

Experian Product Portal

Okta Guide

Version 2.0





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1. Glossary

Term/Abbreviation	Definition/Description
Okta	Okta is the foundation for secure connections between people and technology. Okta securely connects employees, partners, and customers to the applications and tools they need
Multi-Factor Authentication (MFA)	Multifactor Authentication (MFA) is an authentication method that requires the user to provide two or more verification factors to gain access to a resource such as an application, online account, or a VPN.
Single Sign-On	Single sign-on (SSO) is a session and user authentication service that permits a user to use one set of login credentials -- for example, a name and password -- to access multiple applications.

2. Introduction

At Experian South Africa, we take the security of the information in our custody extremely seriously and endeavour to adhere to global best practices to secure such information. To this end, we have updated the login process for our Experian Product Portal platform to further enhance our security safeguards.

This guide serves to outline these security enhancements and the required actions to be taken in respect of its implementation by users of the Experian Product Portal platform.

The Experian Product Portal will be integrated with "Okta", a secure, multifactor authentication (MFA) solution.

The integration of Okta not only enhances the security of the Experian Product Portal login process but has the added convenience of facilitating a single sign-on (SSO) for all our applications and as well provide you with more efficient password management functionalities.



3. Email Verification (new Okta Users only)

Step 1: Navigate to the Experian Product Portal

Navigate to the Experian Product Portal (<https://productportal.experian.co.za>) and input your login credentials to access the Experian Product Portal

The screenshot shows the 'Product Portal' sign-in page. At the top left is a cloud icon and the text 'Product Portal'. A purple banner contains a 'NOTICE' about Okta integration. Below the banner is a 'SIGN IN' form with fields for 'Username' and 'Password', and a purple 'Sign In' button.

Step 2: Input your User Details for the Experian Product Portal

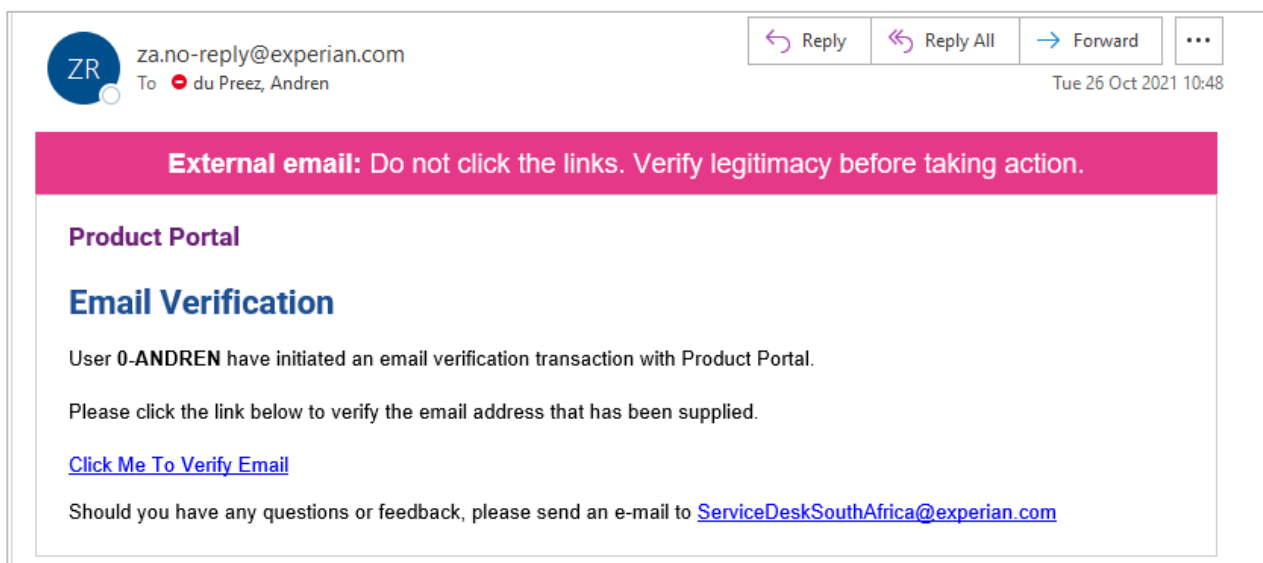
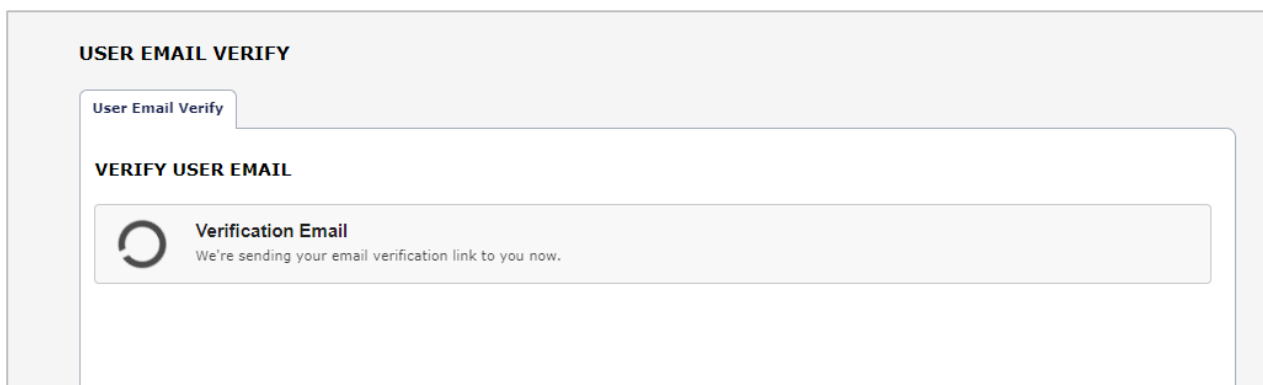
You will then be presented with the User Details screen to capture your work email address.

The screenshot shows the 'USER EMAIL VERIFY' screen. It has a tab labeled 'User Email Verify'. The main heading is 'VERIFY USER EMAIL'. Below it is a message: 'To complete your profile and continue using the Product Portal, you'll need to verify your email address.' There are two input fields: 'User Email:' and 'Confirm User Email:'. Both fields have a red border and a red exclamation mark icon. A purple 'Verify' button is at the bottom.



Step 3: Check for Email from Experian with Verification Link

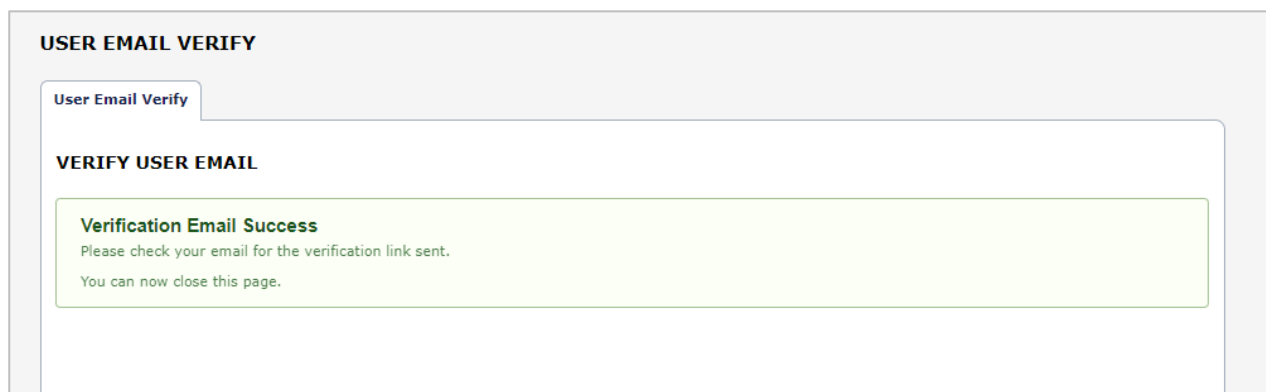
Once you have captured your email address a verification email is sent to the captured email address containing a verification link.





Step 4: Email Verification Confirmation

When you have received the email from Experian to verify your email address and clicked the link, you will be present with an Email Verification confirmation page.



When you log into the Experian Product Portal and click your 'User Profile' you will see that your email address has been verified.



4. Okta User Account Activation

3.1 Okta User Account Activation

3.1.1 Experian will send an email to your verified email address to activate your Okta user account. Click 'Activate Okta Account' to begin the setup.

