

Okta Registration

Registering for the First Time

NOTE: Registration will take a few minutes. Make sure you have your mobile device readily available before you begin. Once you start the registration process, please complete registration during that session. If you do not complete registration during that session, you will need to contact the ITG Service Desk later to complete registration.

1. If you are connected to the EHC network either directly or via VPN, go to <https://2fa.encompasshealth.com>.

OR

If you are NOT connected to the EHC network, you must contact the ITG Service Desk at 1-800-646-9404 to register.

2. Click the green **Activate** button to start the registration process.
3. On the Okta registration page, your EHC username will already be displayed. Enter your EHC password in the **Windows Password** box, choose a security image, then click **Create My Account**.
4. Register SMS Authentication (Text):
 - a. Click **Setup** under **SMS Authentication**
 - b. Enter your mobile phone number, area code included, then click **Send Code**
 - c. You will receive a text with a verification code. Type this code into the **Enter Code** box and select **Verify**. You will receive an email confirming your enrollment.

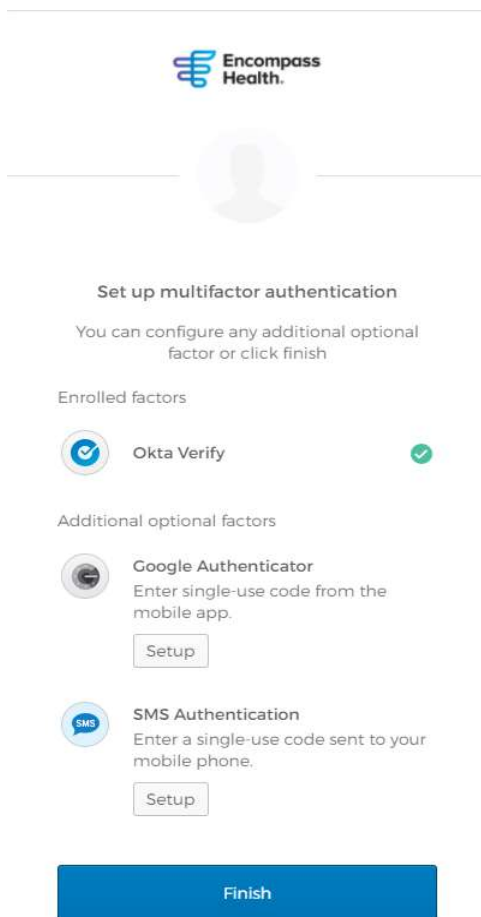
You can now use SMS Authentication to access remote.encompasshealth.com. It can be useful to have multiple authentication methods in case one becomes unavailable. Additional instructions to register other authentication methods within Okta can be located on the next page.

If you have any questions or run into any problems, please contact the ITG Service Desk at 1-800-646-9404.

Registering Additional Authentication Methods

Instructions for setting up each type of multifactor authentication method are included in the remainder of this document. Skip to the appropriate section based on which method you choose. Note that Okta Verify and Google Authenticator have separate instructions for iPhone and Android but SMS Authentication setup is the same on either device.

Once you are finished registering your multifactor authentication type(s), click the **Finish** button to close the dialog box.



The screenshot shows a user interface for setting up multifactor authentication. At the top, the Encompass Health logo is displayed. Below it is a placeholder for a user profile picture. The main heading is "Set up multifactor authentication", followed by the instruction: "You can configure any additional optional factor or click finish".

Under the heading "Enrolled factors", there is one entry: "Okta Verify" with a green checkmark icon to its right, indicating it is already set up.

Under the heading "Additional optional factors", there are two entries:

- Google Authenticator**: "Enter single-use code from the mobile app." with a "Setup" button.
- SMS Authentication**: "Enter a single-use code sent to your mobile phone." with a "Setup" button.

At the bottom of the dialog is a large blue button labeled "Finish".

Okta Verify Setup

Choose your device type, **iPhone** or **Android**.

