

# **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:



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

Hi [REDACTED],

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

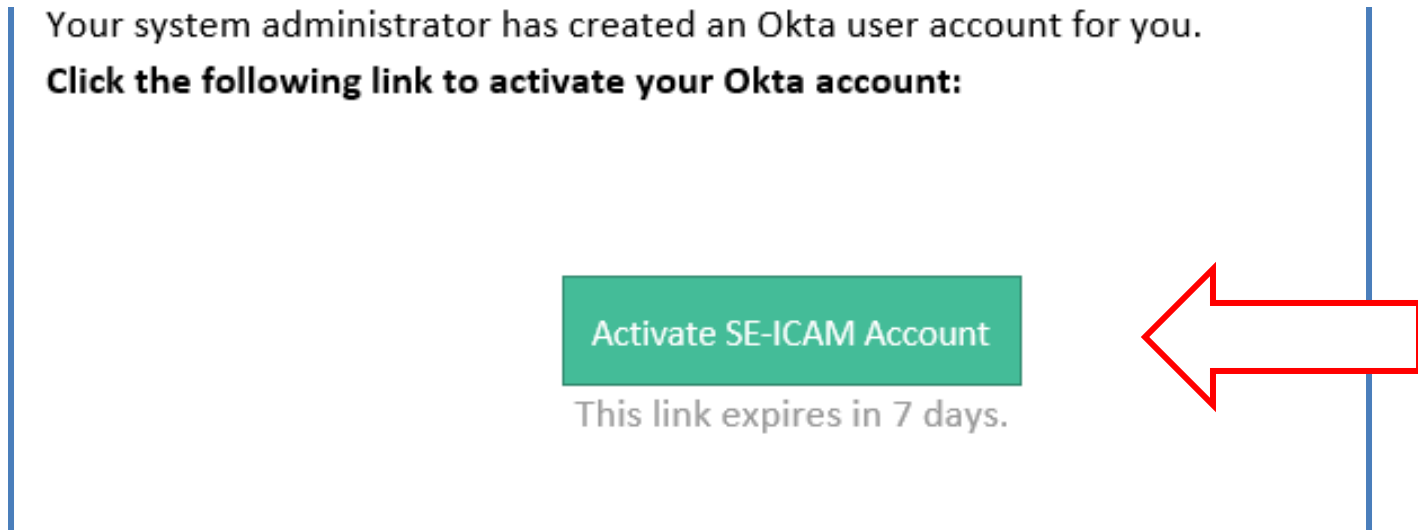
Please follow the steps below to enroll in Okta Verify:

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, [REDACTED]  
Create your Department of State account

 Enter new password

.....

Password requirements:

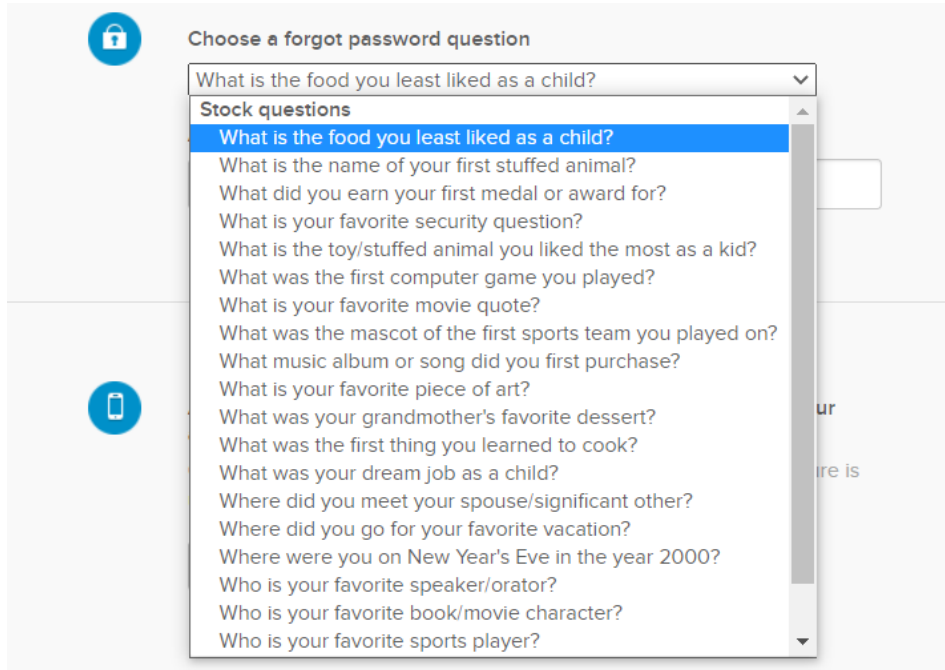
- At least 12 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 passwords
- At least 1 day(s) must have elapsed since you last changed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