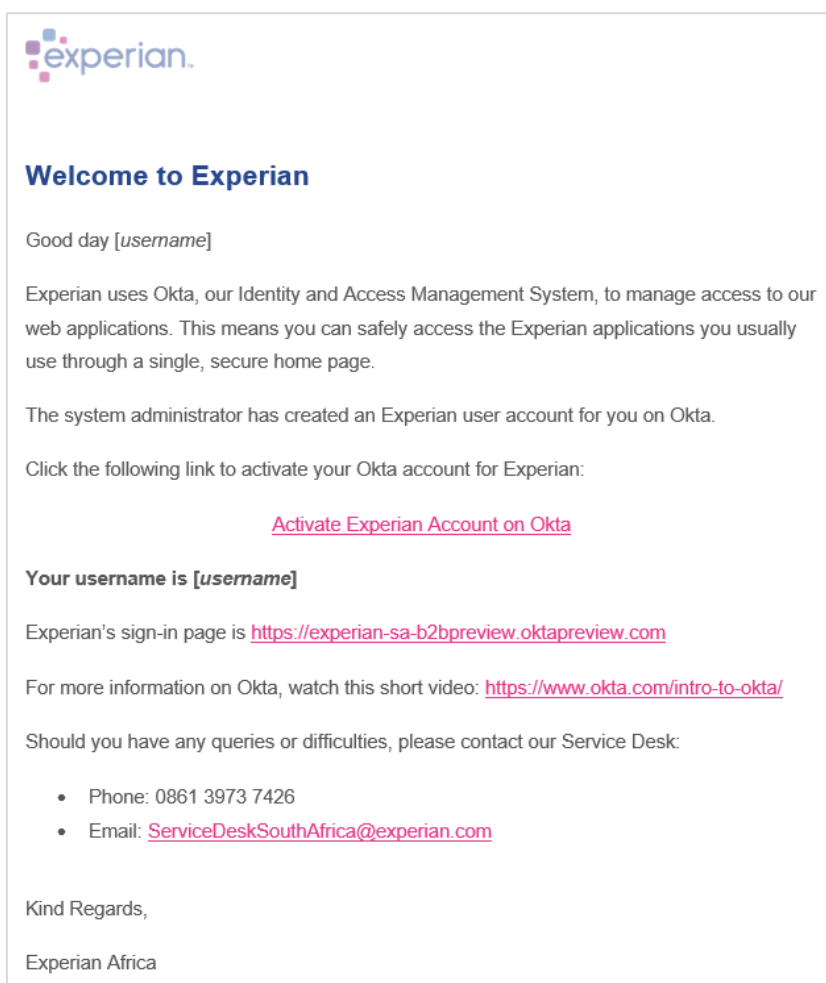



Figure 1: Activate User Account



3.1.2 You will then be presented with the Okta User Account Activation Screen to capture your new password, forgot password question, and security image.


Welcome to Experian-sa-b2bpreview, !
Create your Experian-sa-b2bpreview account

 Enter new 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 4 passwords

Repeat new password

 Choose a forgot password question

What is the food you least liked as a child? ▾

Answer

Create My Account

Figure 2: User Account Activation Screen



3.1.3 Once you have activated your user account, you will be signed into the Okta Homepage Screen; select the Experian Product Portal application tile to access the application.

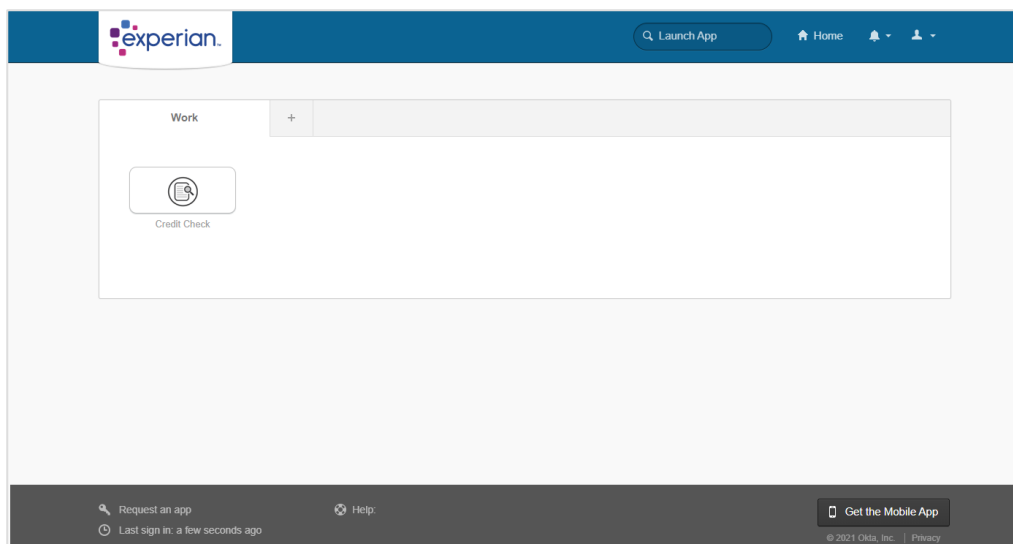


Figure 3: Okta Homepage Screen



5. Setup Okta Authentication Method

4.1 Setup Okta Verify

4.1.1 To set up additional authentication methods, sign in to your Okta account and click 'Settings'.

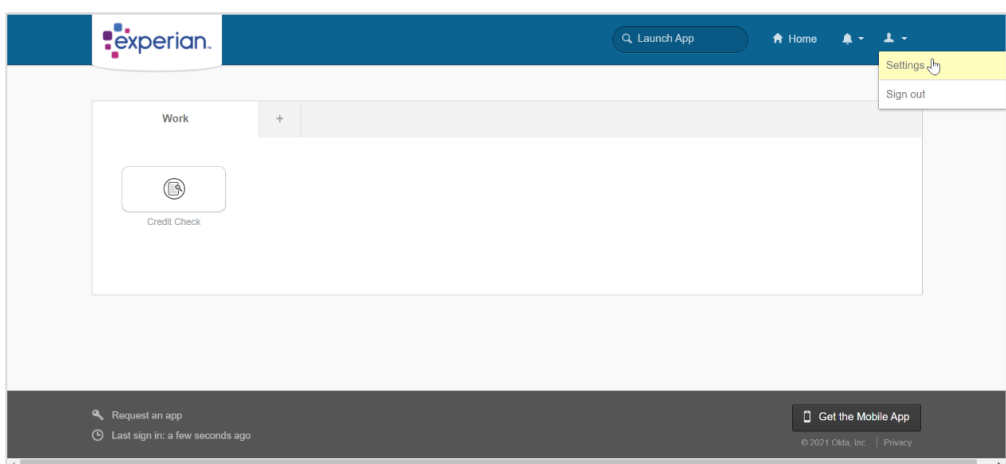


Figure 4: Okta Homepage Screen

4.1.2 You will be presented with the Okta User Account Screen. Under the Extra Verification section, click 'Okta Verify' Setup'.

If you have an Android device, download 'Okta Verify' via the Google Play Store, or if you have an Apple device, download 'Okta Verify' via the App Store.

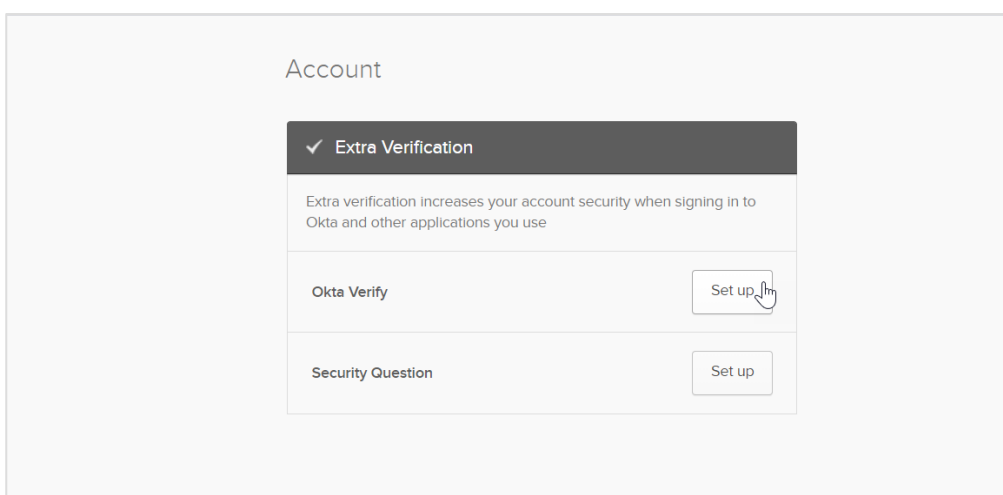


Figure 5: Okta Verify Setup



4.1.3 For security purposes, you will be prompted to capture your current Okta password.

A screenshot of the 'Verify Password' screen. At the top left is the Experian logo. At the top right, the text '12345-joe' is displayed. The main content area contains the text 'Please verify your password' followed by a 'Password' label and an empty input field. Below the input field is a 'Verify' button. At the bottom right of the screen, it says 'Powered by Okta'.

