# 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.


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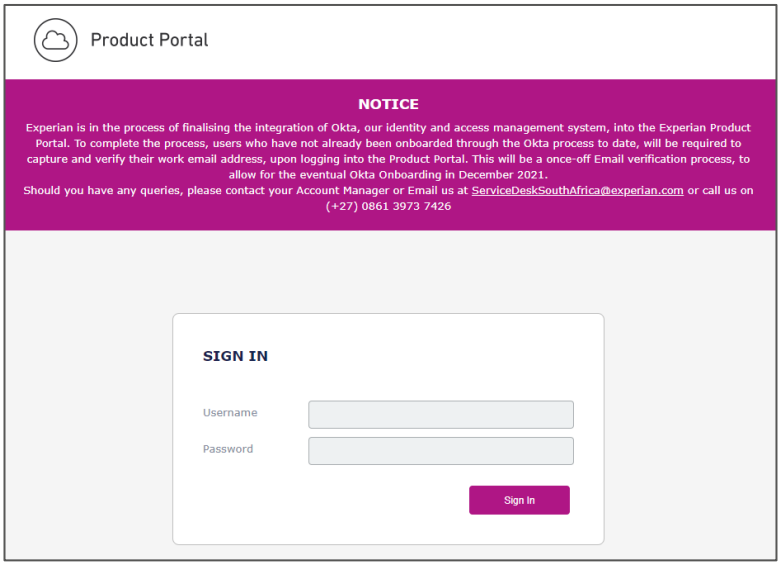
# 3. Email Verification (new Okta Users only)

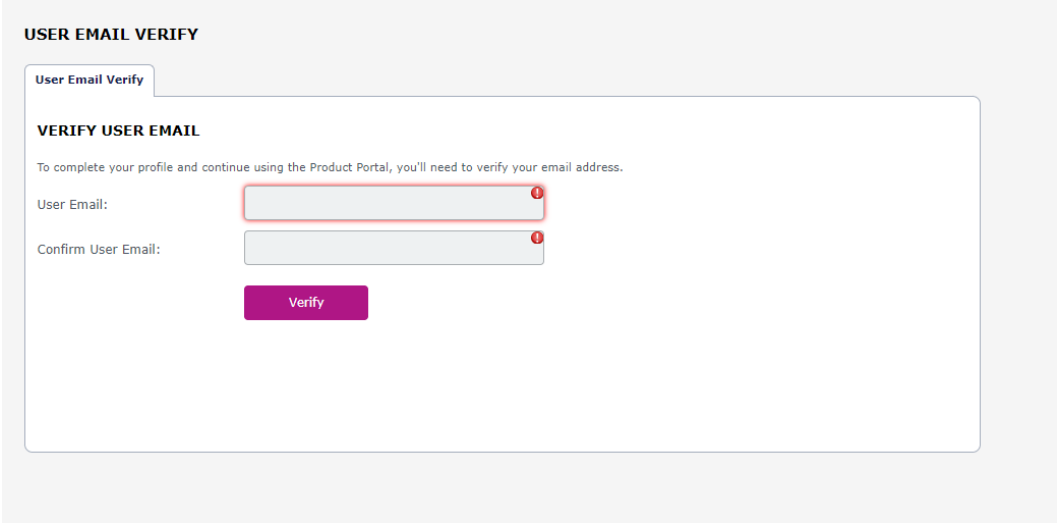
## Step 1: Navigate to the Experian Product Portal

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




## 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.





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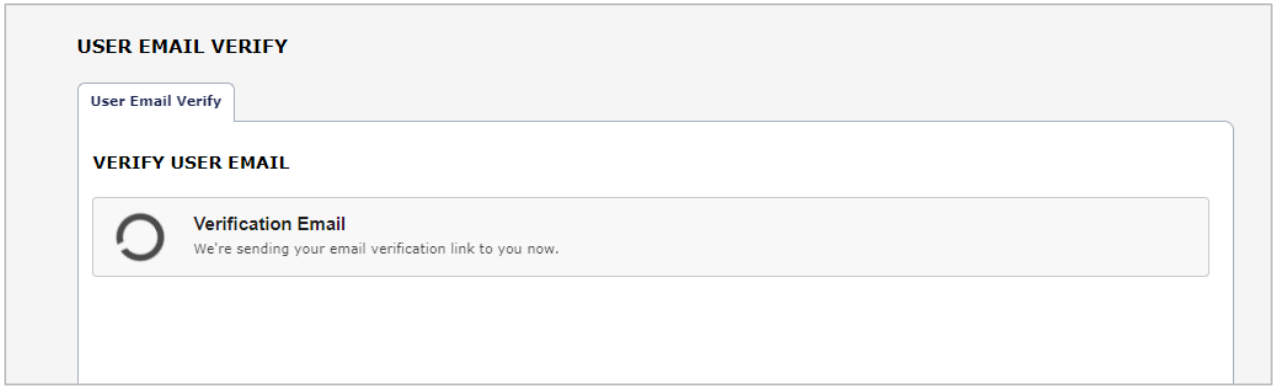
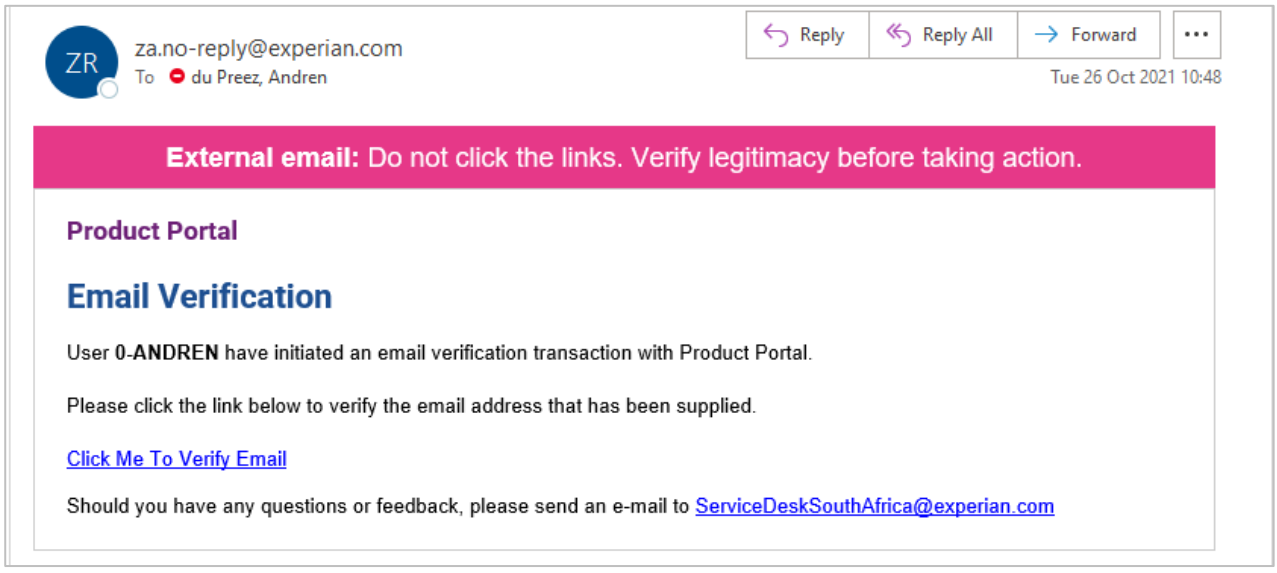
## Step 3: Check for Email from Experian with Verification Link

