

Okta Multi-Factor Authentication (MFA) Job Aid

For Consultants

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Overview

This job aid walks consultants through the login process for OrthoFi using **Okta with Multi-Factor Authentication (MFA)**. Okta is a secure Identity and Access Management platform that helps protect your login credentials, protect against cyber threats, ensures HIPAA compliance, and provides secure access to OrthoFi applications.

Simplified Multi-Practice Access for Consultants

Consultants no longer need to create separate email addresses for each practice. With OrthoFi, you can use your primary email and simply add “+practicename” before the “@domain.com” portion to log in to multiple practices.

Example:

- **Consultant Name:** Bob Smith
- **Agency:** Ortho Consult LLC
- **Email:** bobsmith@orthoconsult.com

Logins for multiple practices:

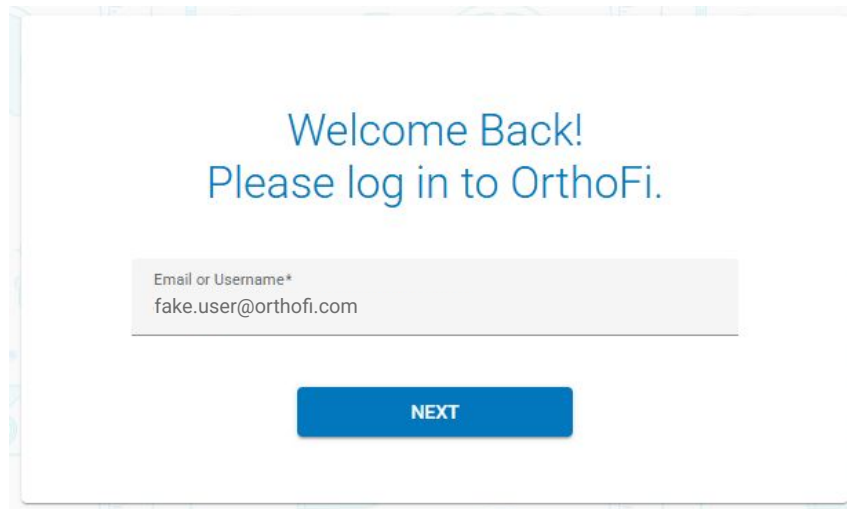
- bobsmith+nyorthodontics@orthoconsult.com
- bobsmith+westernteethco@orthoconsult.com
- bobsmith+drjohnsonortho@orthoconsult.com

Note: While this update no longer requires you to create new emails for each practice, practices are still required add you as a practice user in OrthoFi.

First-Time Login with MFA Setup

Step-by-Step Process

1. Go to login.orthofi.com
2. Enter your email and click **Next**
 - a. **Example:** bobsmith+nyorthodontics@orthoconsult.com

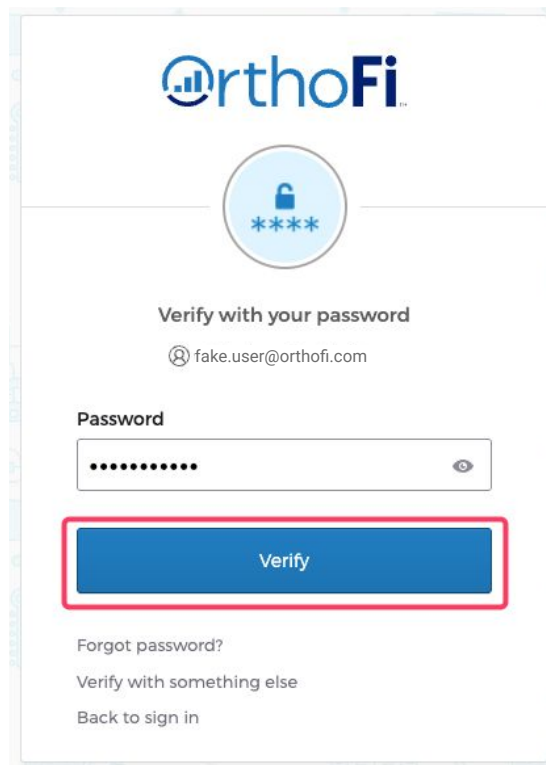


Welcome Back!
Please log in to OrthoFi.

