



ARBITRATION FORUMS, INC.
Membership driven. Innovation focused.

Okta Identity Management Guide Existing Website User

July 2021

Okta Identity Management Guide: Existing Website User

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About this Guide

This guide is for *existing* users of AF's website and has been designed to help you log in following your company's migration to our new identity management solution (Okta).

Okta Identity Management

This industry-leading product provides the added layers of security and protection our members and arbitration and subrogation data deserve. **Please read the following key details about the migration to Okta Identity Management:**

- **Existing passwords will work following your company's migration to Okta** (until they expire).
- **After changing your password, there is a minimum 24-hour waiting period to change it again yourself (without an administrator).** If you attempt to change it within the 24-hour time period, AF will send an email with the following: *At this time, your password can only be reset by an administrator.* Contact your company administrator or AF Member Services.
- Okta will automatically assign a security image that will appear in your Sign In after you have completed your first login. The security image gives you additional assurance that you are logging into AF's website applications via Okta, and not a fraudulent website. Report any suspicious activity to AF.
- Okta prompts the creation of a *forgot password question* (security challenge) which enables self-service remediation for a forgotten password.
- When creating a *forgot password question*, the answer is not case sensitive, but if it includes a space or special character, it must be replicated in the event of a forgotten password. Please see the following example:

Q. What is the name of my favorite painter?

A. Claude Monet

The following will work: Claude Monet, CLAUDE MONET, claude monet, Claude monet, claude Monet.

The following will not work: ClaudeMonet (space between first and last name in original answer was not replicated).

Log in: Password Known

Log in:
Password Known

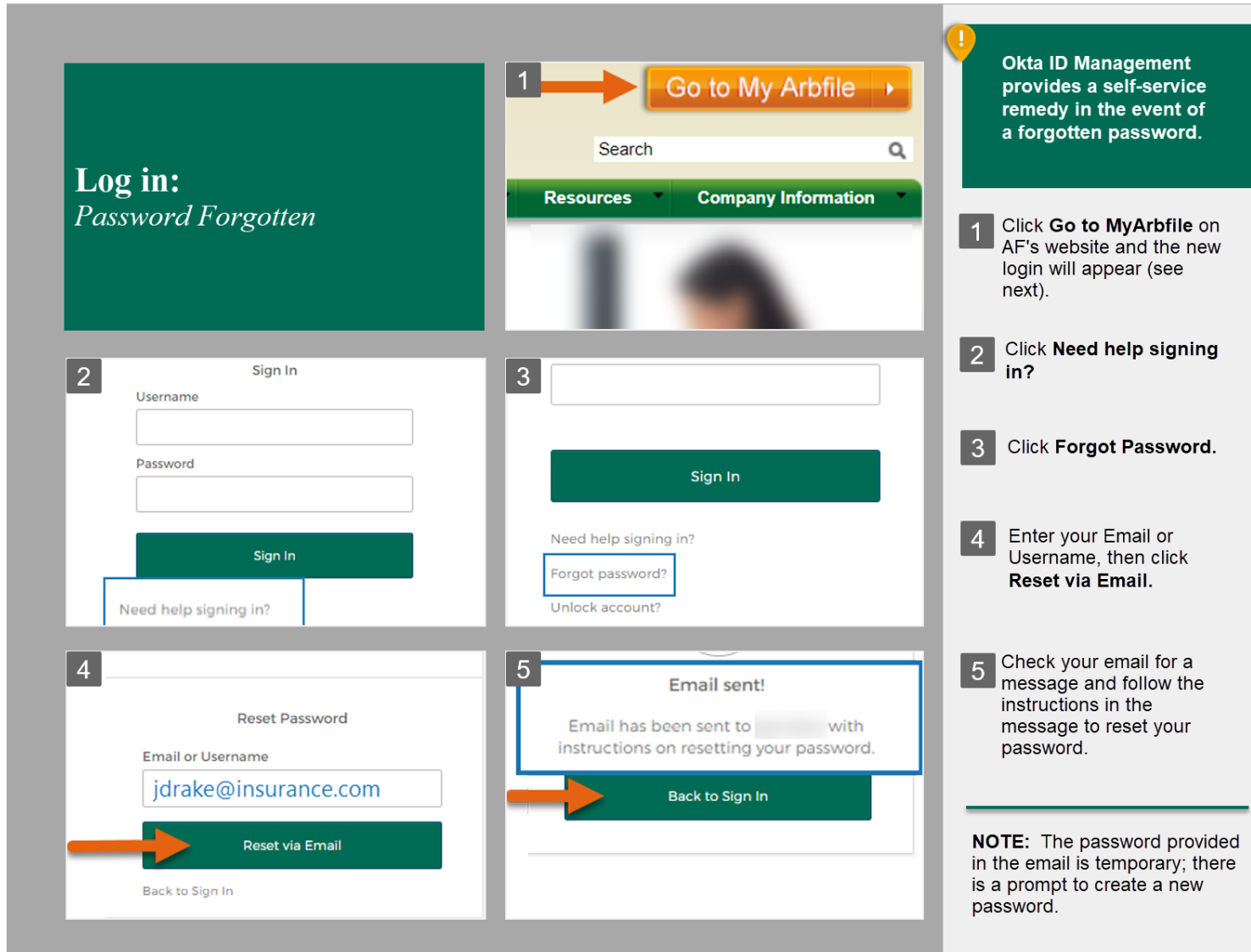
! An expired password will work to log in after the transition to Okta. AF has facilitated this approach to best support the transition for our membership.