Repeat new password

.....

## 5. Account Activation (continued)

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



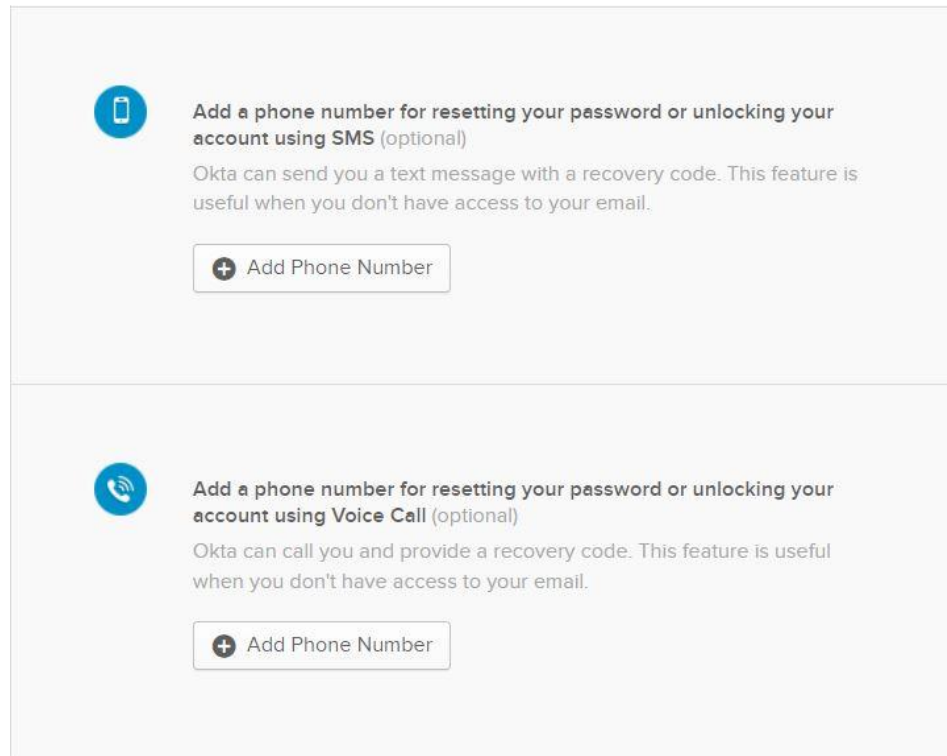
This screenshot shows a web form titled "Choose a forgot password question". A dropdown menu is open, displaying a list of "Stock questions". The first question, "What is the food you least liked as a child?", is highlighted in blue. The list includes various personal questions such as "What is the name of your first stuffed animal?", "What did you earn your first medal or award for?", "What is your favorite security question?", "What is the toy/stuffed animal you liked the most as a kid?", "What was the first computer game you played?", "What is your favorite movie quote?", "What was the mascot of the first sports team you played on?", "What music album or song did you first purchase?", "What is your favorite piece of art?", "What was your grandmother's favorite dessert?", "What was the first thing you learned to cook?", "What was your dream job as a child?", "Where did you meet your spouse/significant other?", "Where did you go for your favorite vacation?", "Where were you on New Year's Eve in the year 2000?", "Who is your favorite speaker/orator?", "Who is your favorite book/movie character?", and "Who is your favorite sports player?".



