

# Frequently Asked Questions (FAQ)

Okta Activation

May 2023



**1. Q: "How do I set up my password and MFA option?"**

A: Look for an email from noreply@okta.com, hit activate, set a password, choose one MFA option (we suggest phone), and close out of the Okta setup after one MFA set up is complete. You can go to your login page for your application to log in. Please watch the video or download the PDF on our help page for more details.

**2. Q: "How can I get help with setting up MFA or setting my password?"**

A: Please complete the form on this page and a member of our Okta Support team will reach out to help!  
<https://iaawg.com/okta-help>

**3. Q: "Do I need to use a mobile device for MFA? Why?"**

A: Multi-factor authentication (MFA) makes it harder for hackers to get into customer accounts with a password alone. It protects companies and customers from security breaches by requiring that customers also have physical possession of a verified device, such as a phone or security fob.

**You have until May 17th** and then MFA will be required to access all iA American apps. To comply with the FTC Safeguards Rule, we need to ensure your customer information is secure, and one of ways we will do that is through MFA. You have four choices for this required 2nd factor authentication, but these require a device other than your desktop. Helpful Tip: Do you have an iPad for your business? This is the device some of our dealers are using to ensure they can access their systems securely without using personal devices. If not, please contact your IT department to see if they have one, can purchase one, or discuss alternative solutions.

**4. Q: "It looks like I need to add apps when I log into Okta on the dashboard. What do I do? "**

A: There is no need to add apps on the browser site you are on. Users will not access the apps through the Okta dashboard. You can close out of that page and go to the normal login page for each app you normally use.

**SmartMenu-** <https://www.smartmenucomplete.com>

**SmartP.R.U.-** <https://www.smartpru.com>

**SmartEye-** <https://www.mysmarteye.com>

**Connect-** <https://connect.iasdirect.com>

**OLÉ-** <https://assistant.southwestre.com>

**DealerWizard-** <https://app.dealerwizard.com/membership/login.aspx>

**DealLog-** <https://deallog.iaawg.com/secure/profit/login>

**Dash-** Coming Soon!

**5. Q: "I completed all the setup steps successfully -- what's next?"**

A: For SmartMenu, SmartP.R.U., SmartEye, IAS CONNECT, OLÉ, DealLog, and Dash:

Before May 17th: Once the setup process is complete, you will continue to log in to iA American apps as you do today using your CURRENT passwords.

**On May 17th and beyond:** You will navigate to iA American apps as usual, and begin using your NEW Okta password and your preferred MFA process.

A: For Dealer Wizard:

Before May 17th: Please notify your account manager that you have registered, and we will turn on Okta MFA within Dealer Wizard.

**On May 17th and beyond:** Your app will automatically change to include a new method for logging in, which will require you to use the password they set up in Okta, along with your second authentication factor.

**6. Q: "I cannot find the Okta activation email"**

A: Search for an email from [noreply@okta.com](mailto:noreply@okta.com).

Also check your spam and junk email folders.

If you do not find an email from [noreply@okta.com](mailto:noreply@okta.com):

Contact your IT department and ask them to whitelist [okta.com](https://www.okta.com).

Once [okta.com](https://www.okta.com) has been whitelisted, repeat Steps 1 and 2.

