INL DevResults User Guide:

New Users – Log In to DevResults (Partner Users)

1. *Locate the Okta Account Activation Email*

All new users should have received an email with the following subject line: **Welcome to Department of State Enterprise ICAM (SE-ICAM), Activate Your Account!**

Check your Spam folder if you cannot find the email.

The beginning of the body of the email looks like this:

okta

Welcome to Department of State Enterprise ICAM (SE-ICAM)!

Hi ▮▮▮▮▮,

The Department of State is deploying SE-ICAM to manage your web applications. This means you can conveniently access all the applications you normally use, through a single, secure home page. Watch this short video to learn more:
https://www.okta.com/intro-to-okta/

2. *Review the Okta Setup Procedures*

As seen below, the email provides an overview of two procedures to be followed: (1) account activation, and (2) enrollment in Okta Verify, a two-factor authentication app for additional security.

1

Please follow the steps below to activate your account:

1. Select the green "Activate SE-ICAM Account" button below
2. Create a password following the password requirements listed
3. Choose a forgot password question and provide an answer
4. Add a phone number that will accept Voice Calls or SMS
   Note: This is optional but recommended as it will provide an added means to reset your password
5. Select your preferred image and click "Create My Account"

2

Please follow the steps below to enroll in Okta Verify:

1. Select "Configure Factor (Browser)"
2. Select the type of mobile device you will download Okta Verify on and click "Next" (Browser)
3. Download Okta Verify on your mobile device, open the application, and select "Add Account" (Phone)
4. Scan the barcode displayed on the SE-ICAM page using your mobile device (Phone)
5. You have successfully enrolled in MFA and are able to view the SE-ICAM Dashboard (Browser)

The next slides will walk users through each of these procedures.

3. *Account Activation*

The following is a step-by-step demonstration of the first procedure: Okta account activation.

First, scroll to the bottom of the Okta email and click the button labeled **Activate SE-ICAM Account**.
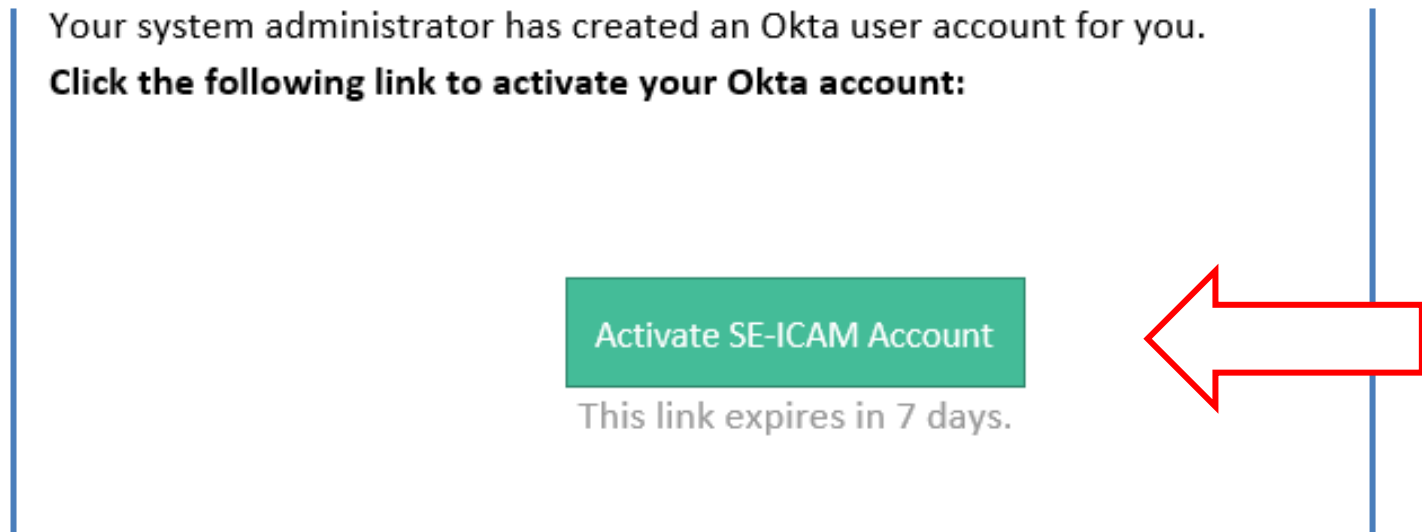
You will be redirected to the account setup landing page to continue the activation process.

