Multi-Factor Authentication (Okta) User Guide for EMS Course Providers

Abstract

This document provides how-to instructions for course providers who are setting up a new user account to access EMS. These applications are accessed through Okta, a multi-factor authentication tool.

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Create Your Okta Account

When you are enrolled in Okta, an email is sent indicating that your Okta account is active.

**Note:** To complete this process, you need to download and install Symantec VIP Access on your desktop or mobile device.

1. Find the “Welcome to Okta” email from no-reply@sso.nmls.org.
2. Click **Activate Okta Account**.

**Note:** Your username is included in the email.
3. Create a new password, forgot password question and answer, and choose a security image.

**Note:** Your password must be at least 15 characters. Be sure to secure and maintain the password.

4. Click **Create My Account**.
5. Begin the registration process for Symantec VIP. Click Setup.

6. Open Symantec VIP on your computer, mobile app, or view the token.

7. Type the **Credential ID** and two sequential **Security Codes**.

8. Click **Verify** to continue.

9. You are now logged into Okta and can access EMS.

**Note:** The second Symantec Security Code will display after 30 seconds.
Log into EMS

After you have created your Okta account, follow these steps to access EMS going forward.

2. Click **EMS (Okta Login)**.
3. Type your Okta username. Click **Next**.
4. Type your Okta password. Click **Sign In**.

5. Open Symantec VIP on your mobile device, computer, or view the token. Type your Symantec VIP credential. Click **Verify**.

6. You are now logged into EMS.
Unlock Your Account

Option 1: Use self-help.

2. Click EMS (Okta Login).
3. Click Need help signing in? and then click Unlock account?
4. Follow the prompts to unlock your account.

Option 2: Wait 15 minutes and your account will automatically unlock.

Option 3: Call the Call Center (800-269-6189) to request help in unlocking your account.
Reset Your Password

**Option 1:** Use self-help.

2. Click **EMS (Okta Login)**.
3. Click **Need help signing in?** and then click **Forgot Password?**
4. Follow the prompts to reset your password.

**Option 2:** Call the Call Center (800-269-6189) to request help in resetting your password.
Additional Help

For multifactor authentication resets, security question resets, or other help with Okta, contact the NMLS Call Center (800-269-6189 or help@nmls.org).