- 1 Click **Go to MyArbfile** on AF's website and the new login will appear (see next).
- 2 Enter your Username and password, then click **Sign In**. *****If you receive the Unable to sign in message, try again. You have three attempts before the account is locked out.**
- 3 [After successfully signing in] Choose a **forgot password question**, or create a custom question, and enter your answer.
- 4 Click the AF logo to return to the home page.
- 5 Look for an email confirmation.

You are now successfully logged in.

NOTE: This message will also appear in the event your AF Account is used to sign in from a new or unrecognized device, browser, or application. **Report suspicious activity.**

Log in: Password Forgotten



Log in:
Password Forgotten

1 → **Go to My Arbfile**

Search

Resources Company Information

Okta ID Management provides a self-service remedy in the event of a forgotten password.

1 Click **Go to MyArbfile** on AF's website and the new login will appear (see next).

2 **Sign In**

Username

Password

Sign In

Need help signing in?

3

Need help signing in?

Forgot password?

Unlock account?

Sign In

2 Click **Need help signing in?**

3 Click **Forgot Password.**

4 **Reset Password**

Email or Username

jdrake@insurance.com

Reset via Email

Back to Sign In

5 **Email sent!**

Email has been sent to [redacted] with instructions on resetting your password.

Back to Sign In

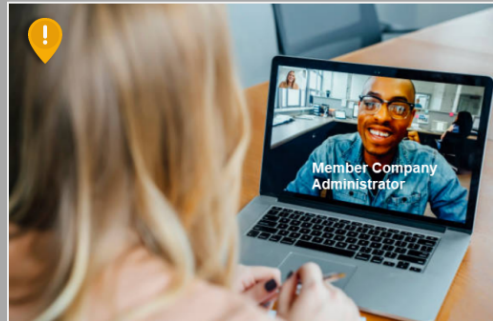
4 Enter your Email or Username, then click **Reset via Email.**

5 Check your email for a message and follow the instructions in the message to reset your password.

NOTE: The password provided in the email is temporary; there is a prompt to create a new password.

Log in: Password and Answer to Security Question Forgotten

Log in: Password and Security Answer Forgotten



Contact your company administrator or an AF Member Services representative to launch the Password Reset process from Member Management.

