

Okta Multi-Factor Authentication (MFA) Job Aid

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Overview

This job aid walks you through the login process using **Okta** with Multi-Factor Authentication (MFA). Okta is a secure Identity and Access Management platform that helps protect your login credentials and ensures secure access to your applications.

What is Okta?

Okta is an identity verification service that confirms your credentials when you log in, providing secure access to your portal.

Okta multi-factor authentication (MFA) is required for all practice users accessing OrthoFi to ensure HIPAA compliance and protect patient data.

Benefits of Okta

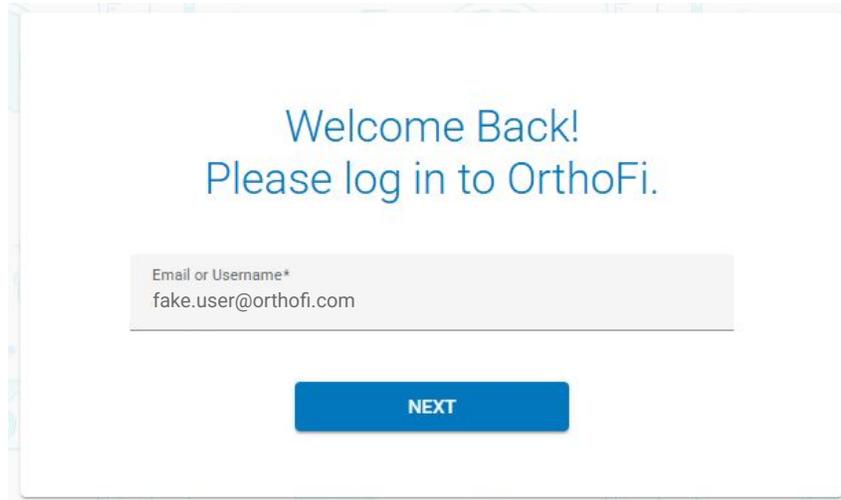
- **Enhanced Security:** Protects against unauthorized access, phishing, and other threats.
- **Future-Ready:** Scalable foundation for ongoing digital initiatives.

Why MFA is Required

MFA provides an additional layer of protection beyond your password by requiring a second form of verification (like your email or an app). This reduces the risk of account compromise due to stolen or weak passwords.

Step-by-Step Process

1. Go to login.orthofi.com
2. Enter your email and click **Next**

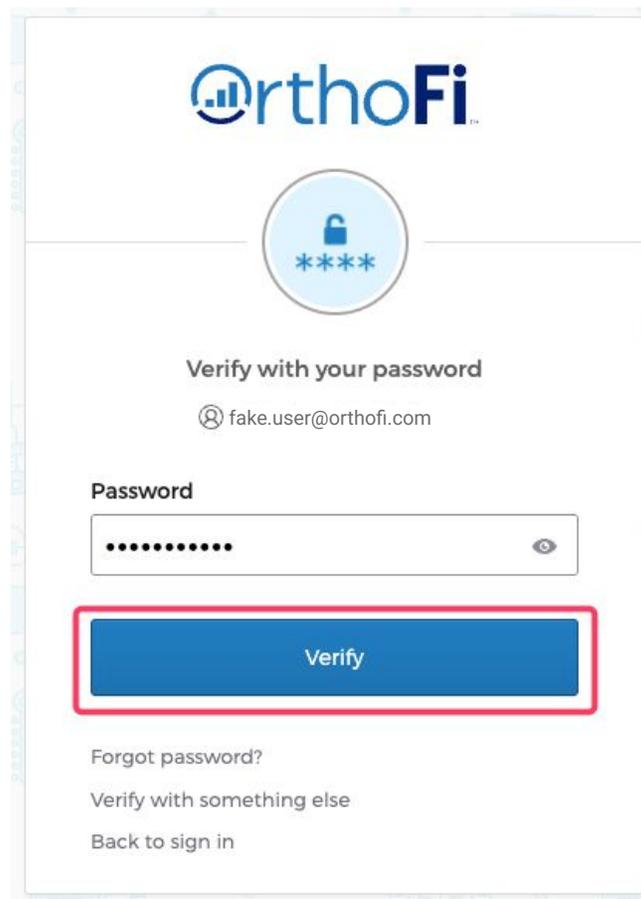


Welcome Back!
Please log in to OrthoFi.

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:

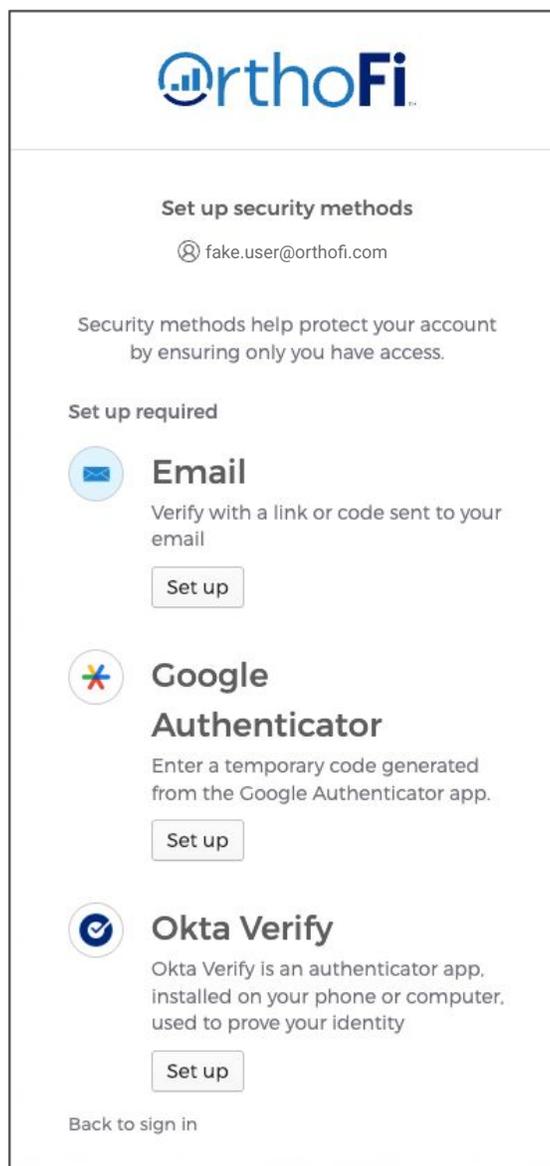
Authenticator App (Recommended)

- 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



The screenshot shows the OrthoFi MFA selection screen. At the top is the OrthoFi logo. Below it, the heading "Set up security methods" is followed by the email address "fake.user@orthofi.com". A message states: "Security methods help protect your account by ensuring only you have access." Under "Set up required", three options are listed: "Email" (with an envelope icon), "Google Authenticator" (with the Google logo), and "Okta Verify" (with a checkmark icon). Each option includes a brief description and a "Set up" button. At the bottom left, there is a "Back to sign in" link.

MFA Examples

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

Google Authenticator

[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

[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

What if my practice currently shares a single OrthoFi portal login?

For security and compliance, each team member should have their own unique login. If your practice is using a shared account, please contact Support to request individual portal access or create a team member via the **Team Management** section in OrthoFi.

How can I add a new team member to OrthoFi so that they can create their own login credentials?

You can add new team members through the Team Management section in OrthoFi. Please refer to [the linked job aid](#) for step-by-step instructions on how to add a team member.