Figure 6: Verify Password Screen

4.1.4 If your password is correct, you will be asked to set up multifactor authentication. Select Okta Verify Setup.

A screenshot of the 'Setup Multifactor Authentication' screen. At the top left is a 'Back to Settings' link. The Experian logo is at the top center. Below the logo is a placeholder for a user profile picture. The main heading is 'Set up multifactor authentication'. Below this, a message states: 'Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account'. There are two options: 'Okta Verify' (with a checkmark icon) and 'Security Question' (with a question mark icon). Each option has a 'Setup' button below it.

Figure 7: Setup Multifactor Authentication



4.1.5 Select your device type and click 'Next'.

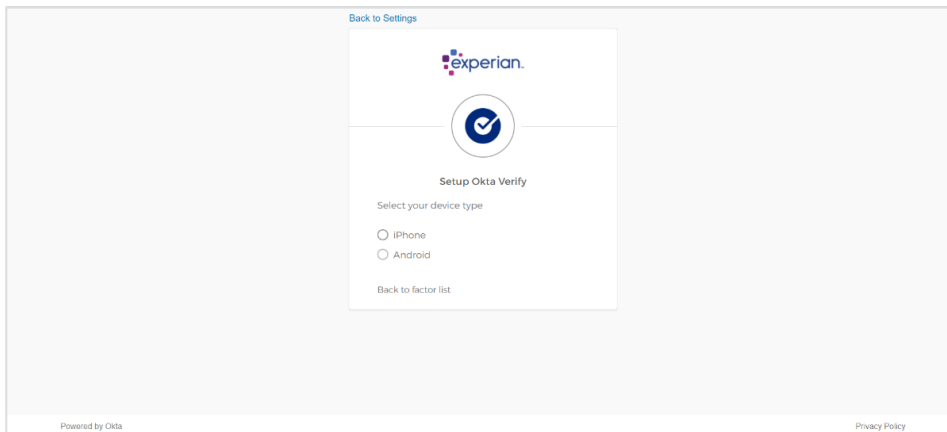


Figure 8: Device Setup

4.1.6 Ensure that you install Okta Verify onto your mobile device. You will be requested to scan the QR code to add your account.

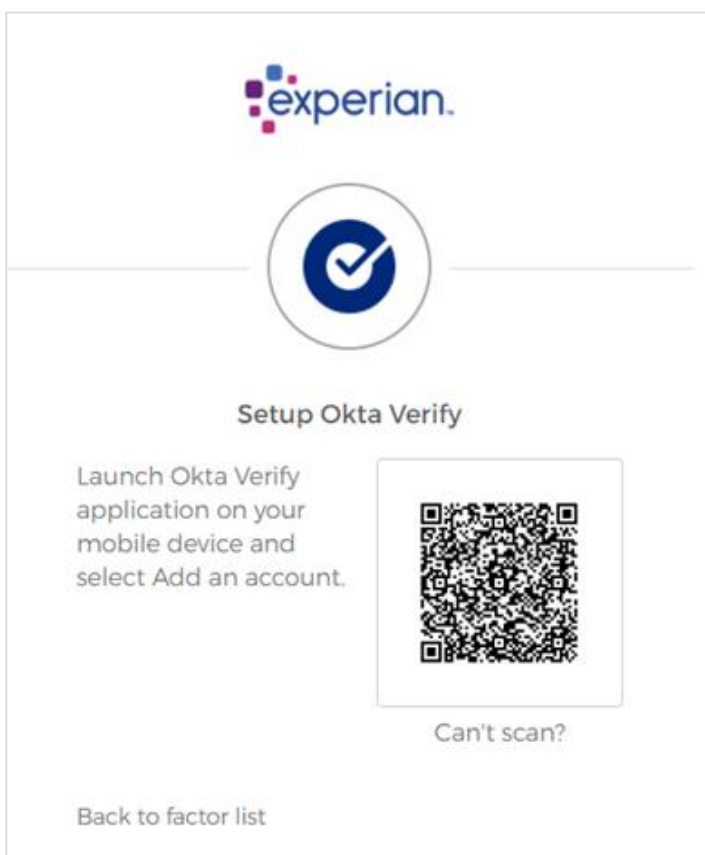


Figure 9: Okta Verify QR Code



4.1.7 Open the Okta Verify on your mobile device and select the plus sign to add your account.

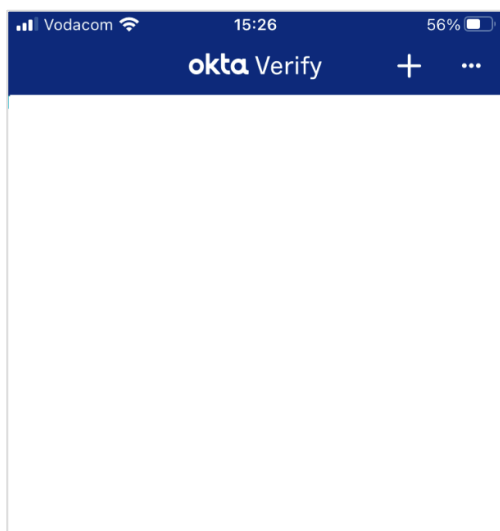


Figure 10: Add Account

4.1.8 Select 'Organization' as the Account Type.

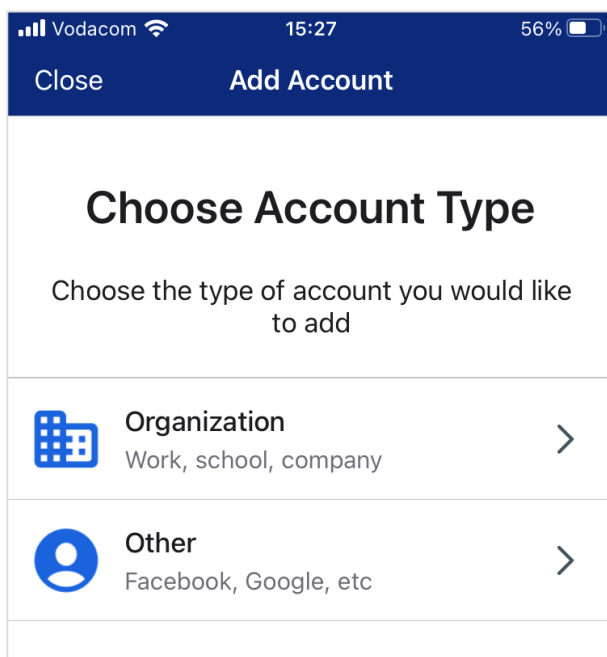


Figure 11: Choose Account Type



4.1.9 Select Scan a QR Code to scan the QR code displayed on your screen. Your account will be added to Okta Verify to receive a push notification when you log in to Experian Product Portal.