NOTE: The link to activate your Okta account expires after only seven days! To prevent potential account lockout, please make sure to complete the account activation process as early as possible.

4. *Account Activation (continued)*

Next, you will be prompted to create a password that meets all the requirements as specified below.

Welcome to Department of State, ▮▮▮▮▮▮

Create your Department of State account

Enter new password

....

Password requirements:
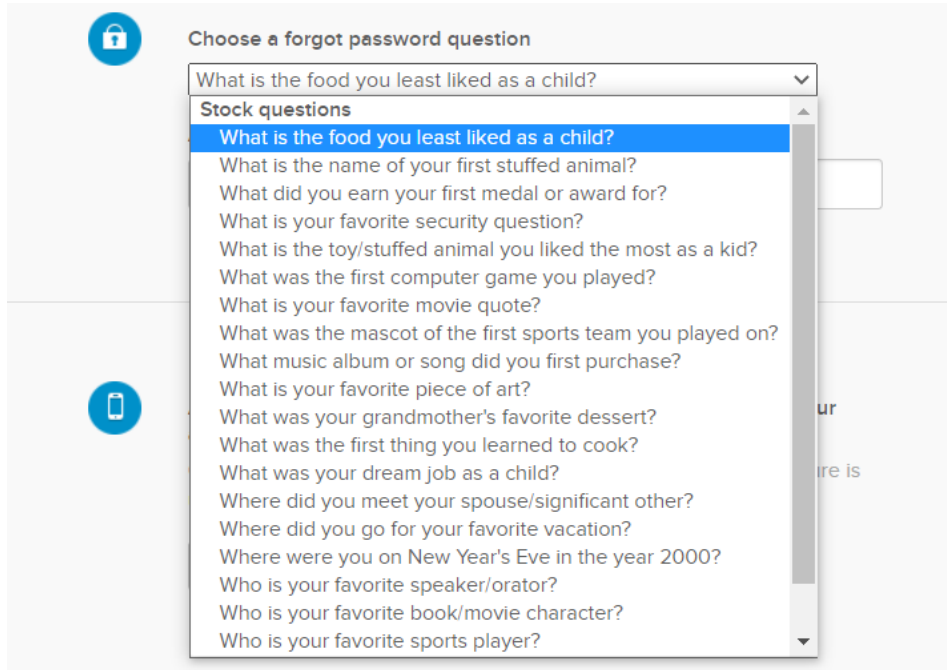
- At least 12 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 passwords
- At least 1 day(s) must have elapsed since you last changed your password

Repeat new password

....

5. *Account Activation (continued)*

Then you will need to choose a challenge question and answer for password recovery purposes.

6. *Account Activation (continued)*

Although it is not required, you also have the option to add a phone number as a means to reset your password or unlock your account.
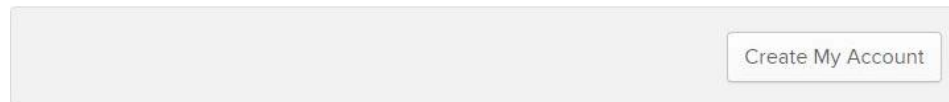