Setup Okta Verify

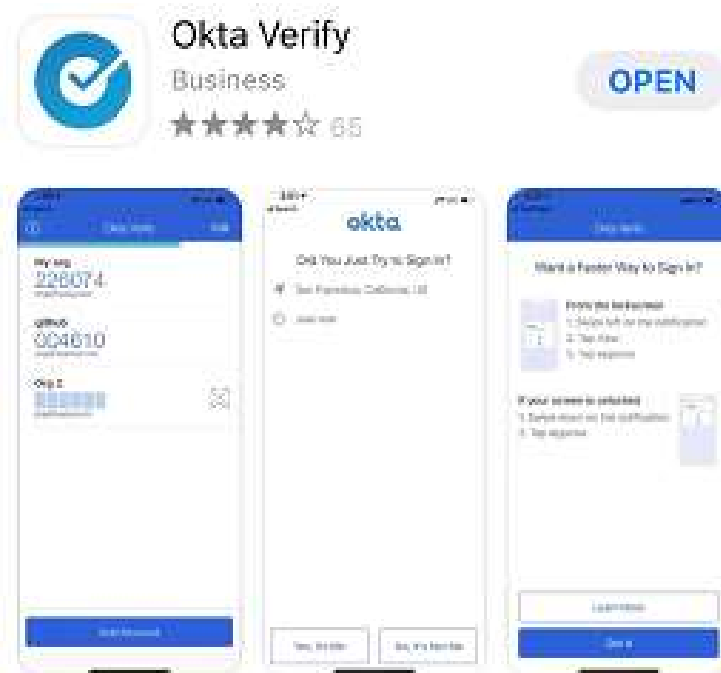
Select your device type

- iPhone
- Android

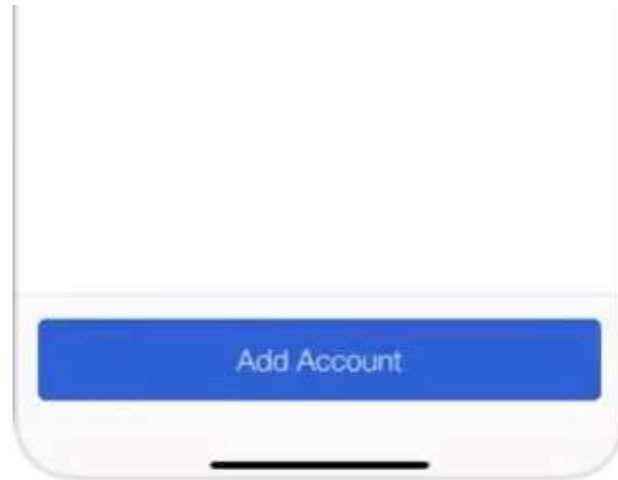
[Back to factor list](#)

Okta Verify Setup: iPhone

1. Select **iPhone** on the Okta Registration page on your computer, then select **Next**. Your computer will now display a barcode which you will scan after the Okta Verify app is installed on your phone.
2. Open the **App Store** on your phone, search for **Okta Verify**, and install the app.



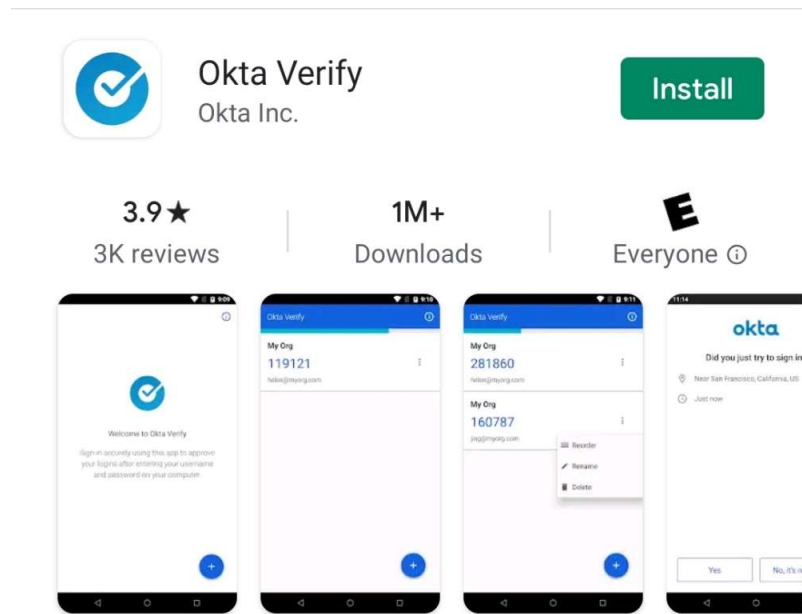
3. Open **Okta Verify** and tap **Add Account**