This screenshot shows the same web form, but now the dropdown menu is closed. The selected question, "What is the food you least liked as a child?", is visible in the dropdown box. Below the question, there is a label "Answer" and an empty text input field for the user to provide their answer. A large red arrow points from the right side of the page towards the answer input field.

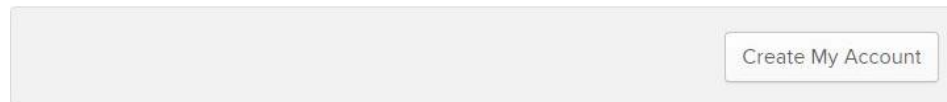
## 6. Account Activation (continued)

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.

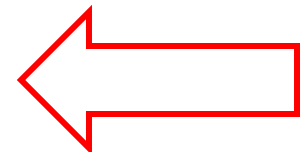


The screenshot displays two optional phone number settings. The first option, 'Add a phone number for resetting your password or unlocking your account using SMS (optional)', includes a blue icon with a white phone handset and a plus sign. Below the icon, the text states: 'Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.' A button with a plus icon and the text 'Add Phone Number' is located below the text. The second option, 'Add a phone number for resetting your password or unlocking your account using Voice Call (optional)', includes a blue icon with a white phone handset and a plus sign. Below the icon, the text states: 'Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.' A button with a plus icon and the text 'Add Phone Number' is located below the text.

When you are finished, click **Create My Account**.



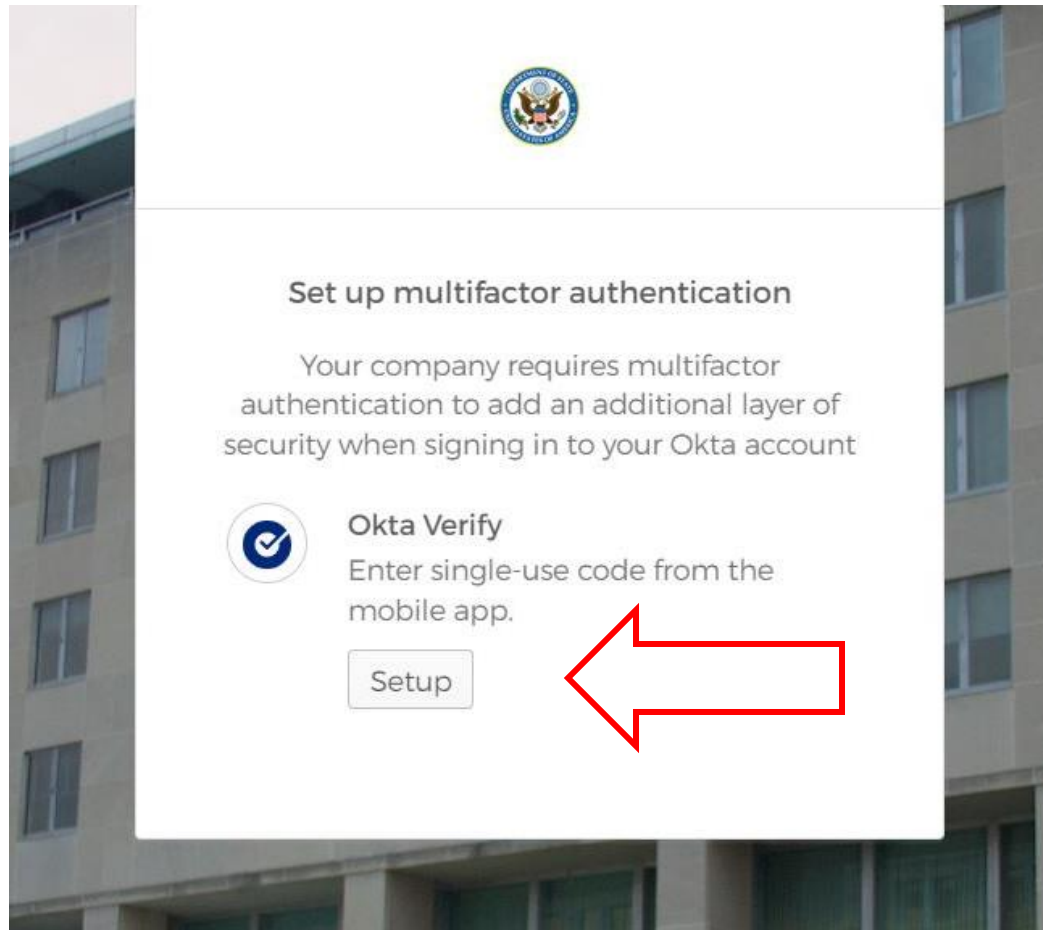
The screenshot shows the bottom of the account activation screen. A button with the text 'Create My Account' is located in the bottom right corner.