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





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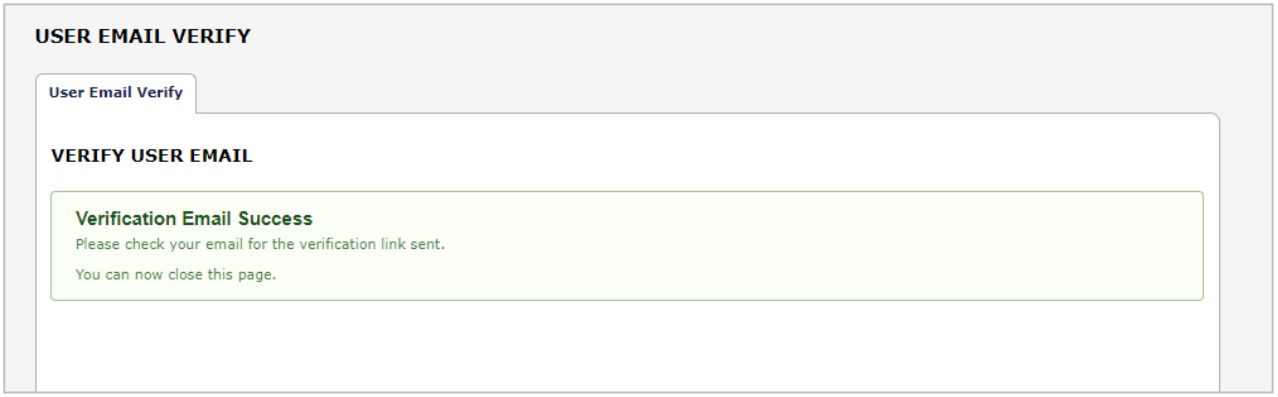
## Step 4: Email Verification Confirmation

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.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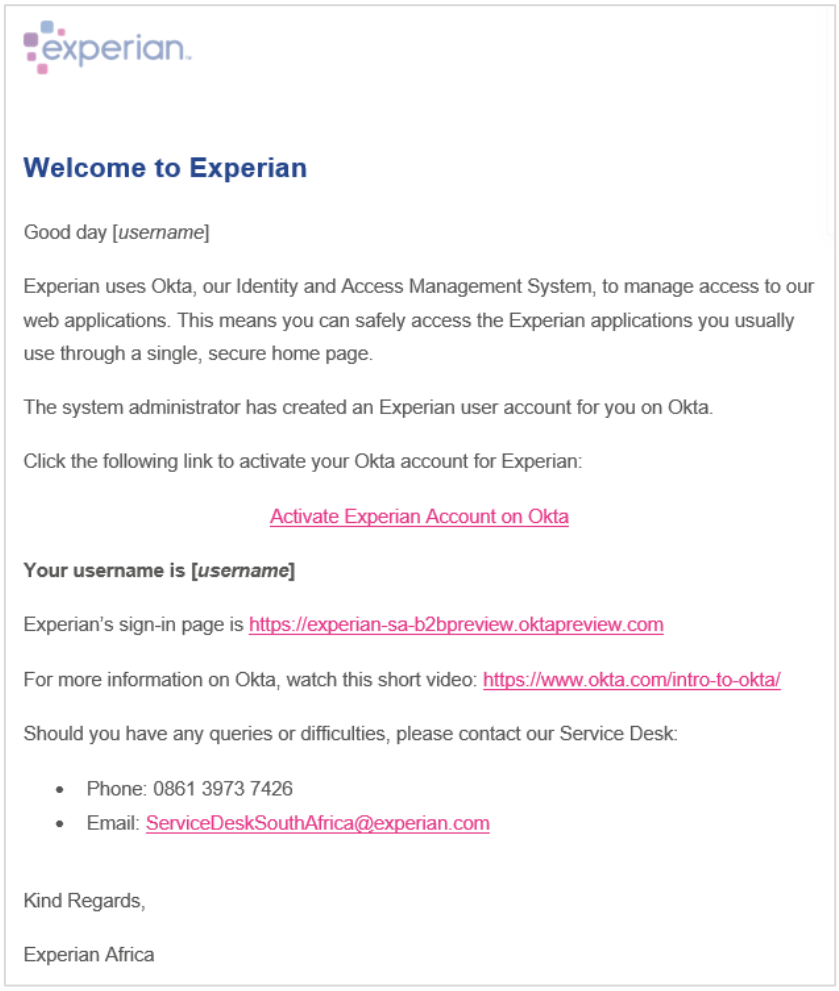
# 4. Okta User Account Activation

## 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.



experian.