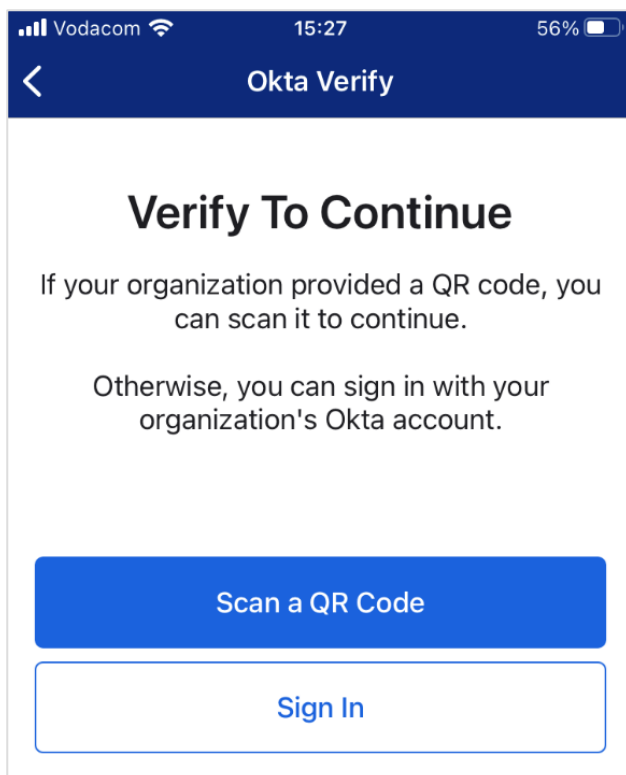


Figure 12: Scan QR Code



4.1.10 Once you have scanned the QR code, Okta Verify will confirm that your account has been added.

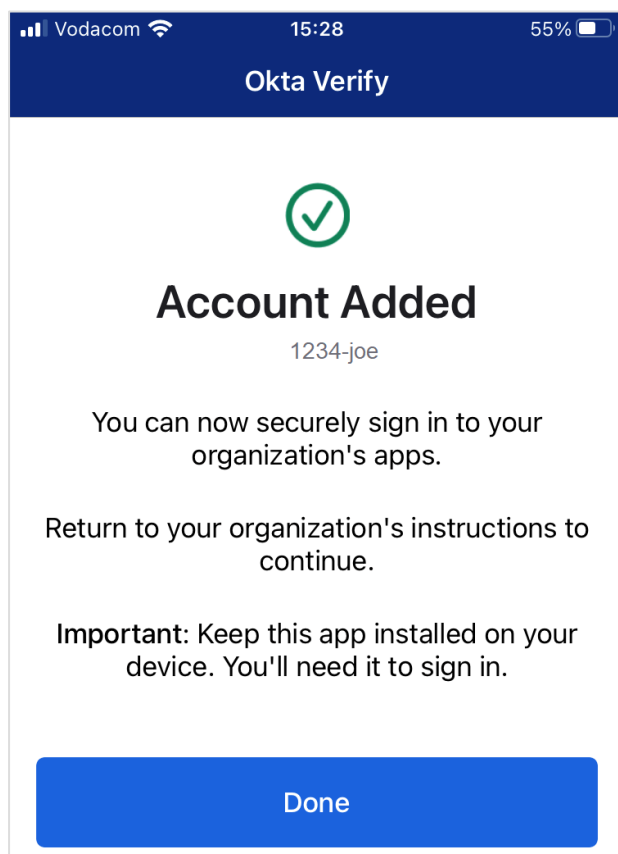


Figure 13: Account Added



4.1.11 You will see your Okta User Account added to Okta Verify.

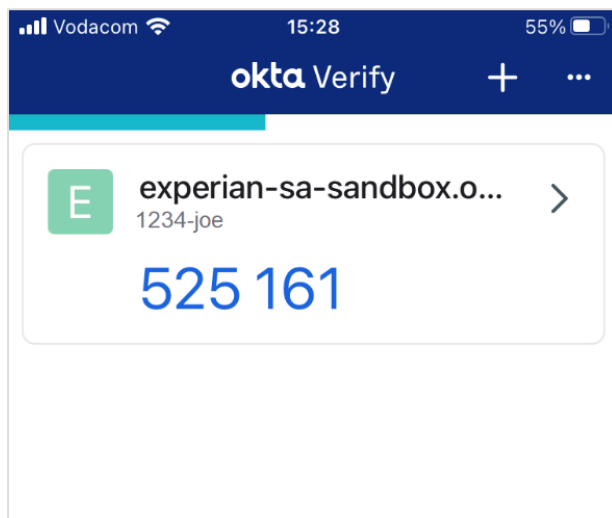


Figure 14: Okta Account

4.1.12 Once you have scanned the QR code, you will have successfully set up Okta Verify to receive a push notification to your device whenever you log in to Experian Product Portal.

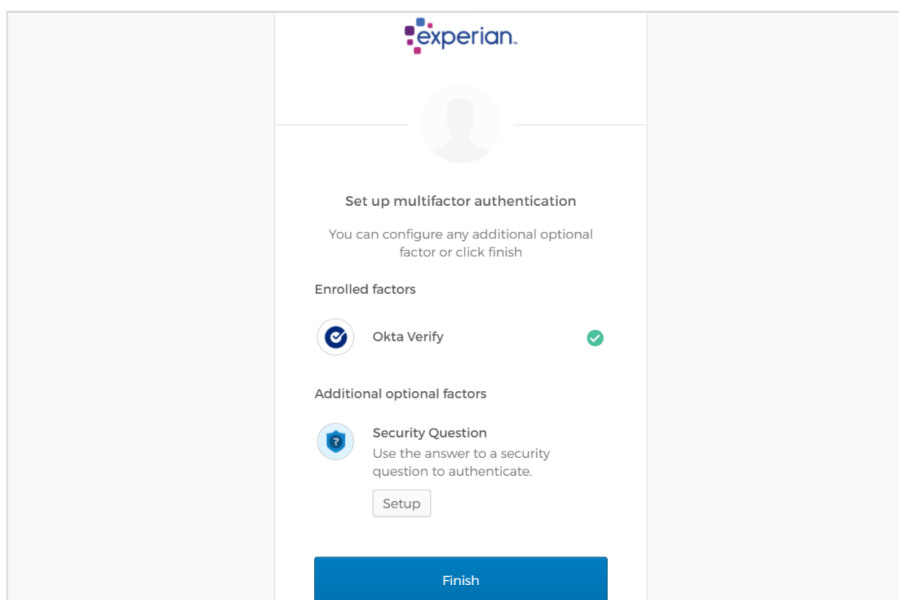


Figure 15: Enrolled Factors



4.1.13 A confirmation email will be sent to your verified email address.

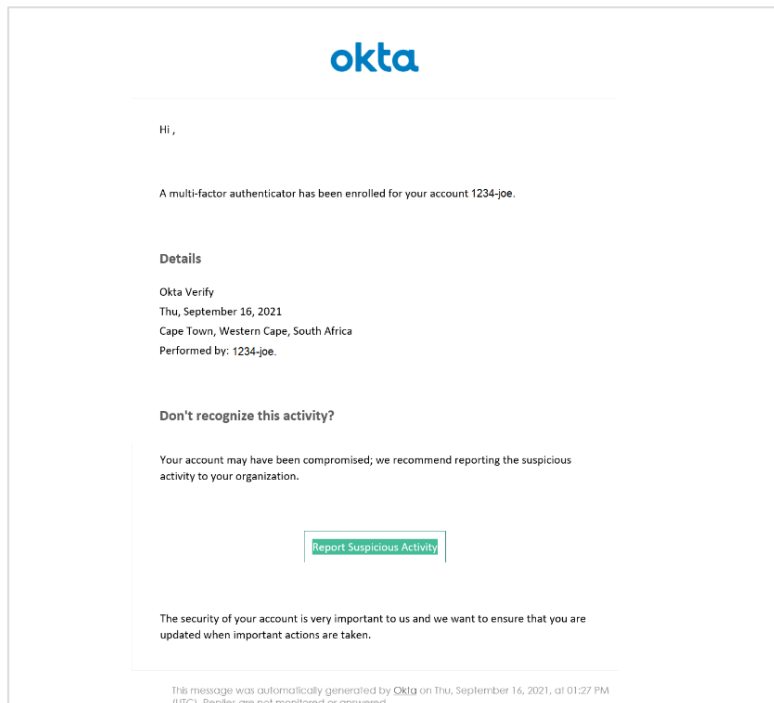


Figure 16: Multifactor Confirmation Email

4.2 Setup Security Question

4.2.1 Once you have signed in to your Okta account to change your Okta password, click 'Settings'.

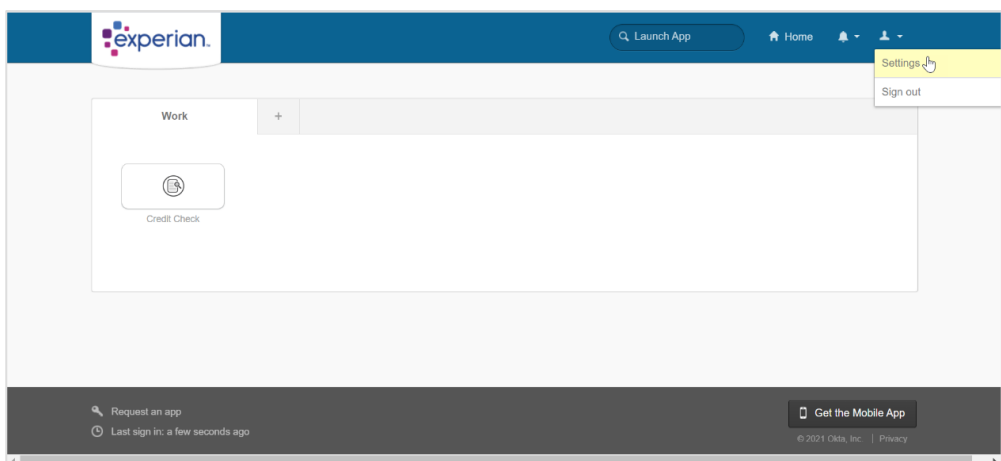


Figure 17: Okta Homepage Screen



4.2.2 You will be presented with the Okta User Account Screen. Under the Extra Verification section, click 'Security Question'.