## 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.

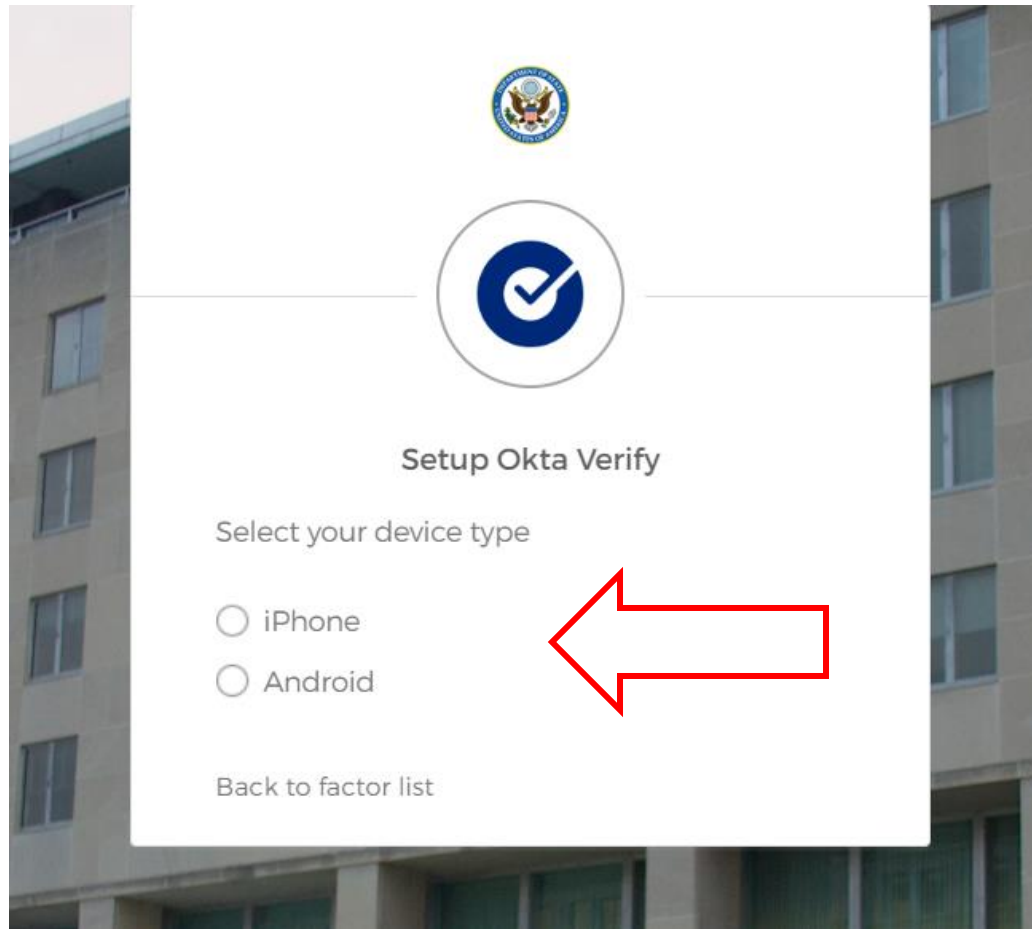
Click on **Setup** on the SE-ICAM webpage to get started.