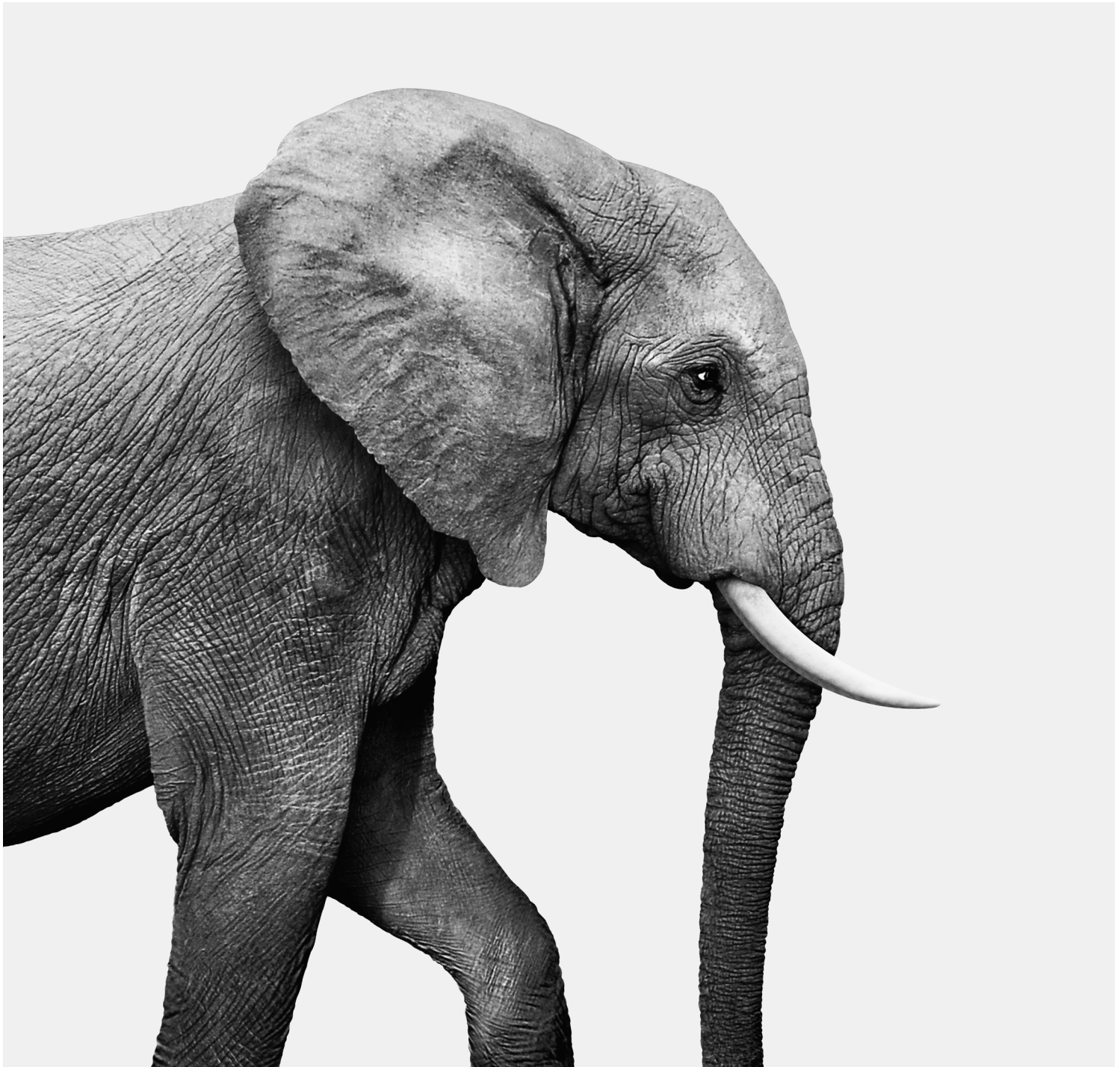
If you still do not find an email from [noreply@okta.com](mailto:noreply@okta.com), go to <https://www.iaawg.com/okta-help> and request that the activation email be resent.

Once iA American support has confirmed that the activation email has been resent, repeat Steps 1 and 2.

If you still cannot find an email from [noreply@okta.com](mailto:noreply@okta.com), contact iA American support to resolve.

**7. Q: "I got a new mobile device, what do I do now?"**

A: Go to <https://www.iaawg.com/okta-help>, fill out the Okta Support Request, and choose Reset my MFA from the dropdown options.



INVESTED IN YOU.



© iA American Warranty Group Inc. The iA American Warranty Group name and logo are registered trademarks of Industrial Alliance Insurance and Financial Services Inc. All rights reserved.

[iaawg.com](http://iaawg.com)