When you are finished, click **Create My Account**.
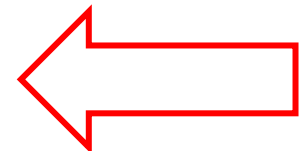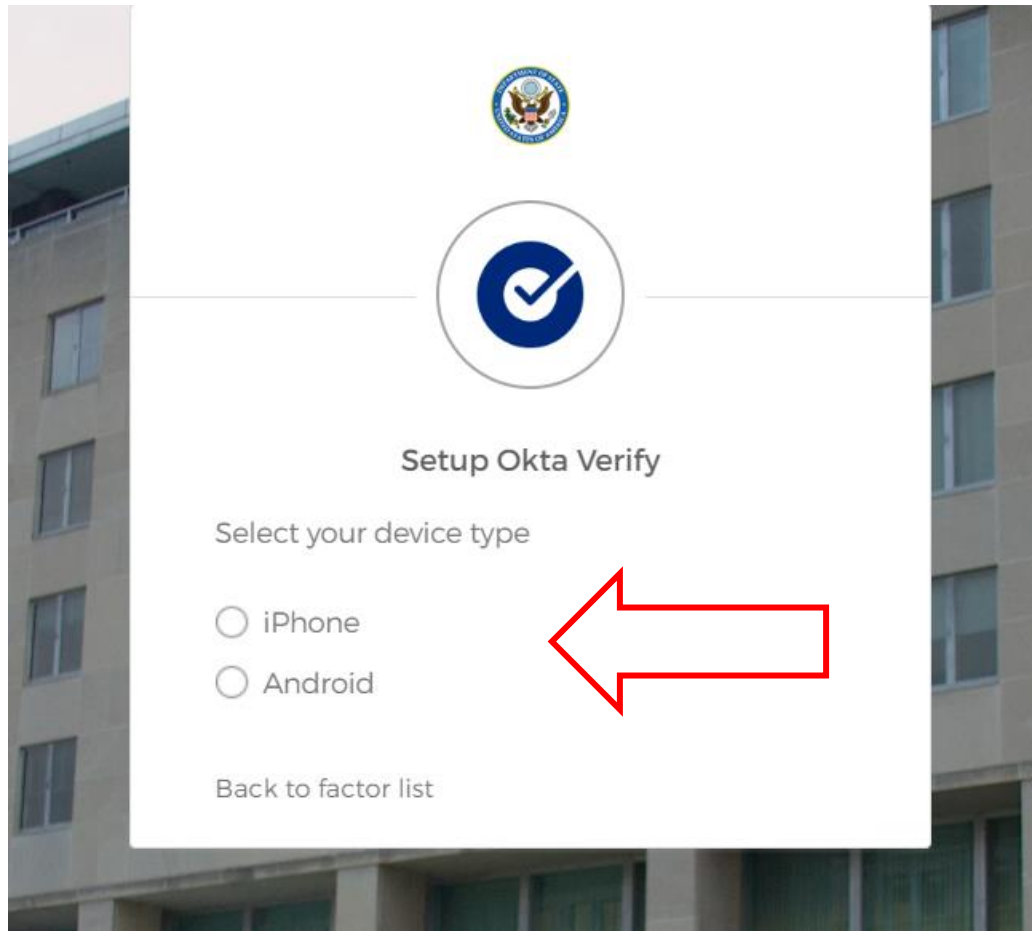
7. *Enroll in Okta Verify*

Once the account is created, you will be directed to set up multifactor authentication via the Okta Verify application. This is the second procedure necessary to set up your Okta account.

Click on **Setup** on the SE-ICAM webpage to get started.
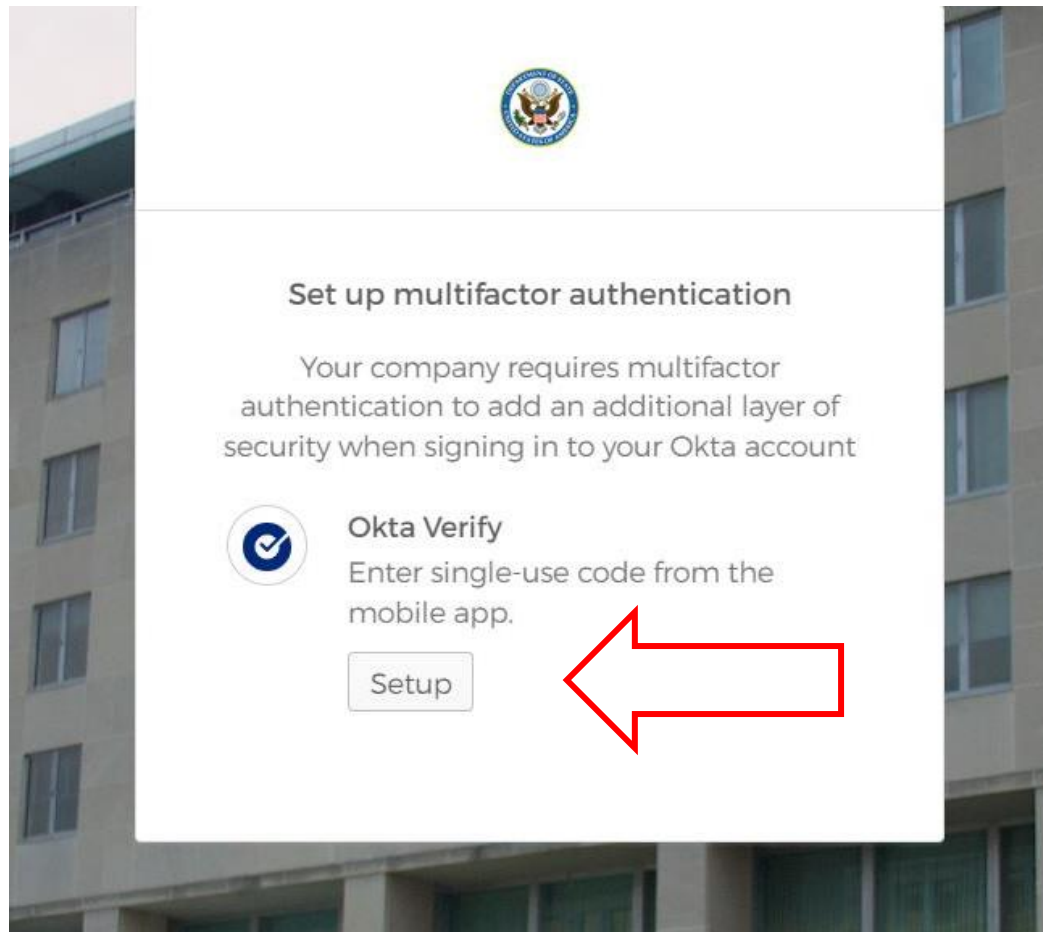
8. *Enroll in Okta Verify (continued)*