Email or Username*
fake.user@orthofi.com

NEXT

3. Enter your password and click **Verify**



OrthoFi

Verify with your password

fake.user@orthofi.com

Password

.....

Verify

Forgot password?
Verify with something else
Back to sign in

4. Choose your MFA method when prompted

MFA Options:


Authenticator App (Recommended)

- Download **Okta Verify** or **Google Authenticator**
- Download the preferred app onto your device and use the app to scan the QR code


Email

- Receive a one-time code via your email inbox

MFA Selection Screen




Set up security methods


 fake.user@orthofi.com

Security methods help protect your account
by ensuring only you have access.


Set up required



Email
Verify with a link or code sent to your email
[Set up](#)



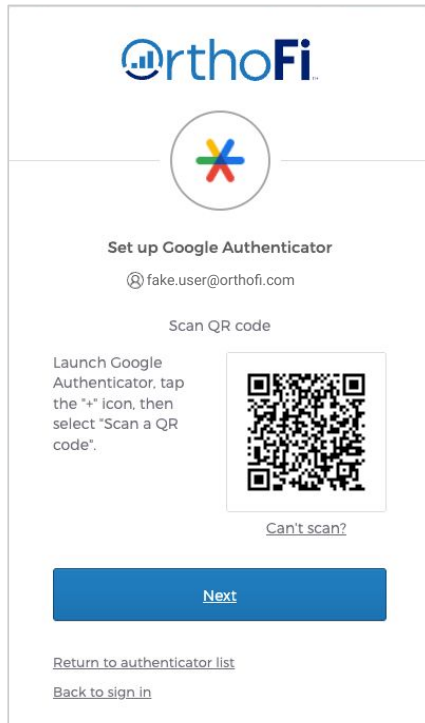
Google Authenticator
Enter a temporary code generated from the Google Authenticator app.
[Set up](#)



Okta Verify
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity
[Set up](#)

[Back to sign in](#)

MFA Example: Google Authenticator App



OrthoFi

Set up Google Authenticator

fake.user@orthofi.com

Scan QR code

Launch Google Authenticator, tap the "+" icon, then select "Scan a QR code".

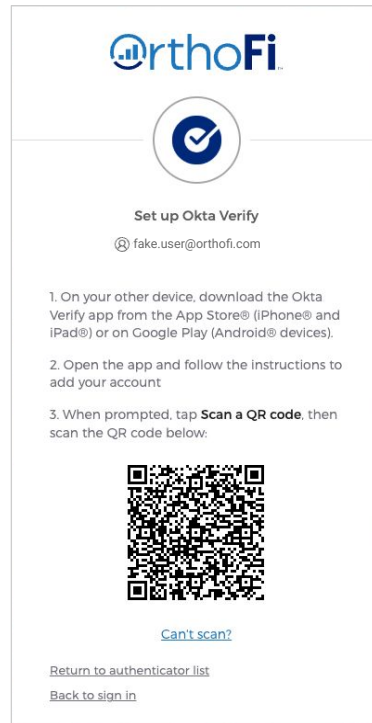
[Can't scan?](#)

[Next](#)

[Return to authenticator list](#)

[Back to sign in](#)

MFA Example: Okta Verify App



OrthoFi

Set up Okta Verify

fake.user@orthofi.com

1. On your other device, download the Okta Verify app from the App Store® (iPhone® and iPad®) or on Google Play (Android® devices).