## 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



device.

Download Okta Verify from the  
Google Play Store onto your mobile

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**.



Add account

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.

The diagram illustrates the two-step enrollment process for Okta Verify. A large red arrow points from the first screen to the second screen.

**Screen 1 (Left):**

- Header: Setup Okta Verify
- Text: Launch Okta Verify on your mobile device and select "Add an account". Scan the QR code to continue.
- Image: QR code for scanning.
- Text: Can't scan?
- Button: Next (highlighted with a red border)
- Link: Back to factor list

**Screen 2 (Right):**

- Header: Setup Okta Verify
- Text: Enter code displayed from the application
- Form: Enter Code (highlighted with a red border). The input field contains six black squares representing a six-digit code.
- Button: Verify (highlighted with a red border)
- Link: Back to factor list

## 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 not redirected to this page, see the next slide.

The screenshot shows a web browser window with two tabs: 'My Apps Dashboard | Department of State' and 'Data | DevResults'. The address bar shows the URL 'https://state.okta.com/app/UserHome'. The browser's private mode is indicated by 'InPrivate' in the top right corner. The Okta homepage is displayed, featuring the 'okta' logo on the left. A sidebar on the left contains 'My Apps' (with a home icon) and 'Notifications' (with a bell icon and a count of 3). The main content area is titled 'My Apps' and includes a search bar. Below the search bar, there are two sections: 'Work' (with a checkmark icon) and 'DevResults' (with a globe icon). Under the 'DevResults' section, there are two app cards. The first card is a placeholder with a light blue background. The second card is the 'INL DevResults' app, which has a globe icon and the text 'INL DevResults'. A large red arrow points to this card. At the bottom of the main content area, there is a link to '+ Add section'. The footer of the page includes the text 'Last sign in: a few seconds ago', '© 2022 Okta, Inc.', and a 'Privacy' link.

## 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:

The diagram illustrates a three-step login process for account activation. Each step is represented by a screenshot of a web form, connected by red arrows indicating the flow.

- Step 1:** The first form features the Department of State seal at the top. Below it is a warning message: "WARNING: You are accessing a Department of State information system." The form includes a "Username" label and a text input field containing a redacted email address. There is a "Remember me" checkbox and a blue "Next" button. At the bottom, there is an "OR" separator and a blue button labeled "Sign in with CAC / PIV card".
- Step 2:** The second form also has the seal at the top. Below it is a circular icon with a blue padlock and four asterisks. The form has a "Password" label and a text input field with a redacted password and a toggle icon. A blue "Verify" button is at the bottom. A "Back to sign in" link is at the bottom right.
- Step 3:** The third form has the seal at the top. Below it is a circular icon with a blue checkmark. The form has the text "Okta Verify" and "Enter your Okta Verify passcode". It includes a label "Enter Code" and a text input field with a redacted code. A blue "Verify" button is at the bottom. A "Back to sign in" link is at the bottom right.

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 [INL-DvR-Mailbox@state.gov](mailto:INL-DvR-Mailbox@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 [INL-DvR-Mailbox@state.gov](mailto:INL-DvR-Mailbox@state.gov).

## **Updating Password**

Okta passwords need to be updated every 60 days for security purposes. You will be prompted to reset your Okta password by logging in with your old password, using your security question, and then creating a new password. It is important to note that you can only reset your password once in a 24-hour period.

If you are having issues resetting your password, please reach out to the INL DevResults Support team at [INL-DvR-Mailbox@state.gov](mailto:INL-DvR-Mailbox@state.gov).