Next, select the mobile device type that applies to you. Choose the mobile device type that corresponds to the device onto which you will install and use the Okta Verify application.

9. *Enroll in Okta Verify (continued)*

Once you choose your device type, download Okta Verify onto your mobile device via either the Google Play Store (Android) or App Store (iPhone). The download is free of charge.

Click **Next** after you have downloaded the application to your device.

Select your device type

○ iPhone

⦿ Android

Download Okta Verify from the Google Play Store onto your mobile device.

Next

Select your device type

⦿ iPhone

○ Android

Download Okta Verify from the App Store onto your mobile device.

Next

10. *Enroll in Okta Verify (continued)*

On the next screen, a QR code will appear on the SE-ICAM webpage (see below). In order to proceed with the setup process, you will need to open the Okta Verify application on your mobile device to complete enrollment. Keep this page open while you follow the steps on the next slide using your mobile device!

Setup Okta Verify

Launch Okta Verify on your mobile device and select "Add an account". Scan the QR code to continue.

Can't scan?

Next

Back to factor list

11. *Enroll in Okta Verify (continued)*

Once you have opened Okta Verify on your mobile device, click the large blue button at the bottom of your device's screen that reads **Add Account**.

<div style="text-align:center; background-color:#1f1fd1; color:white; padding:20px; width:40%; margin:auto;">Add account</div>

Okta Verify will then prompt you to choose your account type: either "Organization" or "Other".

Select **Organization.**

Okta Verify will then ask "Do you have your QR code?" This is the QR code that appeared on the SE-ICAM webpage (see previous slide), which you should still have open in your browser on another device. Click **Yes, ready to scan.**

Depending on your mobile device's security settings, you may be prompted to permit Okta Verify to use your device's camera. Allow Okta Verify to use your camera to proceed.

To scan the QR code, hold your device up to your browser and center the code in the frame provided by the Okta Verify app. You do not need to click a "shutter": the image will scan automatically.

12. *Enroll in Okta Verify (continued)*

Upon scanning the QR code, Okta's code generator will be set up for your account on your mobile device. Return to your browser and hit **Next** (see left, below).

You will be prompted to enter the six-digit code displayed in the Okta Verify app on your mobile device (see right, below). Look at your device to find the code to type into your browser.

Hit **Verify** when complete.