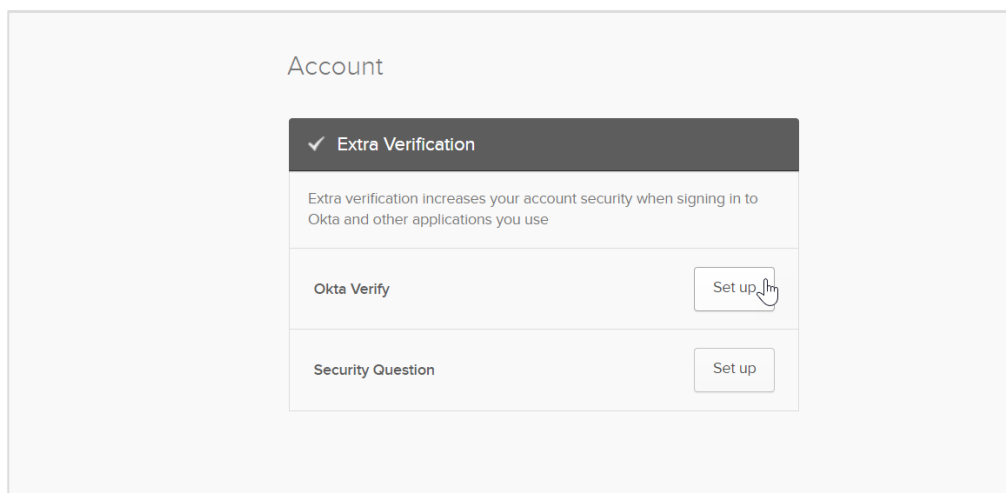


Figure 18: Security Question

4.2.3 Select Security Question Setup

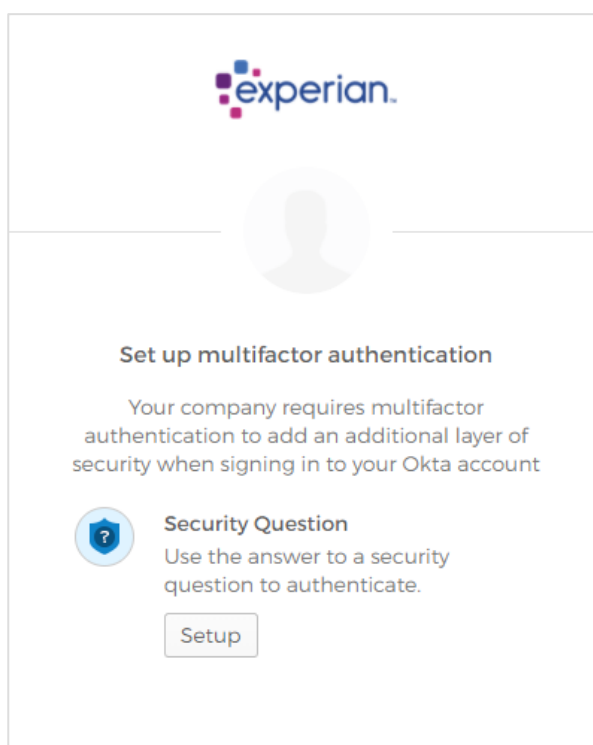


Figure 19: Security Question Setup



4.2.4 Select your secret question authentication from the dropdown and provide your answer. Then Select 'Save' to complete your security question setup.

A screenshot of the Experian user interface for setting up a secret question. At the top is the Experian logo. Below it is a circular icon containing a shield with a question mark. The main heading is "Setup secret question authentication". There is a dropdown menu with the text "Who is your favorite sports player?". Below that is a text input field labeled "Answer" containing the text "Joe Soap". A large blue button labeled "Save" is positioned below the input fields. At the bottom left, there is a link that says "Back to factor list".

Figure 20: Secret Question Authentication



6. Log in to Experian Product Portal

5.1 Login via Okta Home Page

5.1.1 When you access Experian Product Portal by using the Experian Okta link, the Okta Sign-In Screen will be presented to you. Enter your username and password to proceed.

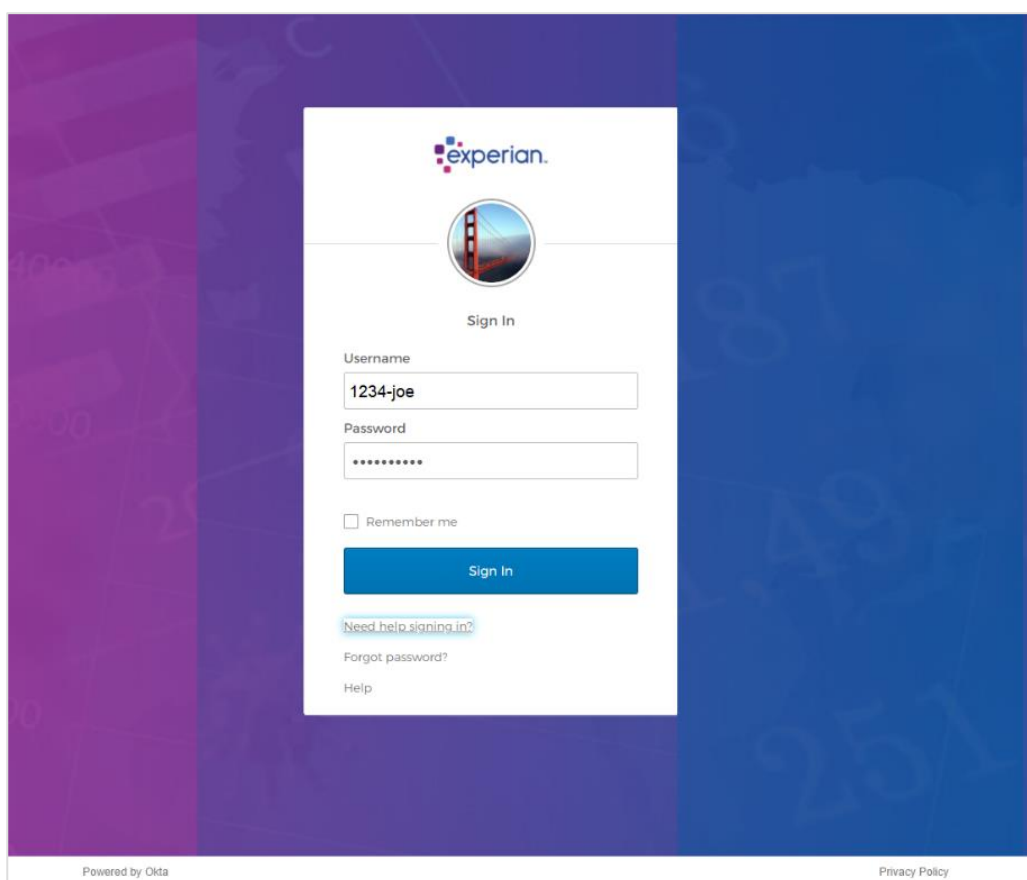


Figure 21: Okta Sign-In Screen



5.1.2 You will then be presented with the *Security Question Screen* or *Okta Verify Screen* depending on the method you selected in the *Okta User Account Activation process*. In this example, the user chose the *Security Question* authentication method. Capture your security answer or confirm the notification sent to your device to proceed.