**Welcome to Experian**

Good day [*username*]

Experian uses Okta, our Identity and Access Management System, to manage access to our web applications. This means you can safely access the Experian applications you usually use through a single, secure home page.

The system administrator has created an Experian user account for you on Okta.

Click the following link to activate your Okta account for Experian:

Activate Experian Account on Okta

**Your username is [*username*]**

Experian's sign-in page is https://experian-sa-b2bpreview.oktapreview.com

For more information on Okta, watch this short video: https://www.okta.com/intro-to-okta/

Should you have any queries or difficulties, please contact our Service Desk:

- Phone: 0861 3973 7426
- Email: ServiceDeskSouthAfrica@experian.com

Kind Regards,

Experian Africa

Figure 1: Activate User Account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### 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.

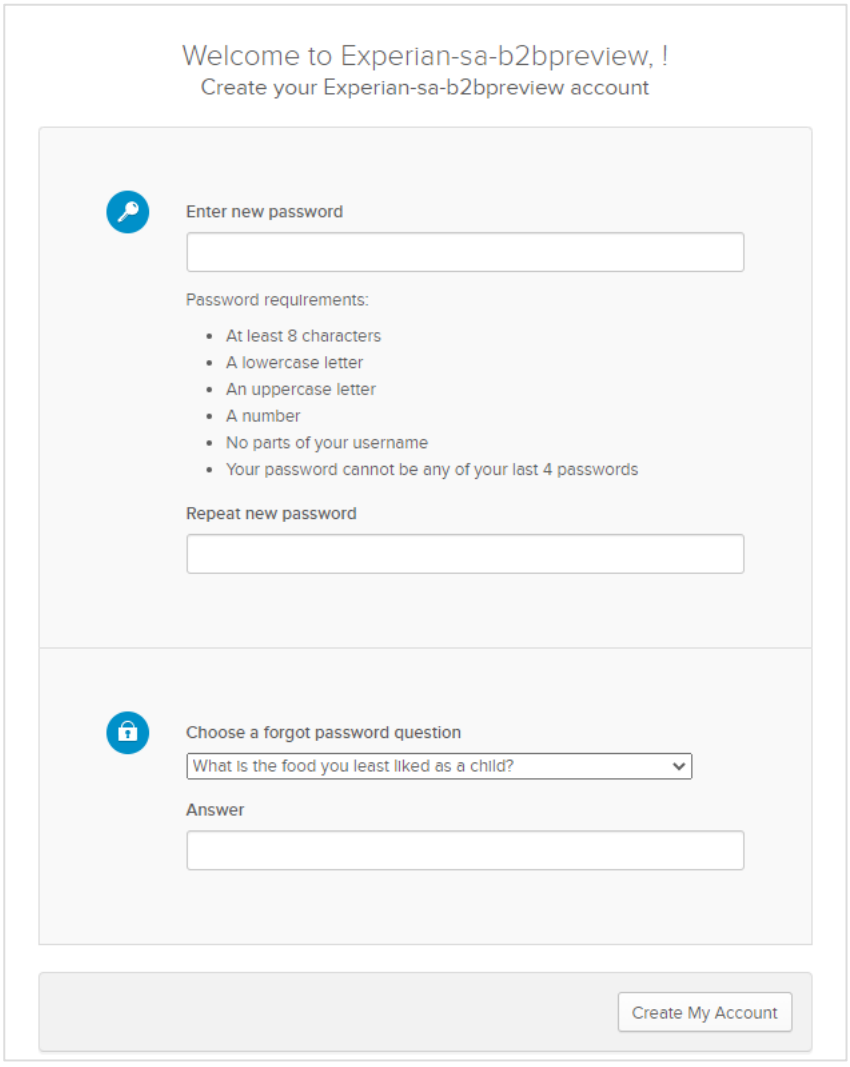


Figure 2: User Account Activation Screen


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### 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.

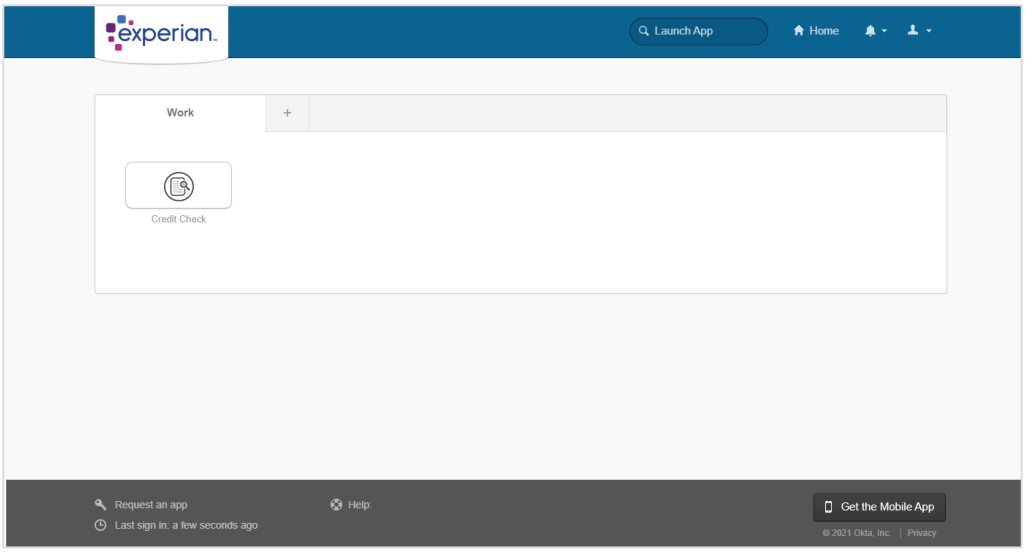


Figure 3: Okta Homepage Screen


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# 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'.