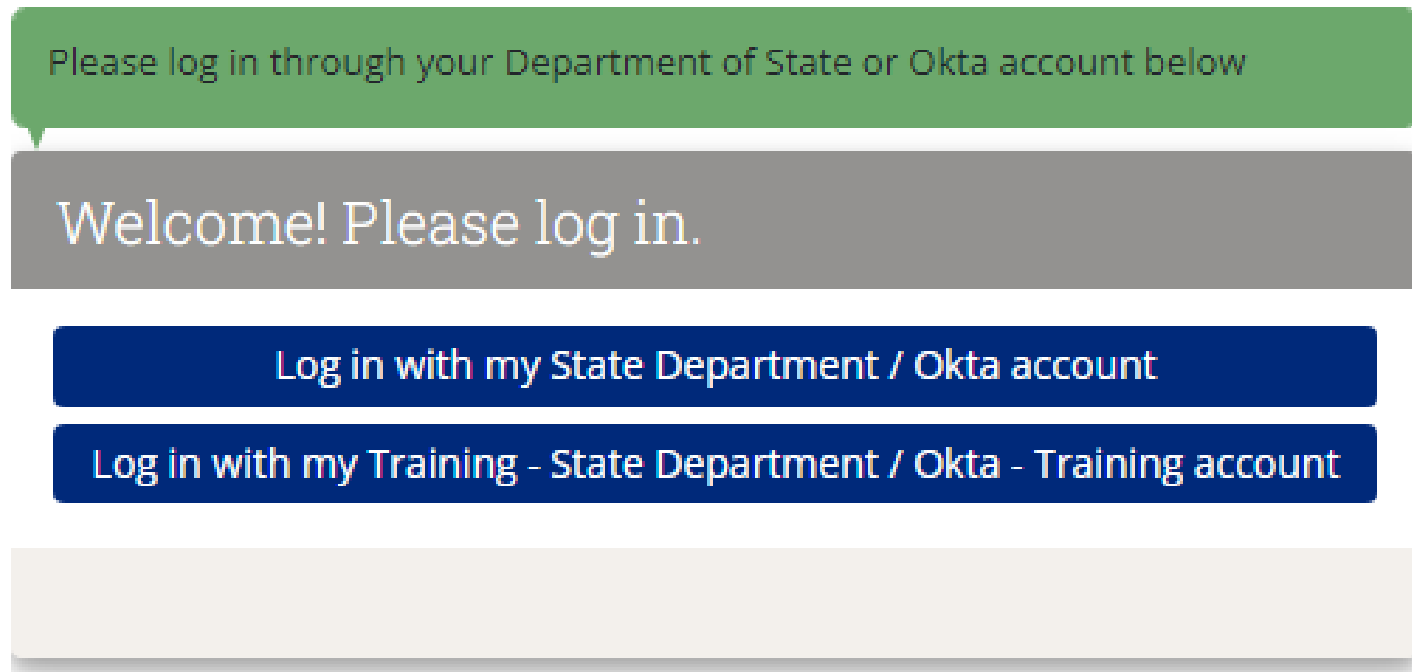


**Log In to DevResults**

# 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://inl.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](https://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

