information your organization provides to the App, and our staff will only access your information to support your use of the App. Our support of your use of the App will largely be at your request and authorization, but may include actions we take to ensure the security, integrity, and good working order of the App, Site, and information. In rare cases we may need to allow technical staff from our vendors access to our databases for troubleshooting, maintenance, or support services. These support vendors may only use the information on our databases as necessary to provide these support services to us. Except as stated in this policy or where we are required by law or court order, we will not disclose your organization's information to third parties without your express authorization.

While we own and retain all rights in the software code to the App, the information you store in the App belongs to you. At your request, at any time and for any reason, we will export your information and provide it to you (as

 DevResults

I Refuse

I Accept

After you accept the privacy statement, you will be redirected to your DevResults homepage.

7. Okta Troubleshooting: Locked Out of Account

If you are experiencing issues logging into DevResults, please email the INL DevResults Support Team at INL-DVR-Mailbox@state.gov and provide a detailed description of the issue.

If you find that you are locked out of your Okta account, the following three options are available for assistance:

- Contact IT at 202-647-2000 for urgent assistance
- Submit a ticket via the IRM ServiceNow application
- Email one of INL's Okta administrators at INL-DvR-Mailbox@state.gov

8. Okta Troubleshooting: Error Registering a New Mobile Device

If you receive an error when attempting to register your Okta account on a new mobile device, you may need to contact an administrator in order to reset your multifactor authentication and/or account.

To address account access errors such as these, email an INL Okta administrator at INL-DvR-Mailbox@state.gov