

Biometric Authenticator (MFA)

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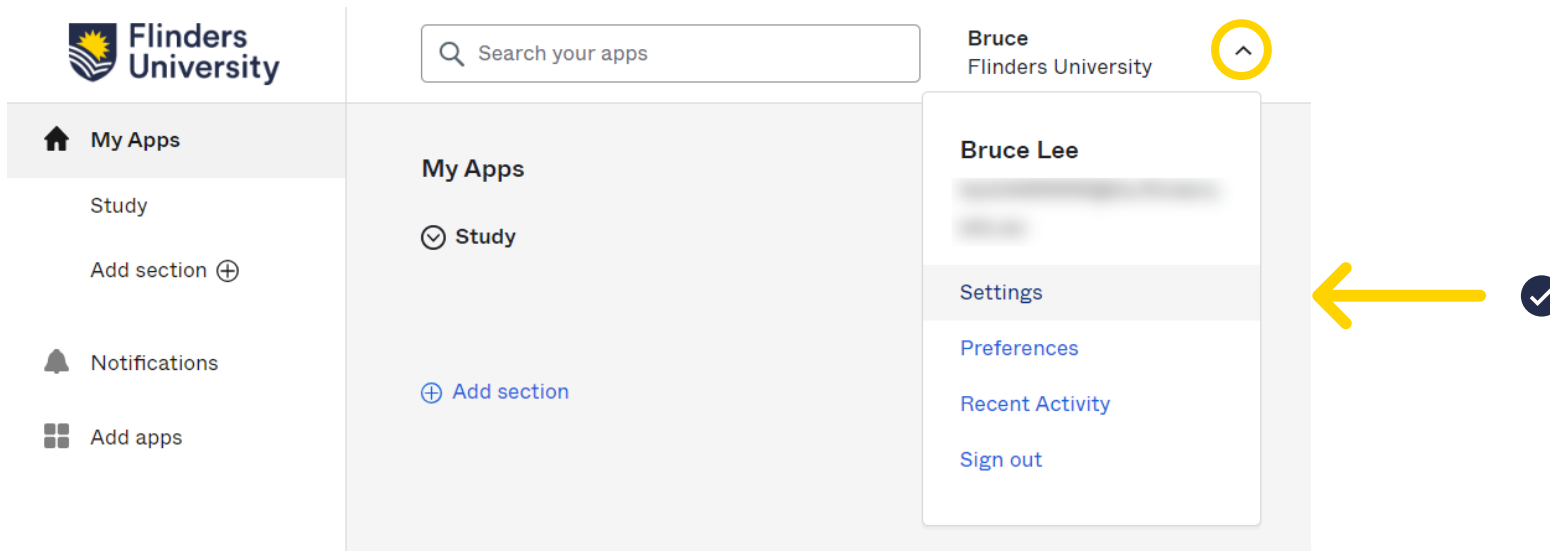
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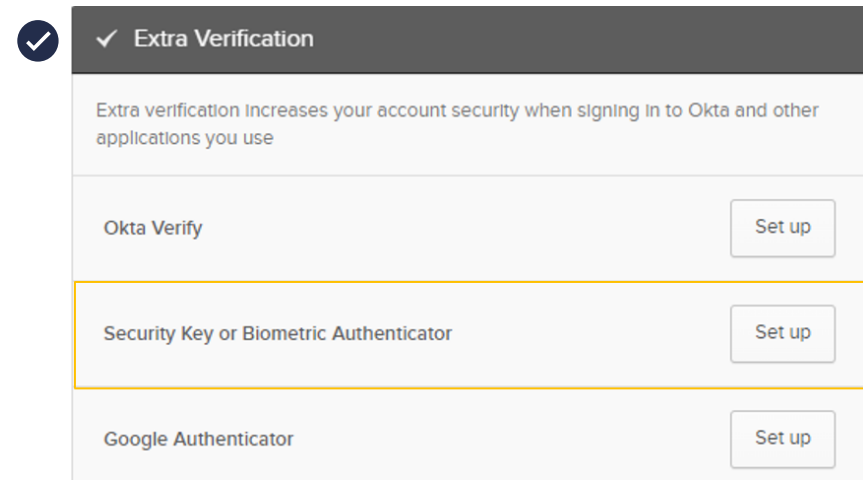
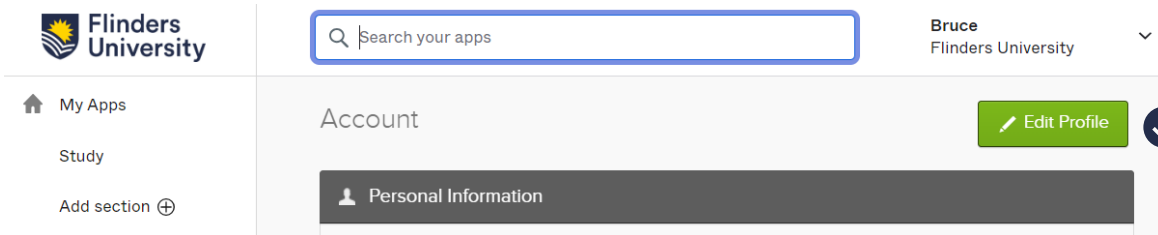
How to set up Biometric Authenticator