4. Scan the barcode displayed on the registration page on your computer and select **Finish** to complete Okta Verify setup and Okta registration. You will receive two emails confirming your MFA factor enrollment.

Okta Verify Setup: Android

1. Select **Android** on the Okta Registration page on your computer, then select **Next**. Your computer will now display a barcode you will scan after Okta Verify is installed on your phone.
2. Open the **Google Play Store** on your phone, search for **Okta Verify**, and install the app.



3. Open **Okta Verify** and tap the plus sign (+) at the bottom of the screen.

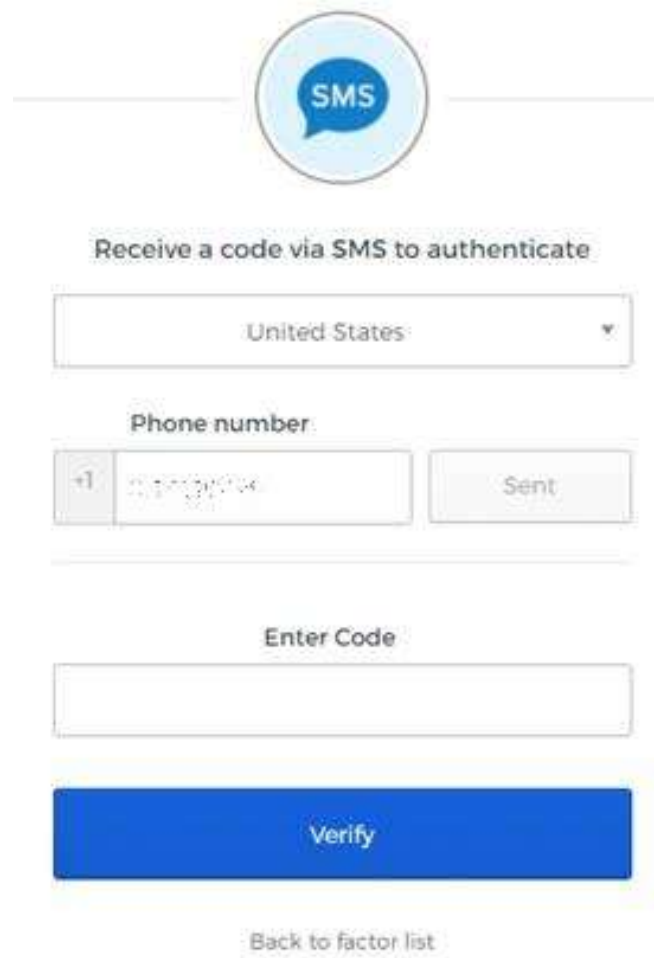
Welcome to Okta Verify

Sign in securely using this app to approve your logins after entering your username and password on your computer.



Note: If prompted, allow Okta Verify to take pictures and record video. This is only required so Okta Verify can scan barcodes with the camera.

4. Scan the barcode displayed on the registration page on your computer and select **Finish** to complete Okta Verify setup and Okta registration. You will receive two emails confirming your MFA factor enrollment.