*Administrator clicks **Reset Password** for the User.*

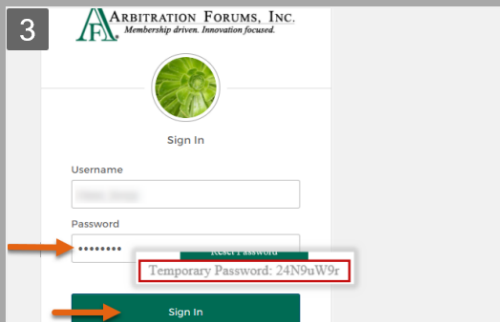
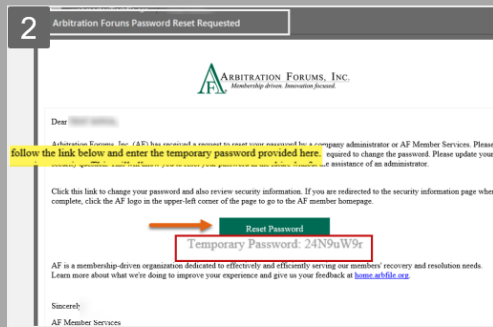
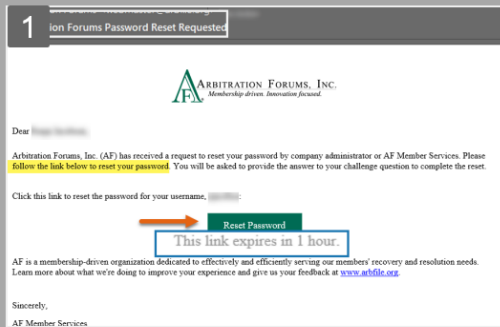
- 1 Look for an email titled: *Arbitration Forums Password Reset Requested*, and click **Reset Password**.

*[After refreshing browser and clicking Save] the administrator clicks **Reset Password** a second time for the User. This must be done within an hour from the previous password reset.*

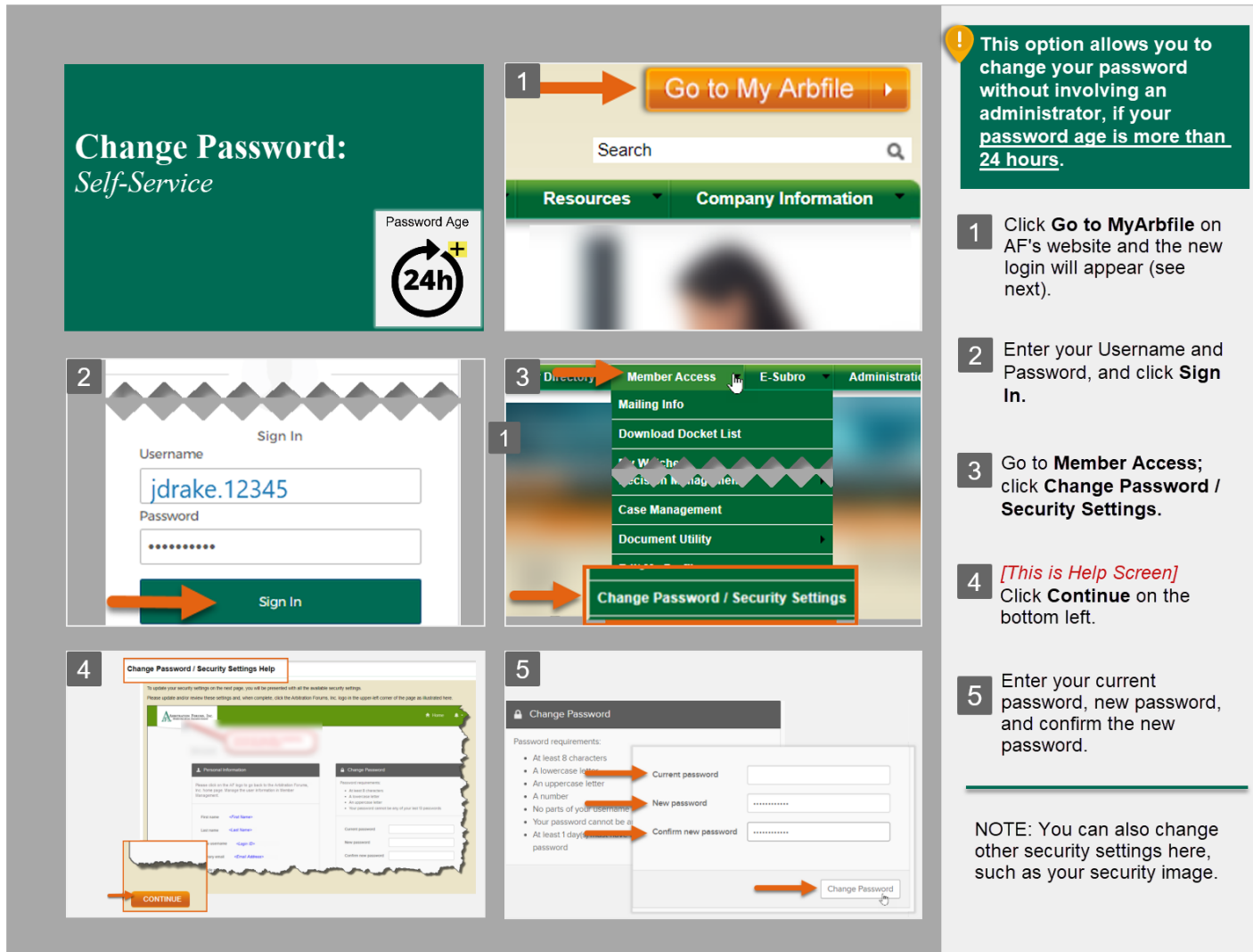
- 2 Look for a second email, note the temporary password, and then click **Reset Password**.