1 – Open the drop-down menu by selecting the arrow in the top right-hand corner next to your name and select **Settings**



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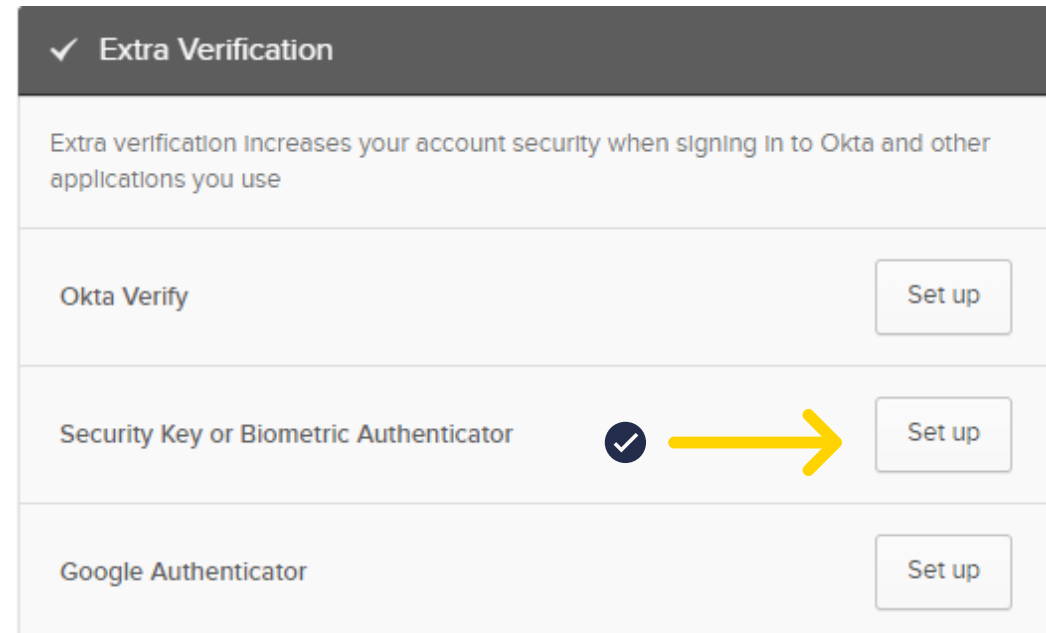
2 – Select **Edit Profile** and navigate to **Extra Verification**



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3 – Select **Set up**

Biometric Authenticator (FIDO2 WebAuthn) works on multiple devices and browsers allowing you to have backups



✓ Extra Verification

Extra verification increases your account security when signing in to Okta and other applications you use

Okta Verify		Set up
Security Key or Biometric Authenticator	<input checked="" type="radio"/>	Set up
Google Authenticator		Set up


A yellow arrow points from the selected radio button to the 'Set up' button for 'Security Key or Biometric Authenticator'.


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4 – **Enroll** Biometric Authenticator. Use Microsoft Edge or Google Chrome or Safari for the best experience. Select **Setup** and **Enroll**


Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

 **Security Key or Biometric Authenticator**
Use a security key (USB or bluetooth) or a biometric authenticator (Windows Hello, Touch ID, etc.)