The screenshot shows the 'SMS' authentication screen. At the top is a blue circular icon with a white speech bubble containing the text 'SMS'. Below this is the heading 'Receive a code via SMS to authenticate'. There is a dropdown menu for 'United States'. Underneath is the 'Phone number' section, which includes a '+1' country code selector, a text input field containing '(555) 555-1234', and a 'Send' button. Below the phone number section is the 'Enter Code' section with a large text input field. At the bottom is a large blue 'Verify' button and a link that says 'Back to factor list'.

Google Authenticator Setup

Choose your device type, **iPhone** or **Android**.

Setup Google Authenticator

Select your device type

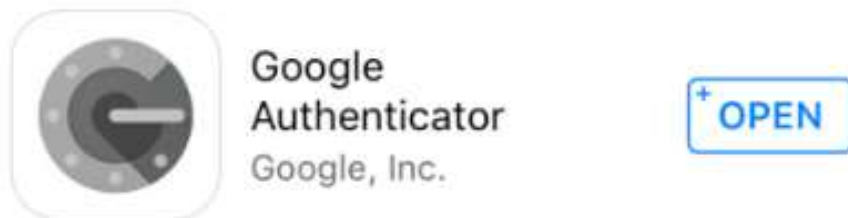
iPhone

Android

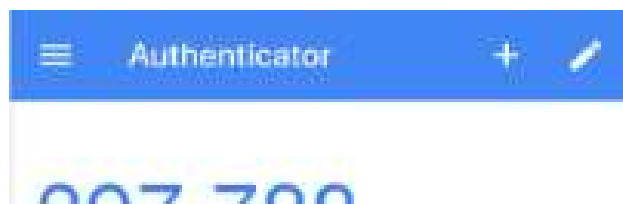
[Back to factor list](#)

Google Authenticator Setup: iPhone

1. Select **iPhone** on the Okta Registration page on your computer, then select **Next**. Your computer will now display a barcode you will scan after Google Authenticator is installed on your phone.
2. Open the **App Store** on your phone, search for **Google Authenticator**, and install the app.



3. Open **Google Authenticator** and tap the plus sign (+) on the top right corner of the app.



4. Scan the barcode displayed on the registration page on your computer with your phone and select **Next**.

5. Enter the six-digit code displayed on your device and select **Verify** to complete the Google Authenticator setup. You will receive an email confirming your MFA factor enrollment.