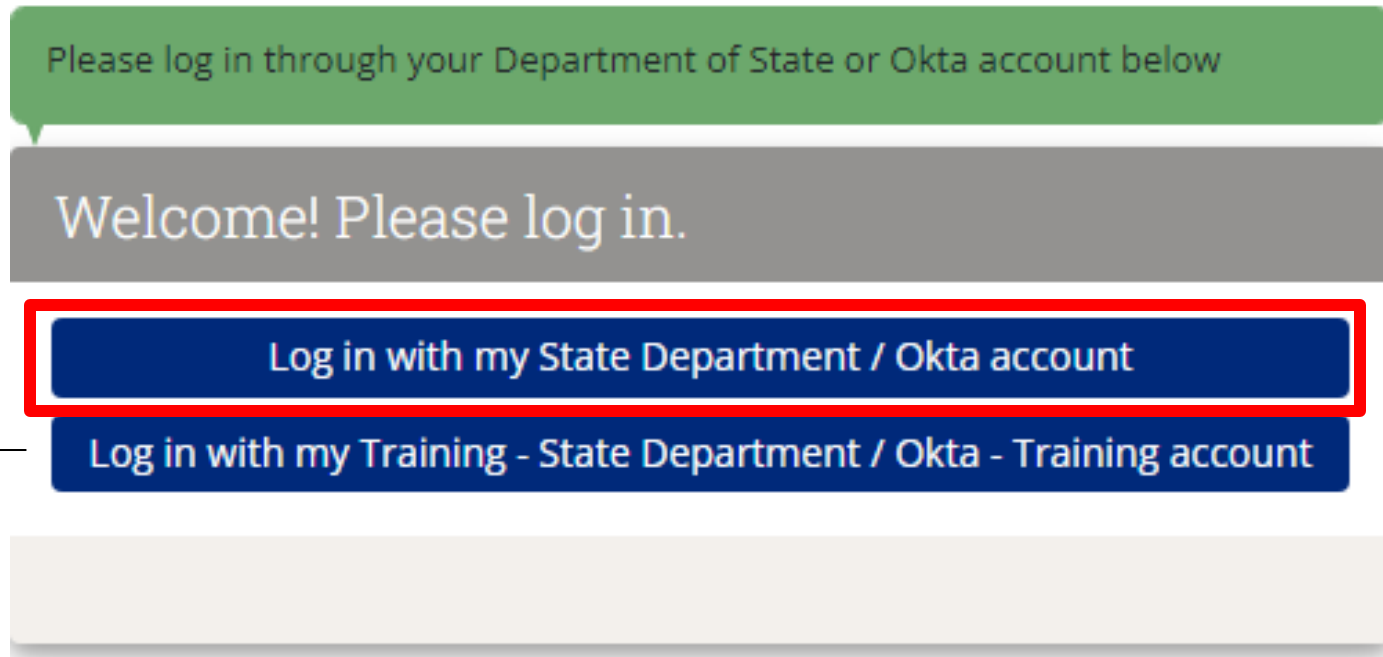
Welcome! Please log in.

Log in with my State Department / Okta account

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

## 2. Log in to DevResults

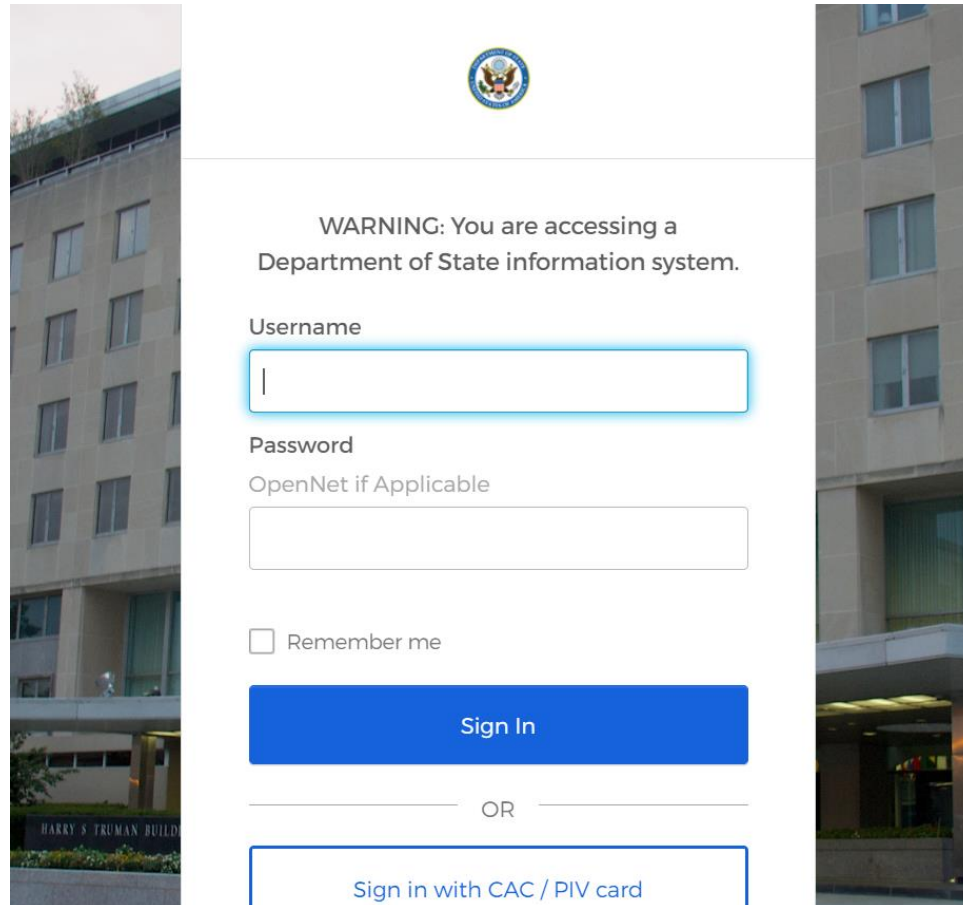
Select the Okta log in option as highlighted below.