13. *Complete Account Activation*

Once returned to the U.S. Department of State's Okta website, you will generally be redirected straight to the Okta homepage (see below), at which point you should click on the INL DevResults icon to access DevResults. If you are <u>not</u> redirected to this page, see the next slide.
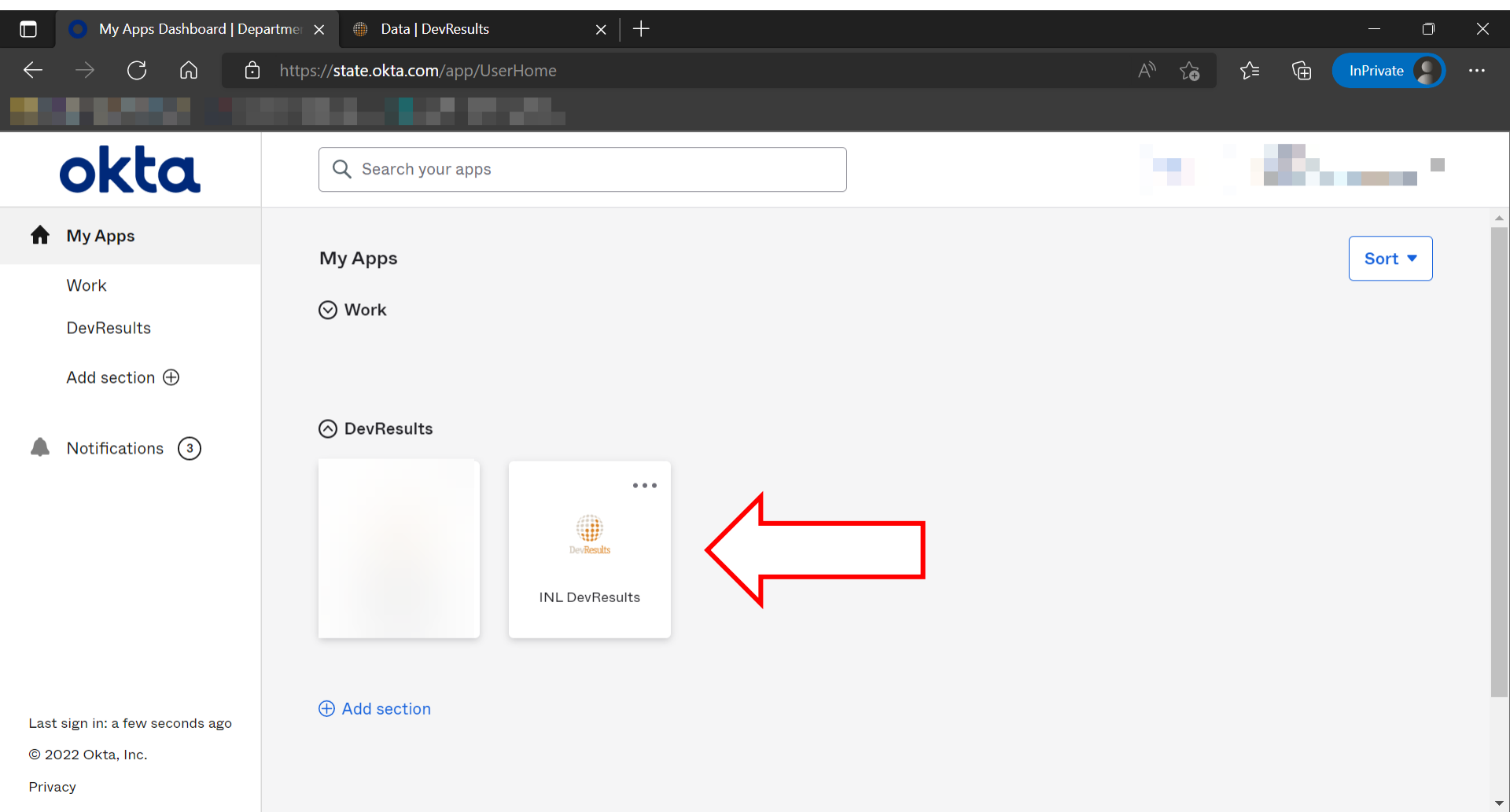
14. *Complete Account Activation*

If you are not redirected to the Okta homepage to finish logging into DevResults, you may instead be prompted to log in with your newly created account credentials as detailed below:

1. Enter username. This is the email address to which your activation email was sent (see here)

2. Enter the password you set (see here)

3. Enter the code displayed on your Okta Verify app (see here)

15. Okta Troubleshooting

Locked Out of Account

If you find that you are locked out of your Okta account, email one of INL's Okta administrators at mexicocityinlme@groups.state.gov.