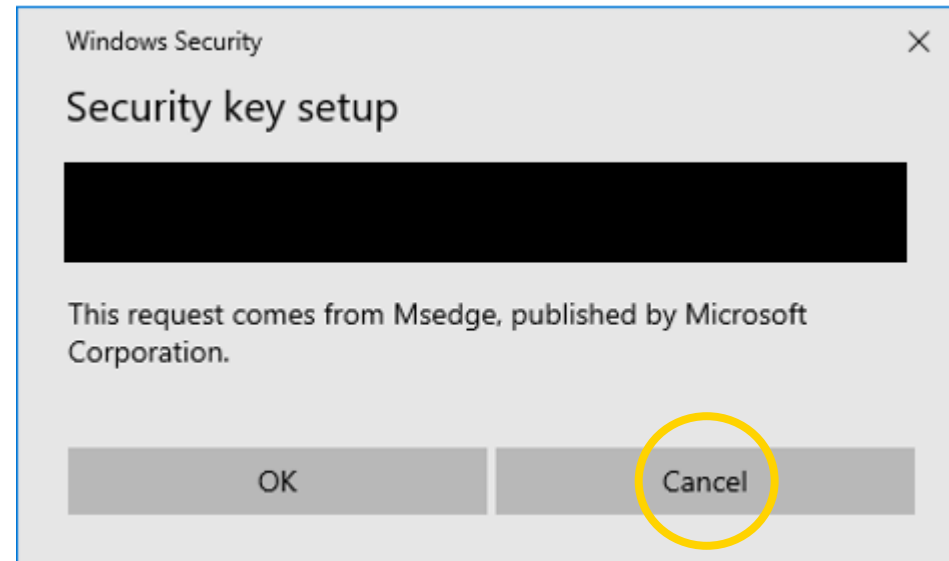
Set up security key or biometric authenticator

Your browser will prompt to register a security key or biometric authenticator (Windows Hello, Touch ID, etc.). Follow the instructions to complete enrollment.

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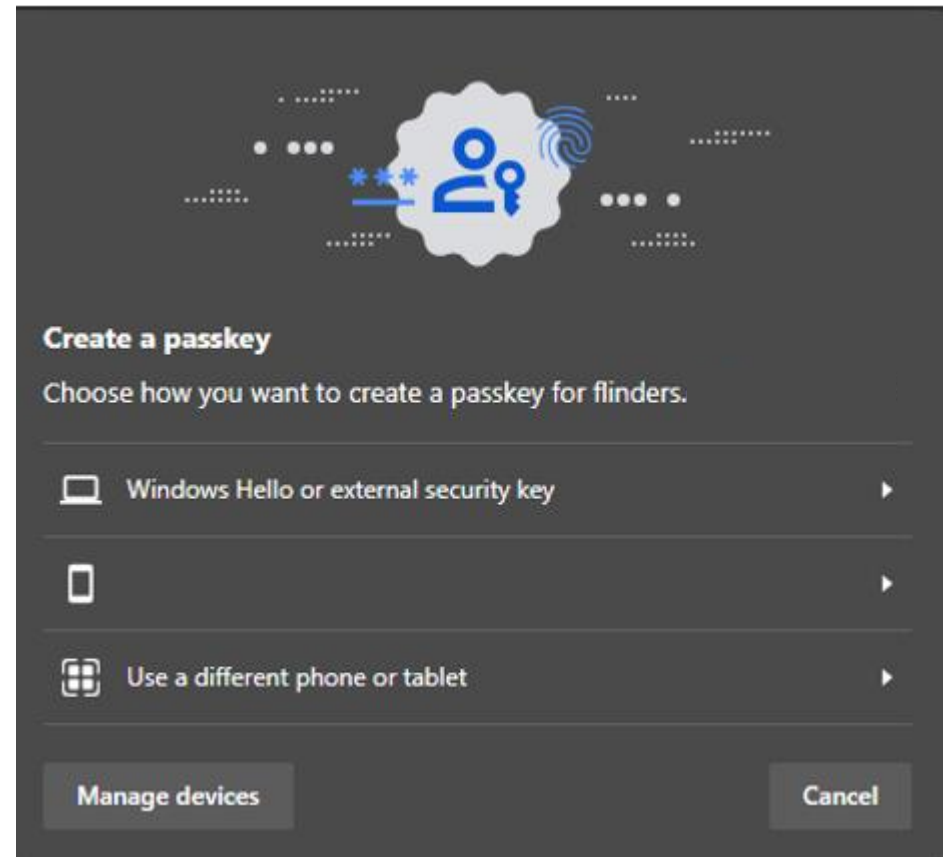
5 – When prompted for a Security key setup. Select **Cancel** for the biometrics authenticator option



? This popup might have different wording depending on the browser you are using.

Biometric Authenticator (MFA)

6 – Select **Use a different phone or table** and scan the QR code with your phone.