- 3 Sign in with the temporary password.

- 4 Enter the temporary password, your new password, and repeat the new password; you will then be logged in successfully.



Change Password: Self-Service via Member Access Menu



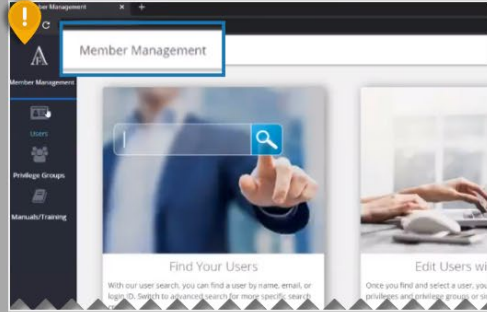
! This option allows you to change your password without involving an administrator, if your password age is more than 24 hours.

- 1 Click **Go to MyArbfile** on AF's website and the new login will appear (see next).
- 2 Enter your Username and Password, and click **Sign In**.
- 3 Go to **Member Access**; click **Change Password / Security Settings**.
- 4 *[This is Help Screen]* Click **Continue** on the bottom left.
- 5 Enter your current password, new password, and confirm the new password.

NOTE: You can also change other security settings here, such as your security image.

Reset/Modify Password: Administrator Initiated

Reset/Modify Password: *Administrator Initiated*



Member Management

Find Your Users

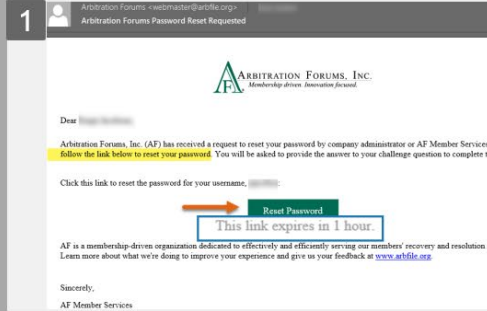
Edit Users with Privileges

An administrator may prompt you to reset your password via Member Services.

Administrator clicks *Reset Password* for the User's ID

1 Look for an email titled **Arbitration Forums Password Reset Requested** and click the **Reset Password** link.

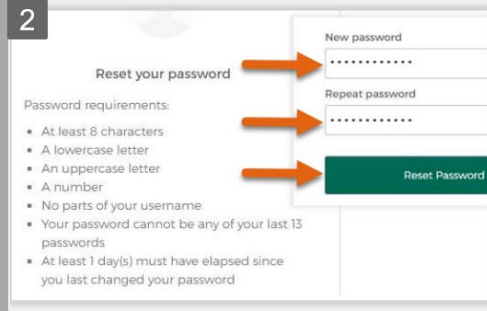
2 Enter a new password, and repeat it to confirm. Click **Reset Password**



Arbitration Forums, Inc. (AF) has received a request to reset your password by company administrator or AF Member Services. Follow the link below to reset your password. You will be asked to provide the answer to your challenge question to complete this process.

Click this link to reset the password for your username: [Reset Password](#)

This link expires in 1 hour.