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.
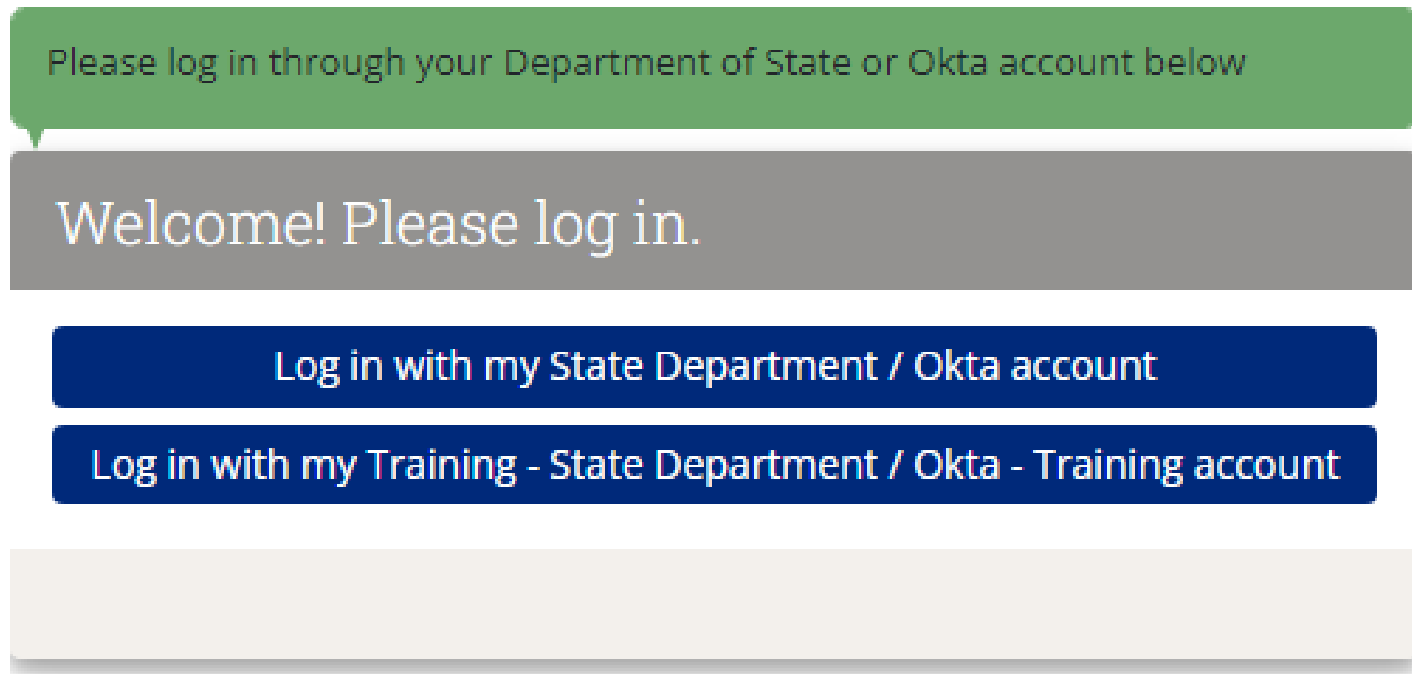
To address account access errors such as these, email an INL Okta administrator at mexicocityinlme@groups.state.gov.

Log In to DevResults

1. Log In to DevResults

Once Okta is set up, users can navigate to INL's DevResults site in two ways: (1) via the DevResults website (https://inlmexico.devresults.com); or (2) via U.S. Department of State's Okta website (https://state.okta.com/).

This SOP will show users how to log in to DevResults via the first option: navigating to the inl.devresults.com website. This option will allow you to log on via Okta, as shown below:

Please log in through your Department of State or Okta account below

Welcome! Please log in.