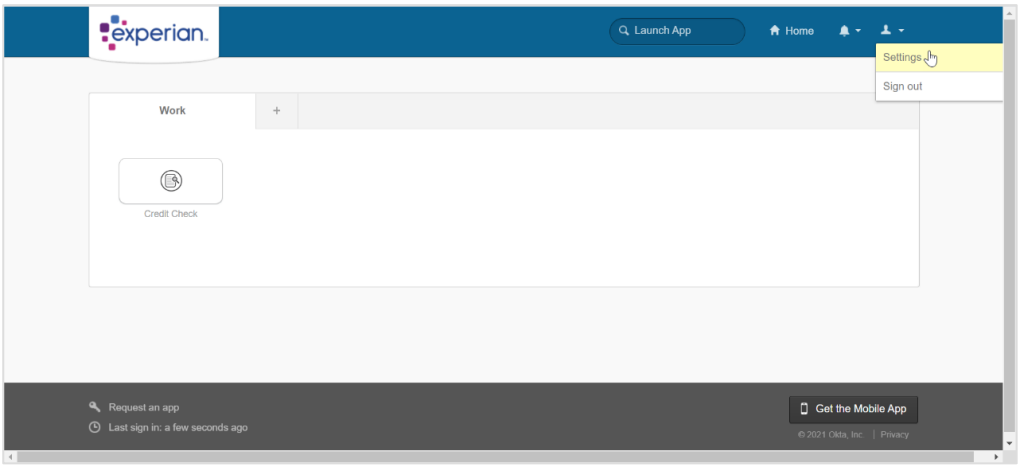


Figure 4: Okta Homepage Screen

### 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.

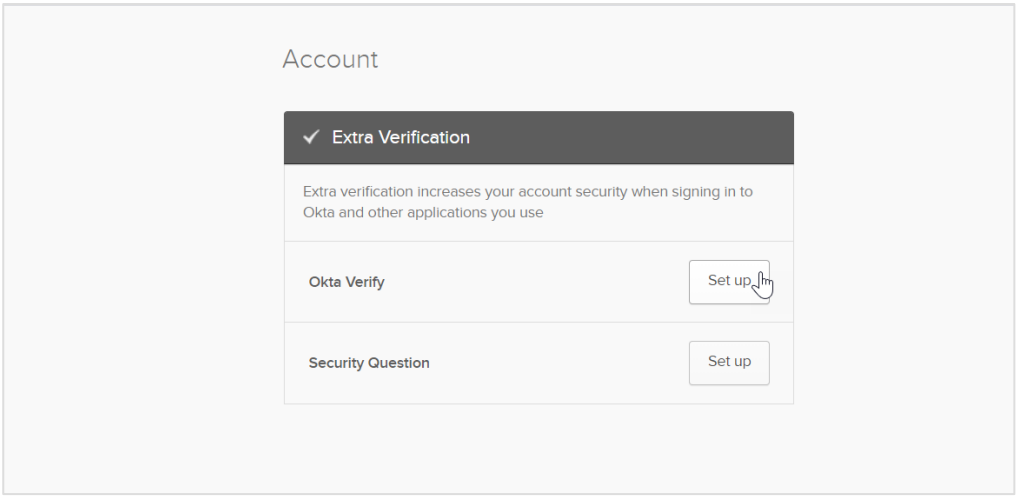


Figure 5: Okta Verify Setup


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

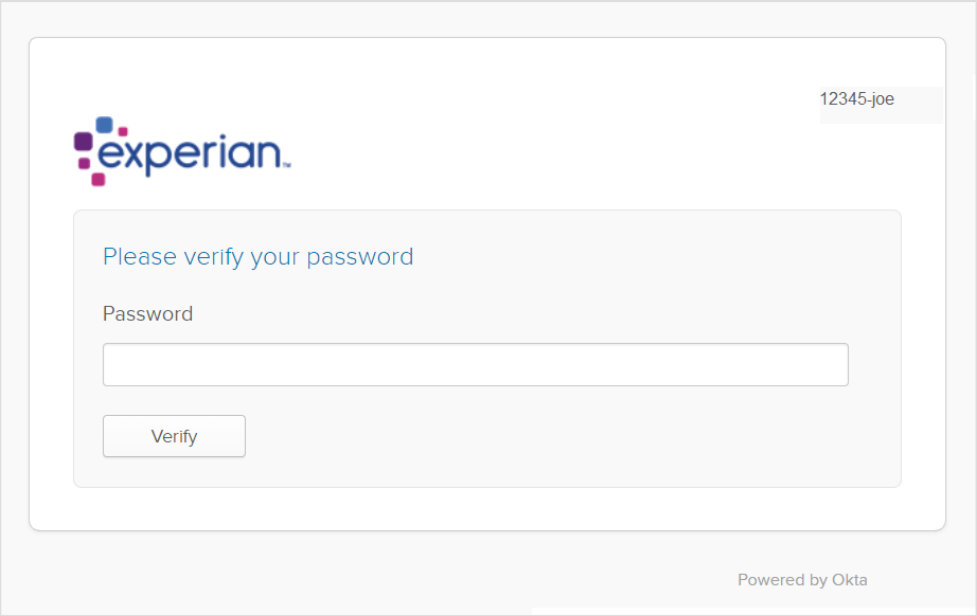


Figure 6: Verify Password Screen

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

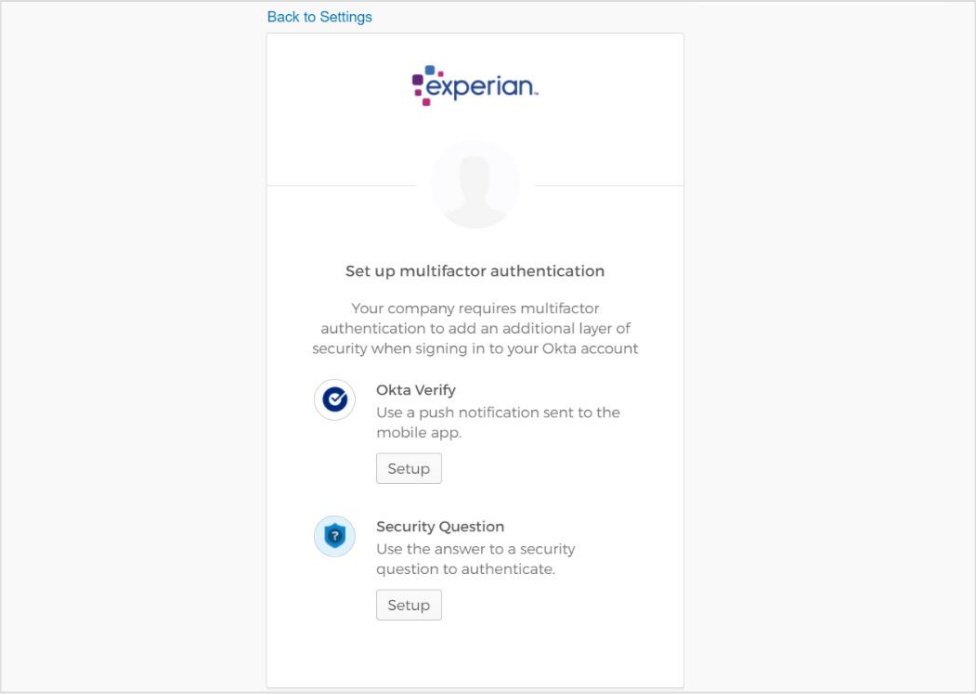


Figure 7: Setup Multifactor Authentication


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### 4.1.5 Select your device type and click 'Next'.