Reset your password

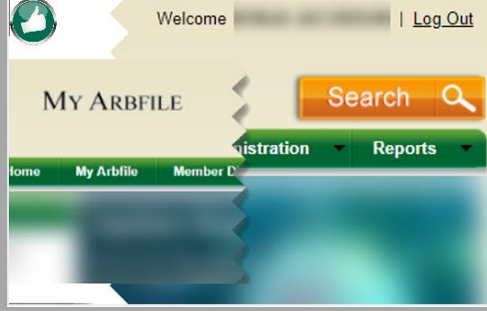
Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 13 passwords
- At least 1 day(s) must have elapsed since you last changed your password

New password: [input type="password"]

Repeat password: [input type="password"]

Reset Password



Welcome [username] | [Log Out](#)

MY ARBFILE

Search

Registration Reports

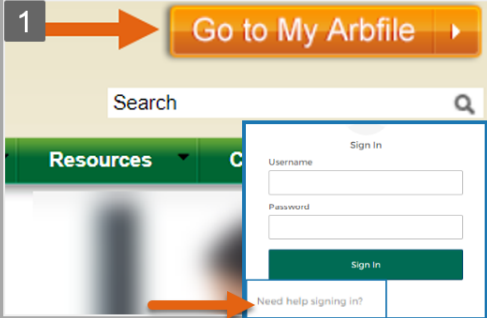
Home My Arbfile Member D

You are now successfully logged in.

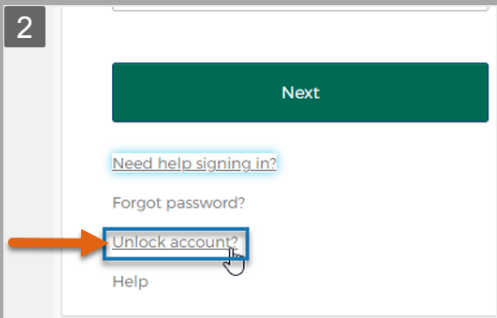
Unlock Account: Self-Service (Email)

Unlock Account: Self-Service (Email)

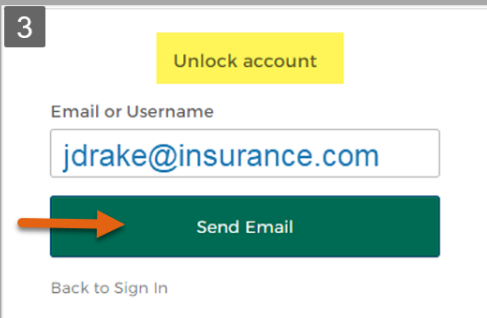
1 → [Go to My Arbfile](#)



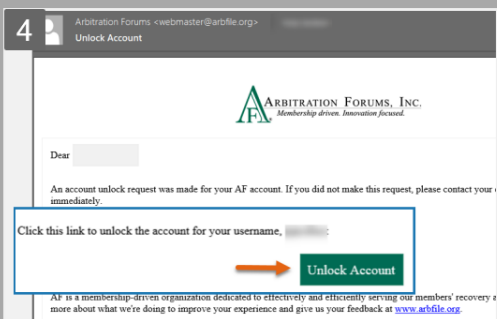
2 → [Unlock account?](#)



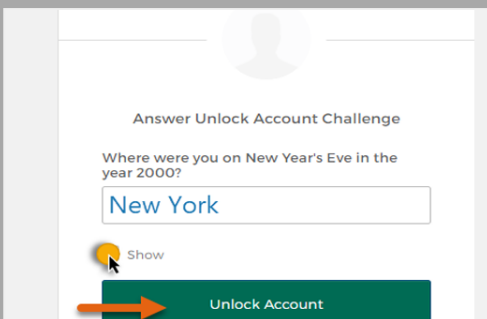
3 → [Send Email](#)



4 → [Unlock Account](#)



5 → [Unlock Account](#)



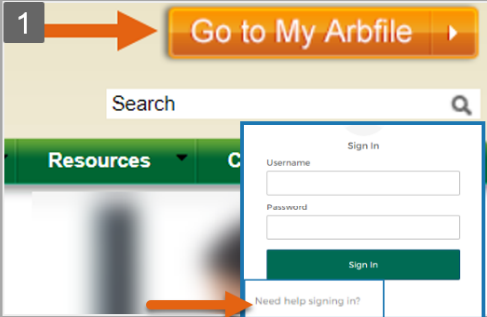
! You will be required to answer your security challenge question to unlock your account.

- 1** Click **Go to My Arbfile** on AF's website; the new login will appear. Click **Need help signing in?**
- 2** Click **Unlock Account**.
- 3** Enter your Email and click **Send Email**.
- 4** Check your email for the message; then click **Unlock Account** in the message.
- 5** [When prompted] Answer **Unlock Account Challenge** (your security question) and click **Unlock Account**.