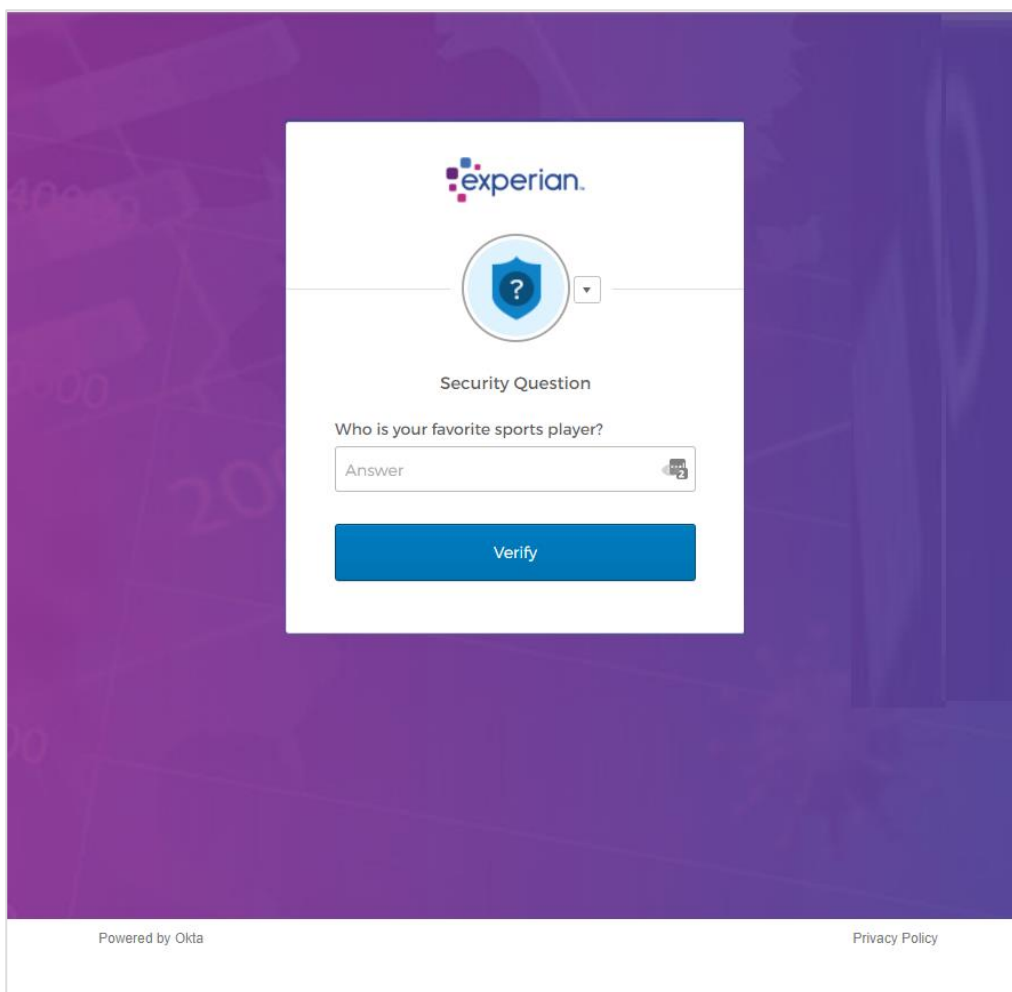


Figure 22: Security Question Screen



5.1.3 When you have successfully passed authentication, you will be presented with the Okta Home Page. Select the Experian Product Portal tile to access the application.

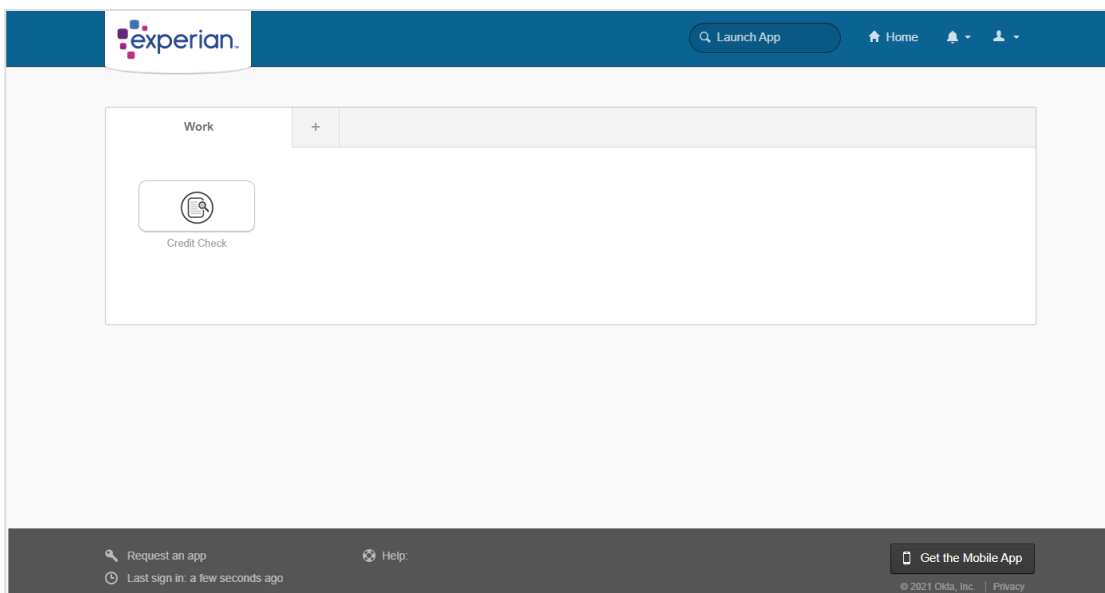


Figure 23: Okta Home Page



Figure 24: Experian Product Portal Processing Screen



5.1.4 When you have successfully passed authentication, you will be signed in in Experian Product Portal.

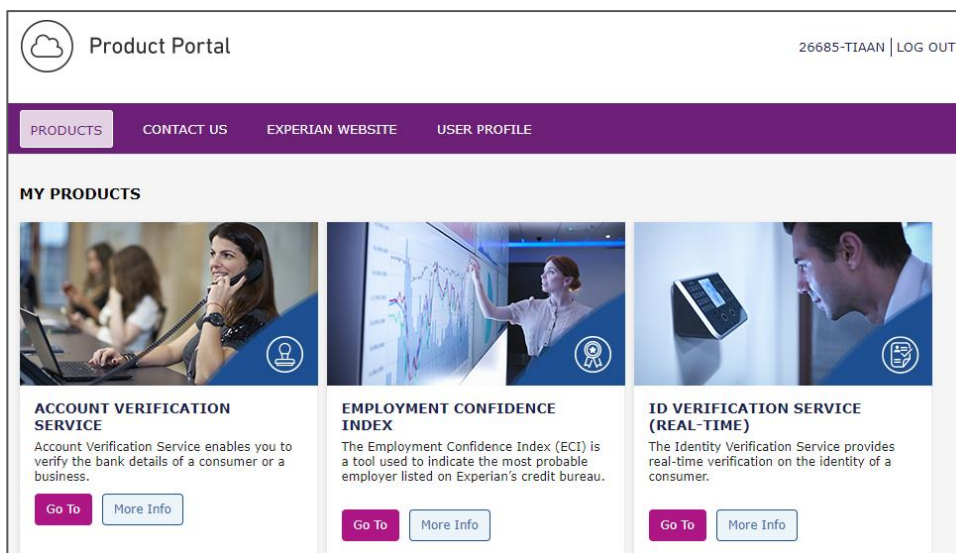


Figure 25: Experian Product Portal

5.2 Login via Experian Product Portal

5.2.1 When you access Experian Product Portal through the standard URL: <https://productportal.experian.co.za>, the Experian Product Portal Login Screen will be present to you. Select 'Sign In' to continue.