2. Open the app and follow the instructions to add your account

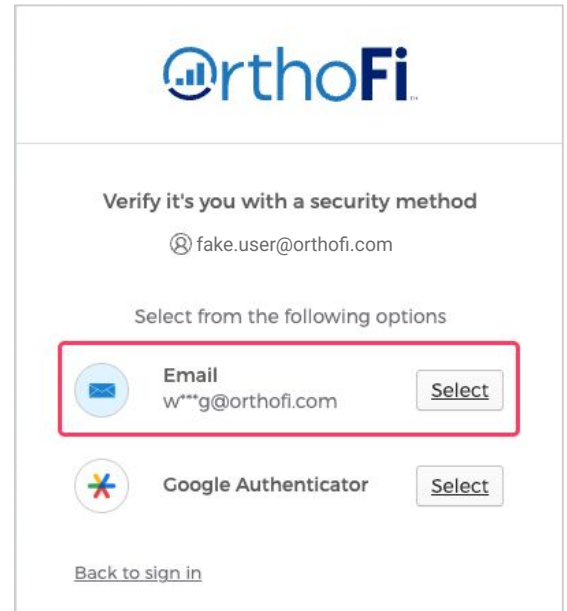
3. When prompted, tap **Scan a QR code**, then scan the QR code below:

[Can't scan?](#)

[Return to authenticator list](#)

[Back to sign in](#)

MFA Example: Email Verification



OrthoFi

Verify it's you with a security method

fake.user@orthofi.com

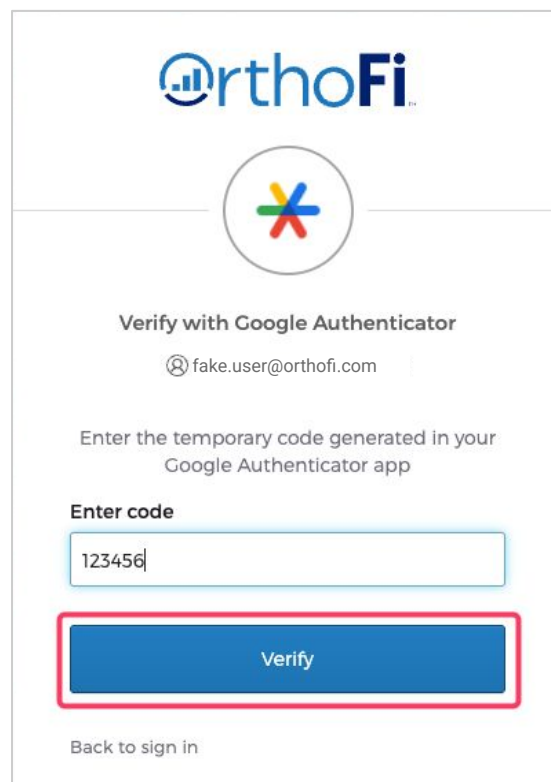
Select from the following options

[Email](#) w***g@orthofi.com [Select](#)

[Google Authenticator](#) [Select](#)

[Back to sign in](#)

5. After setting up your selected MFA method, enter the code you receive, then click **Verify**.



OrthoFi

Verify with Google Authenticator

fake.user@orthofi.com

Enter the temporary code generated in your Google Authenticator app

Enter code

123456

[Verify](#)

[Back to sign in](#)

Regular Login (After Initial MFA Setup)

1. Go to login.orthofi.com
2. Enter your email and click **Next**
3. Enter your password and click **Verify**
4. Enter your MFA code and click **Verify**

Note: Once you log in, your token will be valid for 24 hours. If you log out during this time, you will be required to login with MFA the next time you wish to log in.

Have Questions or Need Support?

Contact our Support team Monday–Friday, 6:00 AM–5:00 PM (MST) at 877-766-5220, or email us support@orthofi.com.

Frequently Asked Questions (FAQ)

Will my password change?

No, your password will remain the same. MFA simply adds a second layer of login security.

How often do I need to log in?

Your login session lasts 24 hours. If you log out or the session expires, you'll need to login with MFA again.

How do I change my MFA method or made the wrong selection?

If you selected the wrong MFA method or want to change it later:

- Go to auth.orthofi.com and log in
 - **Note:** You must log in using your current MFA method before you can access the Settings page to change your MFA preferences.
- In the OrthoFi portal, click your name in the top-right corner, then select **Settings**
- From there, you can:
 - Add a method or update your MFA options (e.g., switch from email to Okta Verify)
 - Update your email, if needed
 - Change your password