Log in with my State Department / Okta account

Log in with my Training - State Department / Okta - Training account

2. *Log in to DevResults*
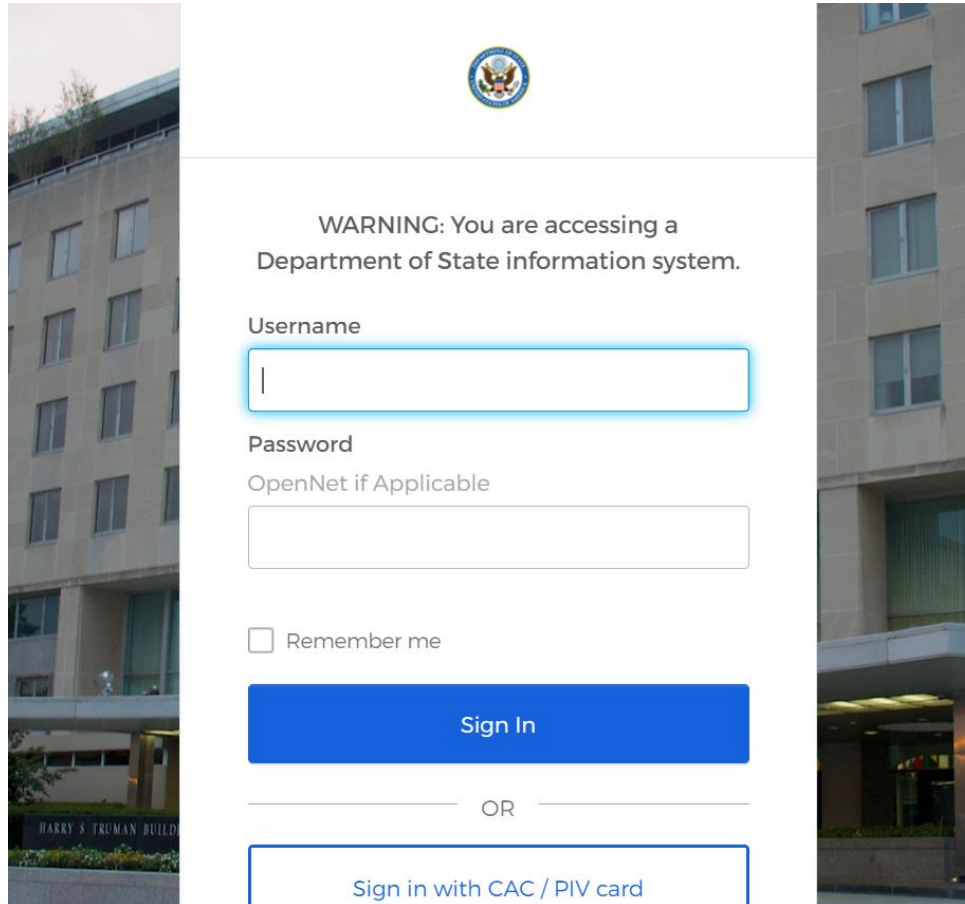
Select the Okta log in option as highlighted below.
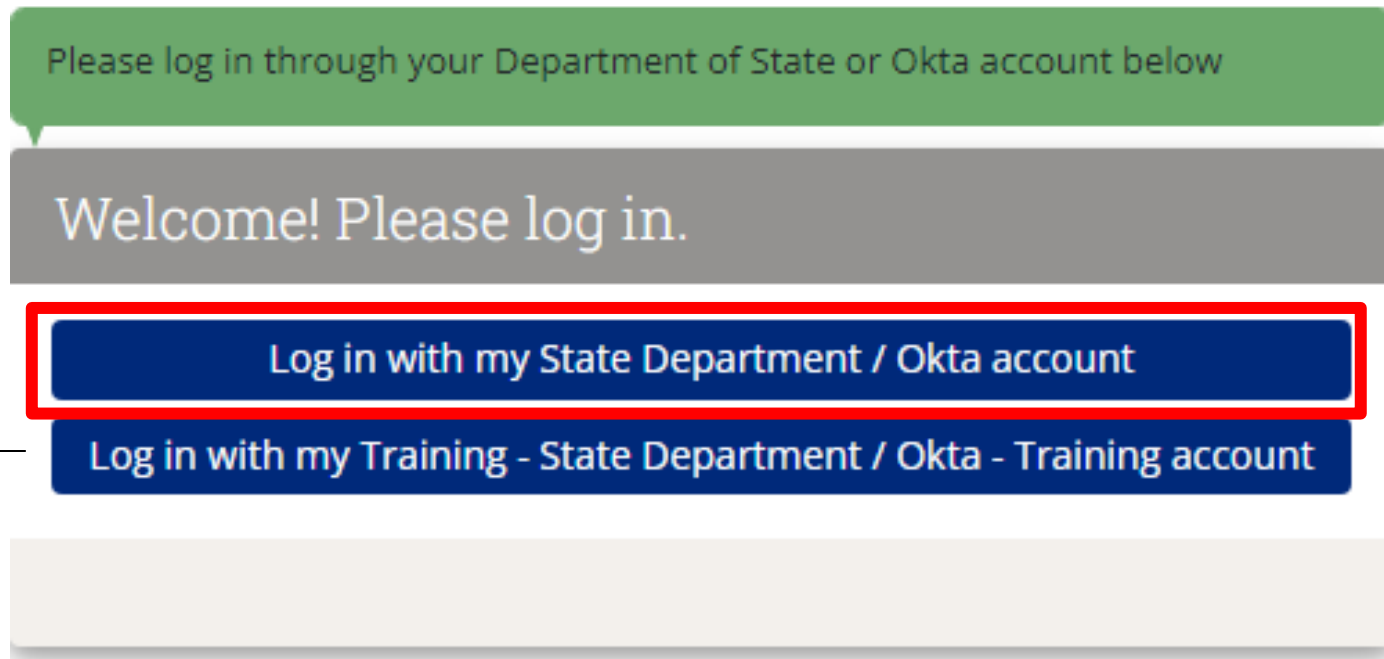
NOTE: If you wish to access the DevResults *Training* site, click the bottom button.