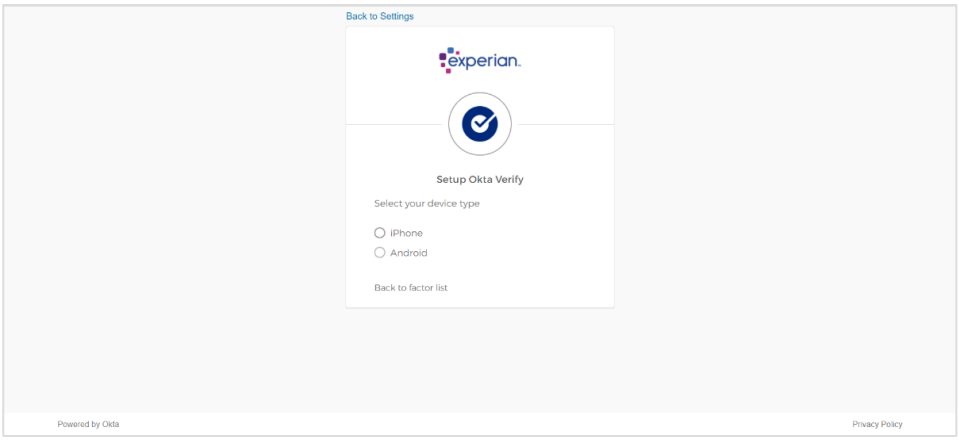


Figure 8: Device Setup

### 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.

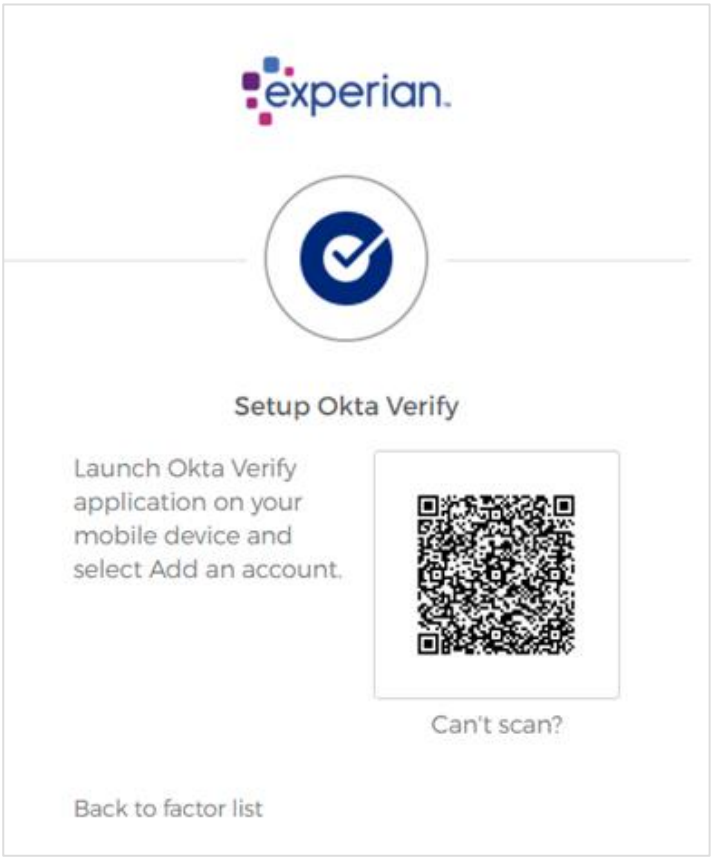


Figure 9: Okta Verify QR Code


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

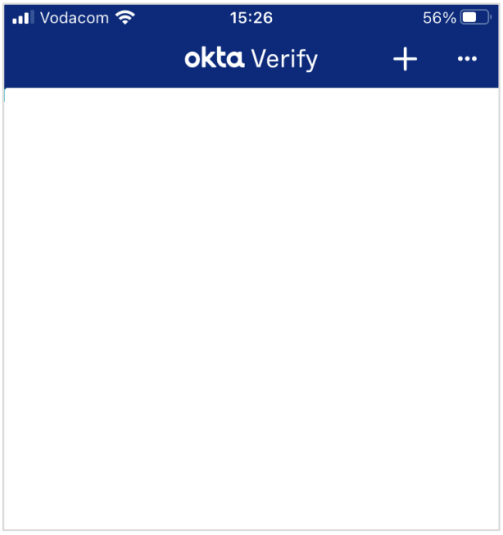


Figure 10: Add Account

### 4.1.8 Select 'Organization' as the Account Type.

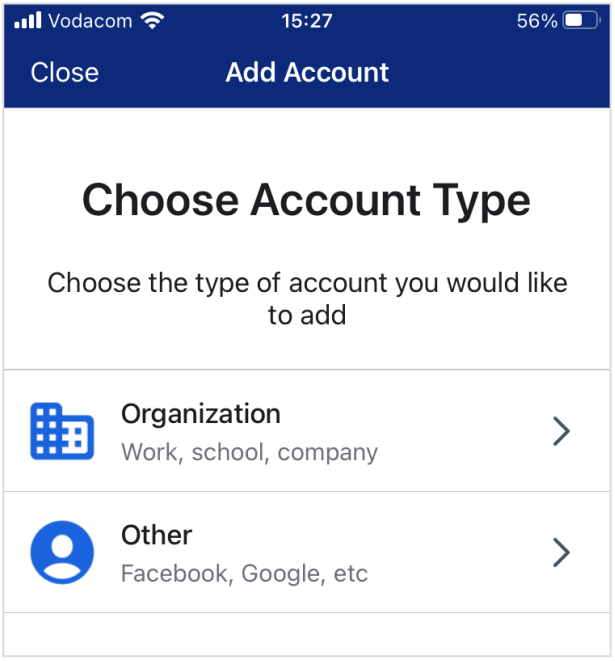


Figure 11: Choose Account Type


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### 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.