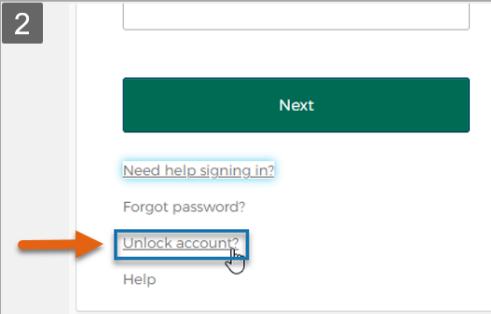
NOTE: If you remain locked after this process, go through the unlock process before trying again.

Unlock Account: Self-Service (Username)

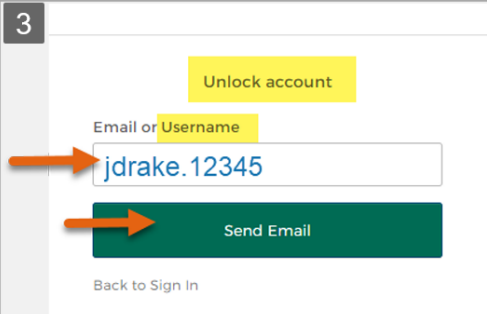
Unlock Account: Self-Service (Username)



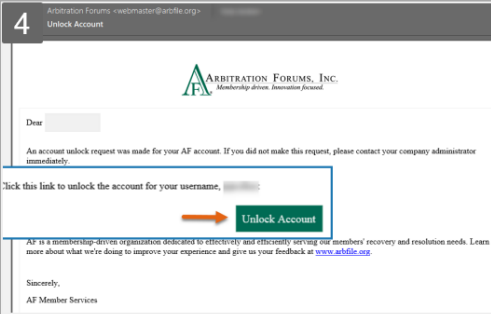
1 Click **Go to My Arbfile** on AF's website; the new login will appear. Click **Need help signing in?**



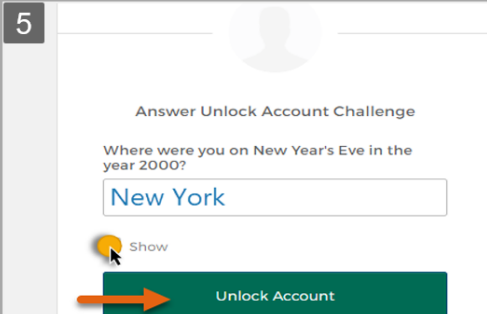
2 Click **Unlock Account**.



3 Enter your Username and click **Send Email**.



4 Check your email for the message; then click **Unlock Account** in the message.



5 [When prompted] Answer **Unlock Account Challenge** (your security question) and click **Unlock Account**.

! You will be required to answer your security challenge question to unlock your account.

NOTE: If you remain locked after this process, go through the unlock process before trying again.

Unlock Account: Admin Unlocks

! If the Self-Service option to unlock your account does not work, contact your company administrator or AF Member Services.

! *In Member Management, the administrator clicks **Unlock User**.*

! *The user's login status changes to **ACTIVE**.*

1 Look for an email titled *Unlock Account* and click **Unlock Account**.

2 *[When prompted]* Answer your *Unlock Account Challenge* (your security question) and click **Unlock Account**.

3 Sign in. If you have forgotten your password, click **Need help signing in**; then click **Forgot password** and follow the prompts to reset your password.

NOTE: If you remain locked after this process, go through the unlock process before trying again.

Unlock Account: Okta Auto Unlock

Unlock Account
Auto-Unlock

Unable to sign in

Username
 jdrake.12345

Password
 |

Please enter a password

Sign In

1 Wait five minutes after being locked out, and your account will automatically unlock.

2 Sign in with the correct credentials.

You are now successfully logged in.

Welcome [User Name] | Log Out

Search

Administration Reports

Log in: Password Expired

**Log in:
Expired Password**

1 Your password has expired

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 13 passwords
- At least 1 day(s) must have elapsed since you last changed your password

2 [Upon signing in] Receive notice that Password has expired.

2 Enter the correct expired password.

3 Enter your new password and repeat it.

You are now successfully logged in.

NOTE: Please review the password requirements carefully before creating your new password. **Using a phrase, such as the example shown in Step 2, makes it easier to remember.**