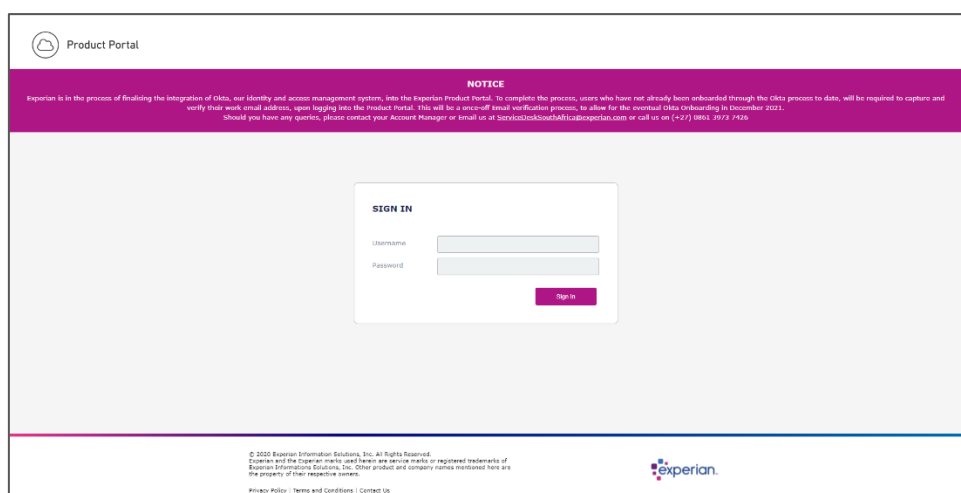


Figure 26: Experian Product Portal Sign-In Screen



5.2.2 The Okta Sign-In Screen will then be presented to you. Enter your username and password to proceed.

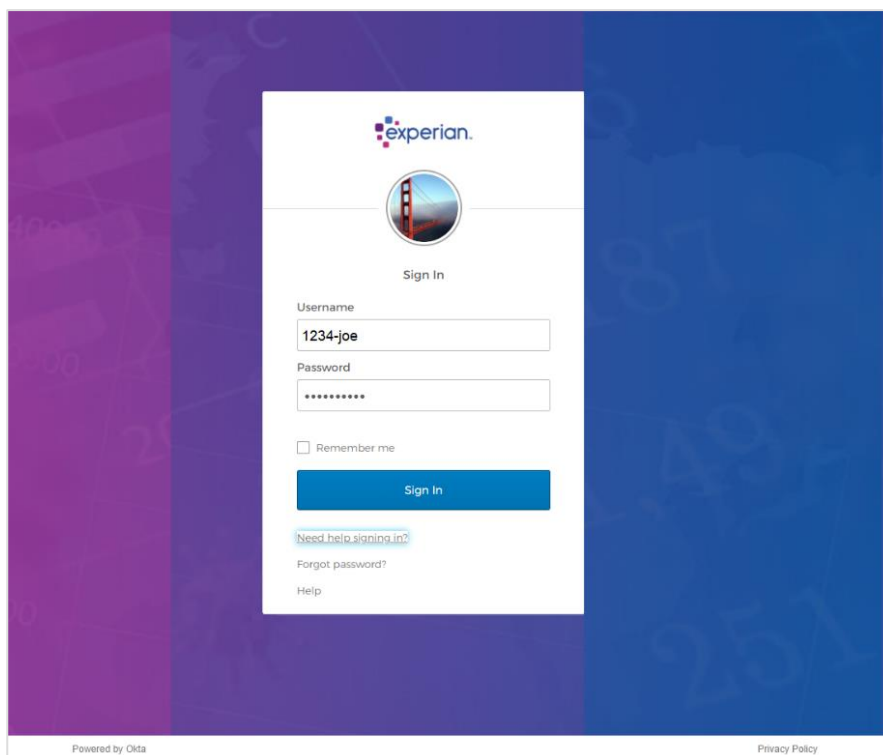


Figure 27: Okta Sign-In Screen



5.2.3 Once you have successfully entered your username and password, you will be presented with the *Security Question Screen* or *Okta Verify Screen*, depending on the method you selected in the Okta User Account Activation process. In this example, the user chose a security question.

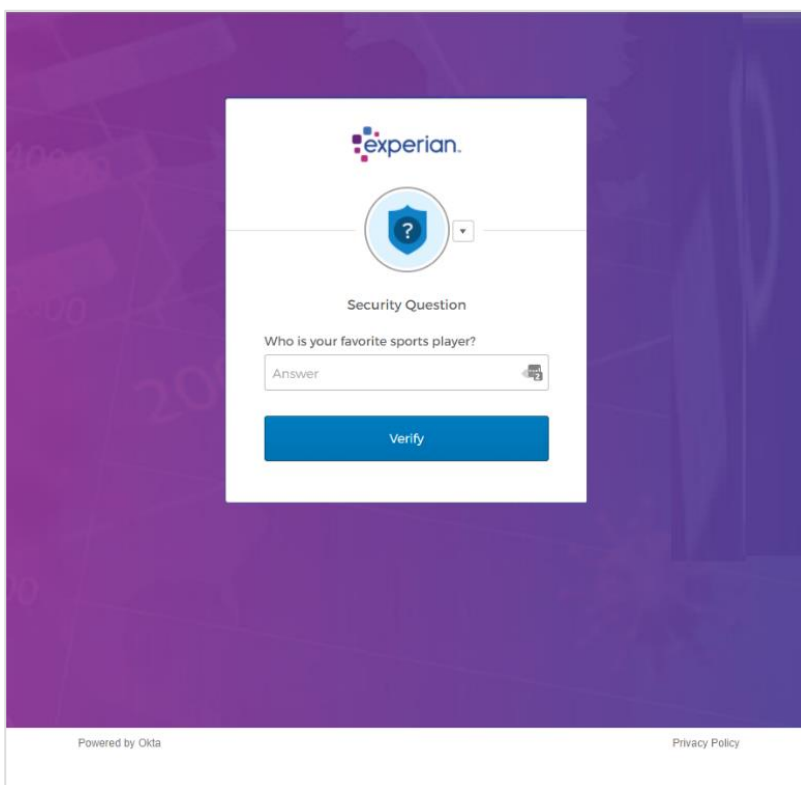


Figure 28: Security Question Screen



Figure 29: Experian Product Portal Processing Screen



5.2.4 When you have successfully passed authentication, you will be signed in in Experian Product Portal.

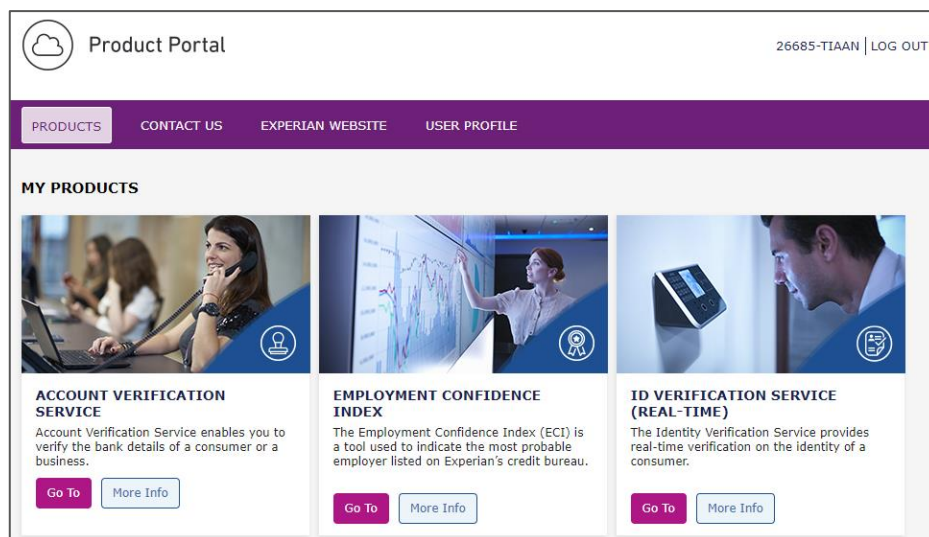


Figure 30: Experian Product Portal



7. Password Management

6.1 Change Okta Password

6.1.1 Once you have signed in to your Okta account to change your Okta password, click 'Settings'.

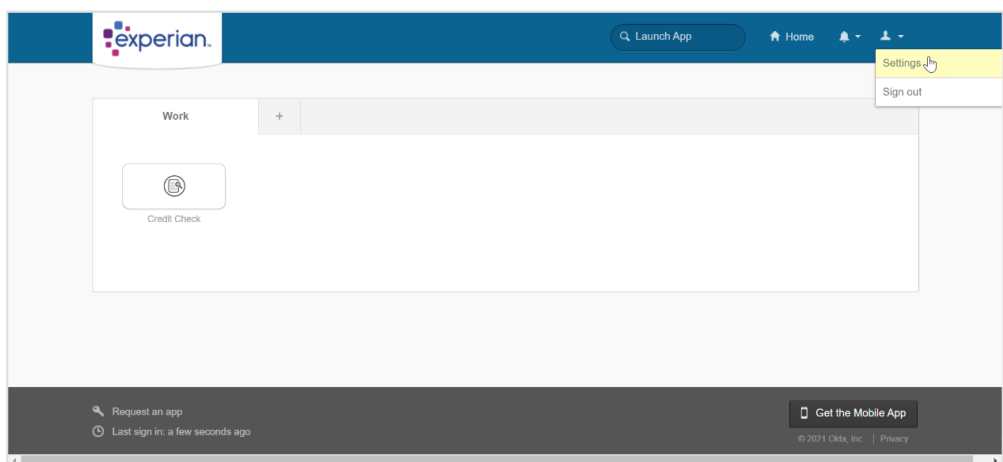


Figure 31: Okta Homepage Screen

6.1.2 You will then be required to capture your current password and new password.

Account

Change 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 4 passwords

Current password

New password

Confirm new password

Change Password

Figure 32: Capture Password Screen



6.1.3 When you have successfully changed your password, you will see the successful password screen.

A screenshot of a web interface titled "Account". At the top, there is a green checkmark icon followed by the text "Password changed successfully.". Below this message are three input fields labeled "Current password", "New password", and "Confirm new password". At the bottom right of the form area is a button labeled "Change Password".

Figure 33: Password Changed Successfully Screen



6.2 Change Okta Password

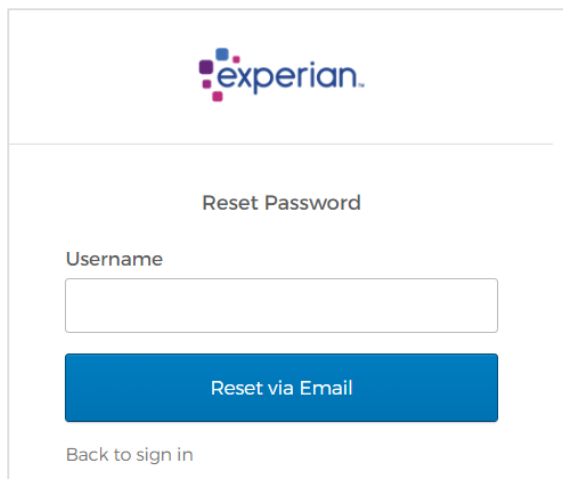
6.2.1 To reset your Okta password, select 'Need help signing in?' and then select 'Forgot Password?' at the Okta Sign In screen.