Setup Google Authenticator

Enter code displayed from the application

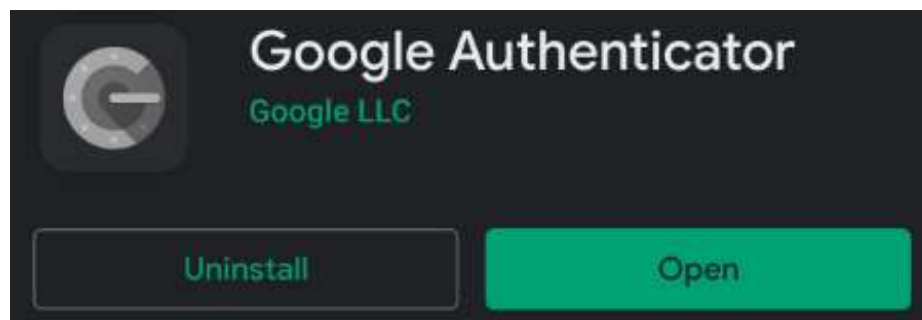
Enter Code

Verify

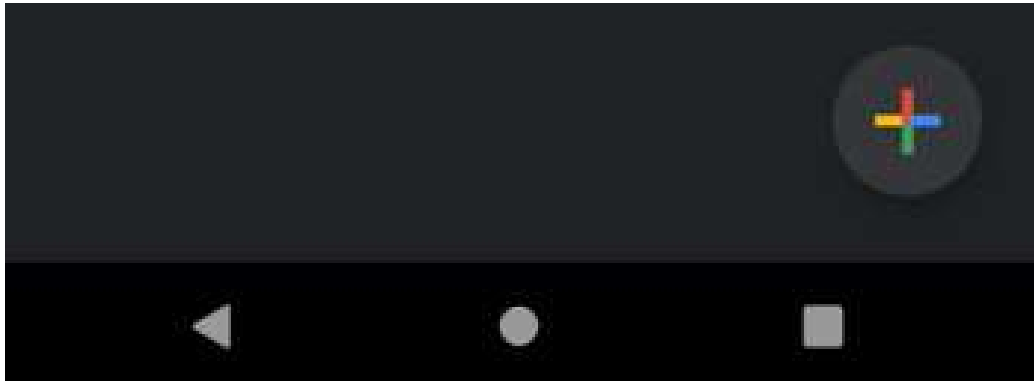
[Back to factor list](#)

Google Authenticator Setup: Android

1. Select **Android** on the Okta Registration page on your computer, then select **Next**. Your computer will now display a barcode you will scan after Google Authenticator is installed on your phone.
2. Open the **Google Play Store** on your phone, search for **Google Authenticator**, and install the app.



3. Open **Google Authenticator** and tap the plus sign (+) on the bottom right corner of the app.



4. Scan the barcode displayed on the registration page on your computer with your phone and select **Next**.
5. Enter the six-digit code displayed on your device and select **Verify** to complete the Google Authenticator setup. You will receive an email confirming your MFA factor enrollment.

Setup Google Authenticator

Enter code displayed from the application

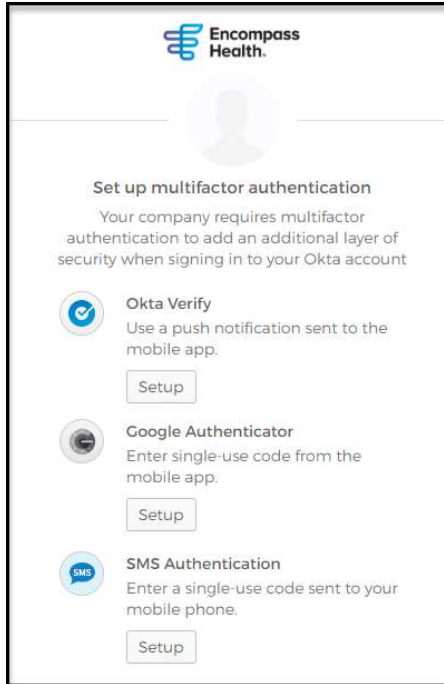
Enter Code

Verify

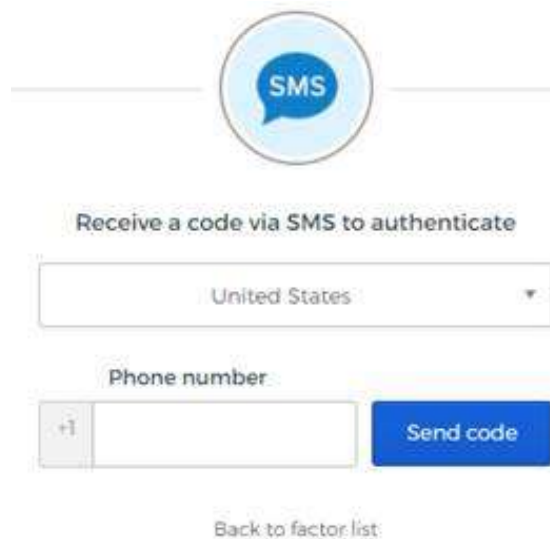
[Back to factor list](#)

SMS Authentication Setup

1. Select **SMS Authentication** on the set up multifactor authentication page.



2. Enter you cell phone number then click **Send Code**.



3. You will receive a text with a verification code. Type this code in the **Enter Code** box and select **Verify** to complete SMS Authentication setup. You will receive an email confirming your MFA factor enrollment.