❓ If your phone fails to create a passkey, try using a different browser: Edge, Chrome or Safari and try again by selecting **Use a different device** on the next screen

Biometric Authenticator (MFA)

How to sign in using Biometric Authenticator

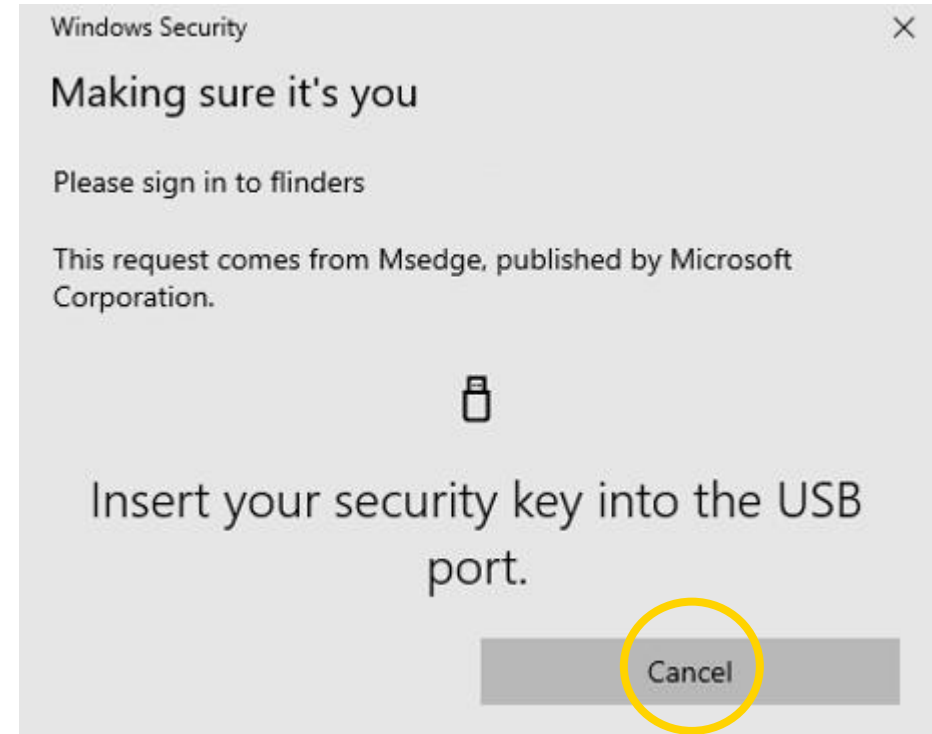
If you have successfully registered your Biometric Authenticator, the MFA option will appear on your sign in method page.


1 – Select the drop -down menu to select **Biometric Authenticator**



Biometric Authenticator (MFA)

2 – Select **Cancel** to cancel the **Security key** option for the Biometric Authenticator option



 The authenticator may **timeout** after a few minutes. Retry by signing into Okta dashboard again.

Biometric Authenticator (MFA)

3 – Check your device and follow the prompt to verify your identity



Check your device

? If you are signing in from your computer using your phone as a biometric authenticator, your phone needs to be next to the computer.

Biometric Authenticator – mobile browsers compatibility

Browser	Chrome	Safari	Firefox	Edge
Version supported	98.0.4758.97 +	15.3.1 +	98.0 +	99.0.1150.38 +
iOS (Face ID)	✓ •	✓ •	✓ •	✓ •
iOS (NFC Security Key)	i •	i •	i •	i •
Android (Fingerprint)	✓ •	✗ n/a	✓ •	✓ •
Android (Security Key)	i •	✗ n/a	i •	i •



Only YubiKey 5 and newer is supported if you choose to register a **security key** as your security key option.

Biometric Authenticator (MFA)

Biometric Authenticator – desktop browsers compatibility

Browser	Chrome	Safari	Firefox	Internet Explorer	Edge
Version supported	83.0.4103.106 +	13.1 (15609.1.20.111.8) +	77.0.1 +	Not supported	83.0.478.56 +
macOS Catalina (Touch ID)	✓ •	✗	✗	✗ n/a	✗
macOS Catalina (Security Key)	i •	i •	i •	✗ n/a	i •
Windows (Windows Hello)	✓ • (Windows 10 v. 1903+)	✗ n/a	✓ •	✗ •	✓ • (Windows 10 v. 1809+)
Windows (Security Key)	i • (Windows 10 v. 1903+)	✗ n/a	i •	✗ •	i • (Windows 10 v. 1809+)

Troubleshooting

- Only YubiKey 5 and newer is supported when choosing to use the security key option. Use **Face ID (iPhone)**, **Touch ID (MacBook)**, **Fingerprint (Android)**, **Windows Hello (Windows 10/11)** if you have these options available
- If your phone fails to create a passkey, try using a different browser: Microsoft Edge, Google Chrome or Safari and try again by selecting Use a different device on the next screen
- The authenticator may timeout after a few minutes. Just retry by signing into the Okta dashboard again
- If you are signing in from your computer using your phone as a biometric authenticator, your phone needs to be next to the computer you are using