A screenshot of the Okta Sign-In screen for Experian. At the top left is the Experian logo. Below it is a placeholder for a user profile picture. The text "Sign In" is centered below the profile picture. There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the checkbox. At the bottom of the screen, there are three links: "Need help signing in?", "Forgot password?", and "Help". A mouse cursor is pointing at the "Forgot password?" link.

Figure 34: Okta Sign-In Screen



6.2.2 Capture your Okta username and Select 'Reset via Email'.

A screenshot of the Okta sign-in screen. At the top is the Experian logo. Below it is the heading "Reset Password". There is a text input field labeled "Username". Below the input field is a blue button labeled "Reset via Email". At the bottom left, there is a link that says "Back to sign in".

experian.

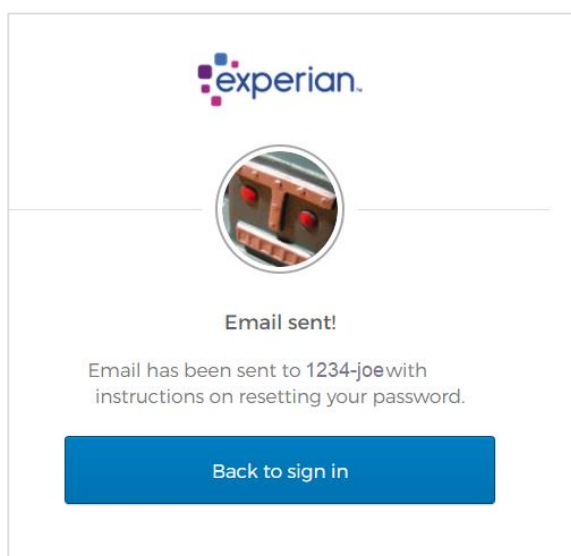
Reset Password

Username


Reset via Email

Back to sign in

Figure 35: Okta Sign-In Screen

A screenshot of the "Email Sent" confirmation screen. At the top is the Experian logo. Below it is a circular image of a wooden crate with red wheels. Below the image is the heading "Email sent!". Underneath, there is a message: "Email has been sent to 1234-joe with instructions on resetting your password." At the bottom is a blue button labeled "Back to sign in".

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Email sent!

Email has been sent to 1234-joe with instructions on resetting your password.

Back to sign in

Figure 36: Email Sent



6.2.3 You will receive an email with a reset password link. Click the 'Reset Password' link.

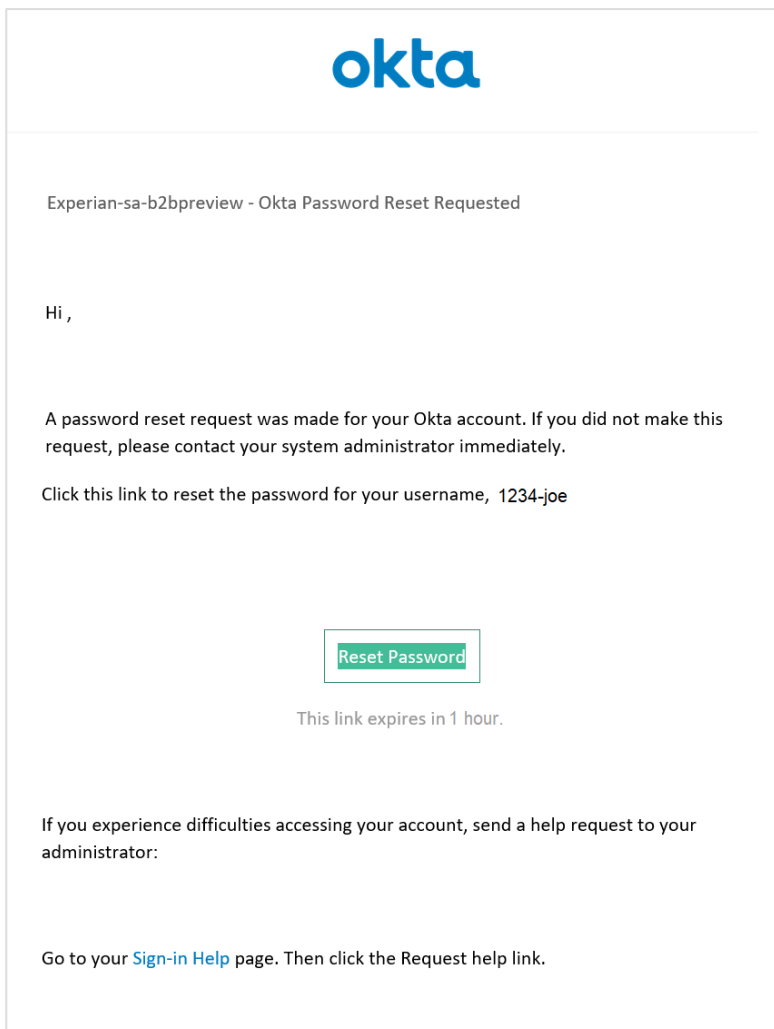


Figure 37: Reset Password Email



6.2.4 Once you select the Reset Password link, you will need to pass your Forgotten Password Challenge to reset your password.

A screenshot of the Experian user interface for a forgotten password challenge. At the top left is the Experian logo. Below it is a grey silhouette of a person's head and shoulders. The main heading is "Answer Forgotten Password Challenge". The question is "What is the food you least liked as a child?". Below the question is a text input field containing six black dots. Underneath the input field is a checkbox labeled "Show". At the bottom of the form is a large blue button with the text "Reset Password" and a white hand cursor icon pointing to it. Below the button is a link that says "Back to sign in".

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Answer Forgotten Password Challenge

What is the food you least liked as a child?

.....

Show

Reset Password

[Back to sign in](#)

Figure 38: Forgotten Password Challenge



6.2.5 Once you pass the forgotten password challenge, capture your new password.

A screenshot of a web form for resetting an Okta password. At the top left is the Experian logo. Below it is a placeholder for a user profile picture. The main heading is "Reset your Okta password". Underneath, it lists "Password requirements:" followed by a bulleted list: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", "No parts of your username", and "Your password cannot be any of your last 4 passwords". There are two input fields: "New password" and "Repeat password", both containing seven dots. A blue "Reset Password" button is positioned below the fields. At the bottom right, there is a link that says "Back to sign in".

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Reset your Okta 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 4 passwords

New password

Repeat password

Reset Password

[Back to sign in](#)

Figure 39: Reset Okta Password



8. Frequently Asked Questions

What is Okta?

Okta is the foundation for secure connections between people and technology. Okta securely connects employees, partners, and customers to the applications and tools they need.

Which browsers does Okta work on?

Okta supports Internet Explorer, Firefox, Safari, Edge, and Chrome.

What happens if Okta has an outage?

Okta is built to be always available. In the unlikely event that Okta's services become temporarily unavailable, contact the Experian Service Desk for support.

What do I do if I'm locked out of Okta?

Click the 'Need help signing in?' link at the bottom of the sign-in page. Then click 'Forgot password' to reset it. If that doesn't work, call, or email the Experian Service Desk.

What if I've forgotten my Okta password?

If you've forgotten your password, click the 'Need help signing in?' link at the bottom of the sign-in page. Then click 'Forgot password' to reset it. If that doesn't work, call, or email the Experian Service Desk.

How do I change my Okta password?

To change your Okta password, log in to your Okta account. Click on your username in the menu and select 'Settings'.

In the Change Password section, enter your current password and the new password you've chosen. Make sure your password meets the complexity guidelines set by your admin. Click Change Password, and you're good to go.

How can I change my forgotten password verification question?

To change your forgotten password question, log in to your Okta account. Click on your username in the top menu and select 'Settings'.

In the Forgotten Password Question section, click 'Edit'. Choose a new question, enter your answer, and click 'Save'.

How long is the Okta activation email valid?

When Experian configures an account for you in Okta, you will receive an email with a link that you must click on to activate your account. By default, these emails are valid for 24 hours.



Registered office address:
35 BallyClare Drive
Ballyoaks Office Park
Bryanston Ext 7
Johannesburg
www.experian.co.za