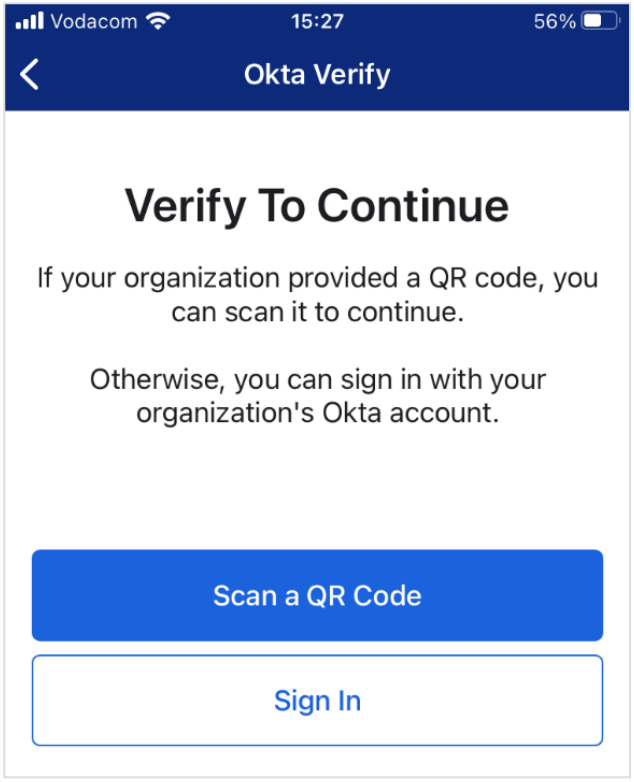


Figure 12: Scan QR Code


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

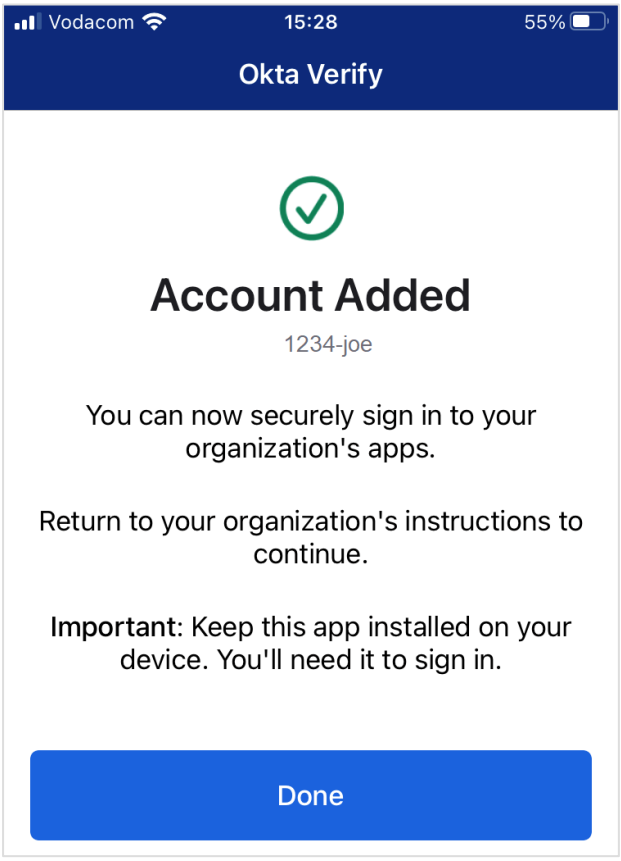


Figure 13: Account Added


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

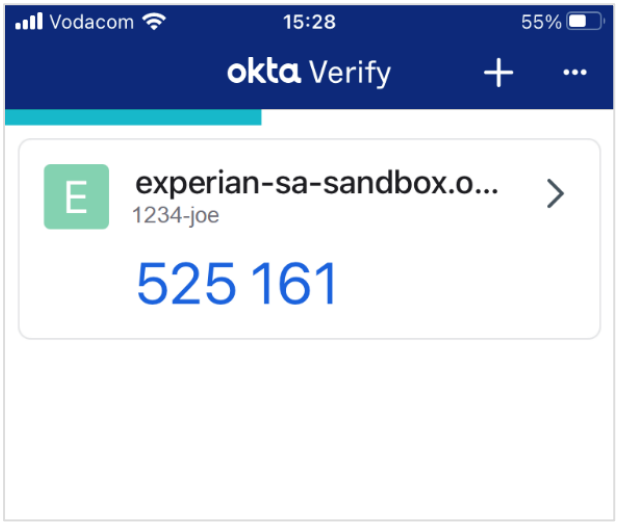


Figure 14: Okta Account

### 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.

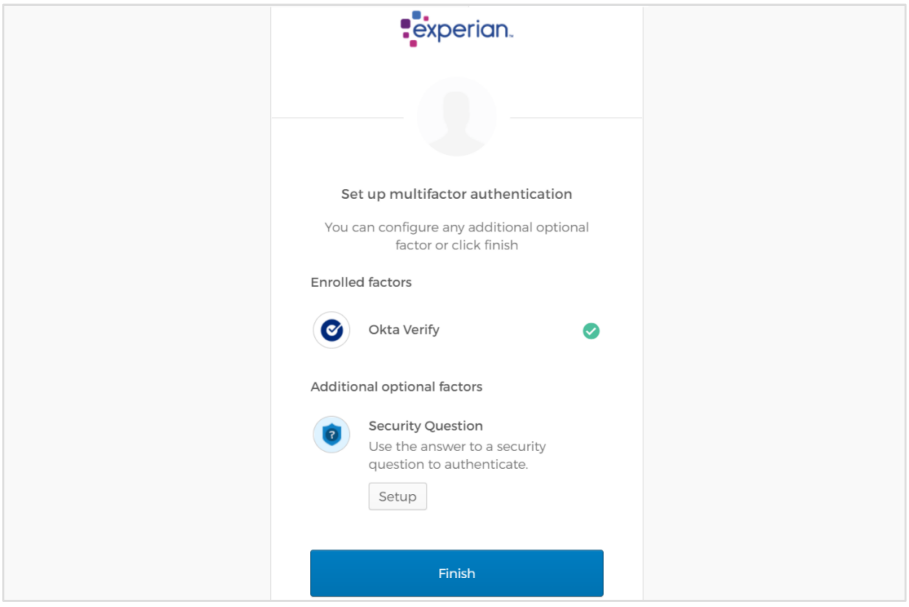