3. Log in to DevResults (continued)

Log in to Okta using your Okta username and password in order to gain access to DevResults. To review how to log in using Okta, see [here](#).
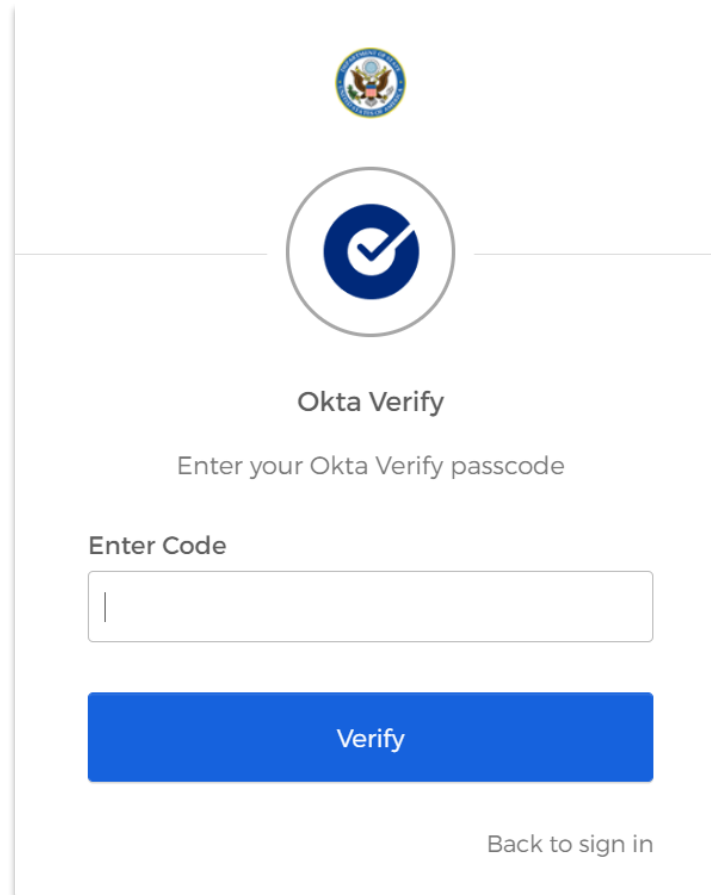
4. Log in to DevResults (continued)

Complete Okta log in by entering the verification code displayed on your Okta Verify app and select **Verify**. To review how to log in using Okta, see [here](#).

5. 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.

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

Log In and Setup Support

If you encounter any problems or have any questions about logging in to DevResults or Okta, reach out to the INL DevResults Support Team by emailing mexicocityinlme@groups.state.gov.