→ 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](#).





WARNING: You are accessing a  
Department of State information system.

Username

Password  
OpenNet if Applicable

☐ Remember me

[Sign In](#)

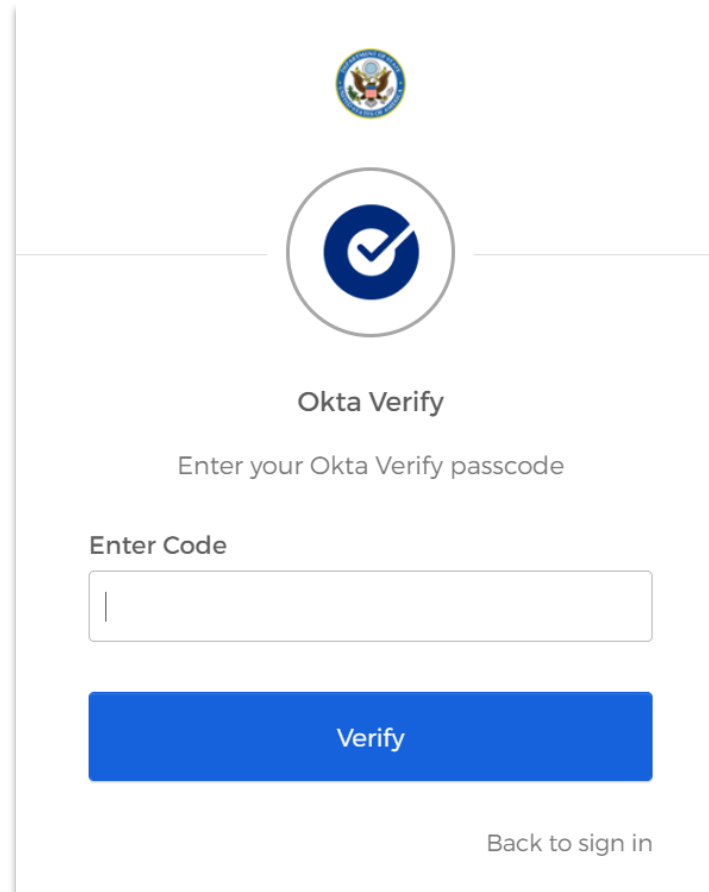
OR

[Sign in with CAC / PIV card](#)

HARRY S. TRUMAN BUILDING

## 4. Log in to DevResults (continued)

Complete Okta log in by entering the verification code displayed on your Okta Verify app and select **Verify**.



The image shows a mobile app interface for Okta Verify. At the top is the official seal of the United States Department of Justice. Below it is a large circular logo containing a blue checkmark. The text "Okta Verify" is centered below the logo. Underneath, it says "Enter your Okta Verify passcode". There is a text input field labeled "Enter Code" with a vertical cursor. Below the input field is a prominent blue button with the word "Verify" in white. At the bottom right, there is a link that says "Back to sign in".

Okta Verify

Enter your Okta Verify passcode


Enter Code

Verify

[Back to sign in](#)

## 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.



?

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



I Refuse

I Accept

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 [INL-DvR-Mailbox@state.gov](mailto:INL-DvR-Mailbox@state.gov).