Figure 15: Enrolled Factors


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

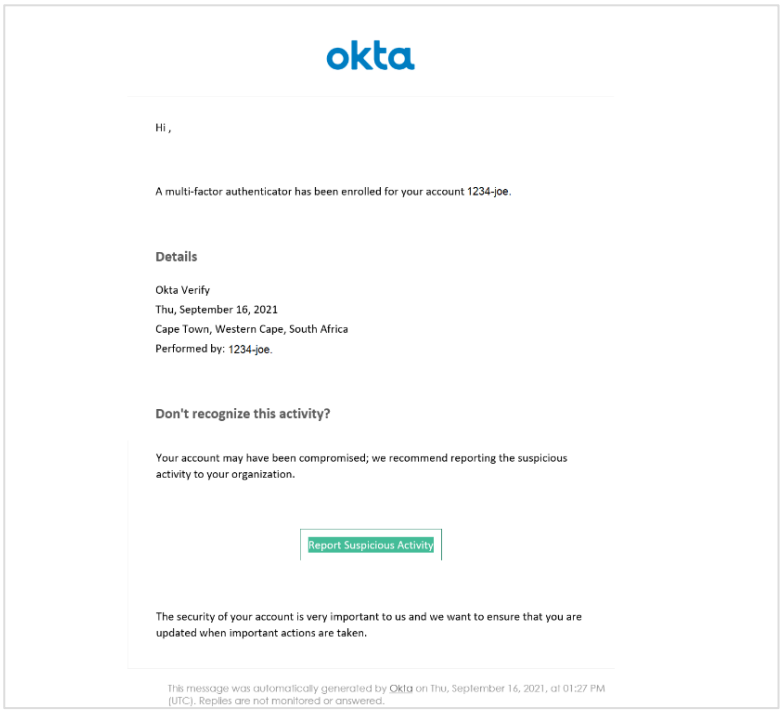


Figure 16: Multifactor Confirmation Email

## 4.2 Setup Security Question

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

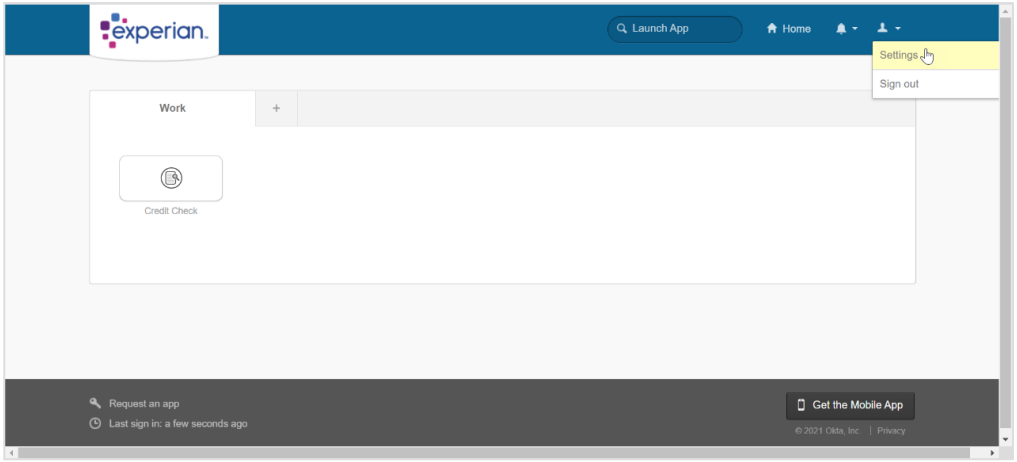


Figure 17: Okta Homepage Screen


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

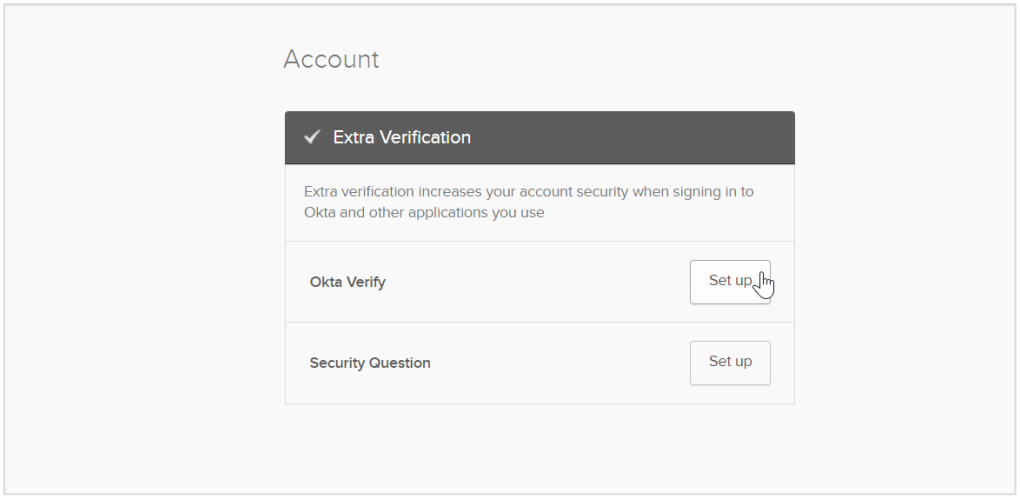


Figure 18: Security Question

### 4.2.3 Select Security Question Setup

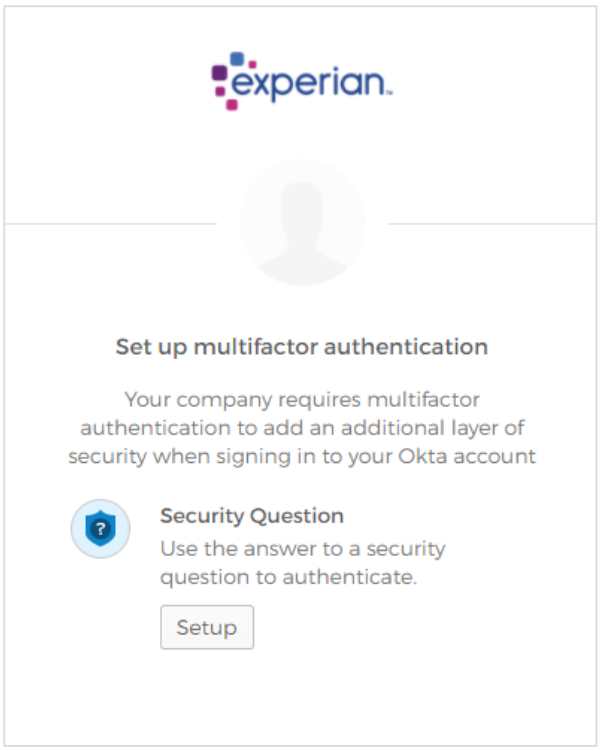


Figure 19: Security Question Setup


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

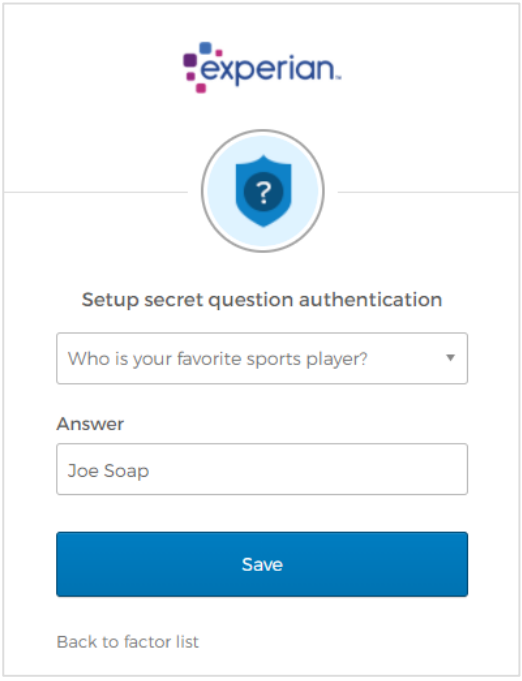


Figure 20: Secret Question Authentication


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# 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.

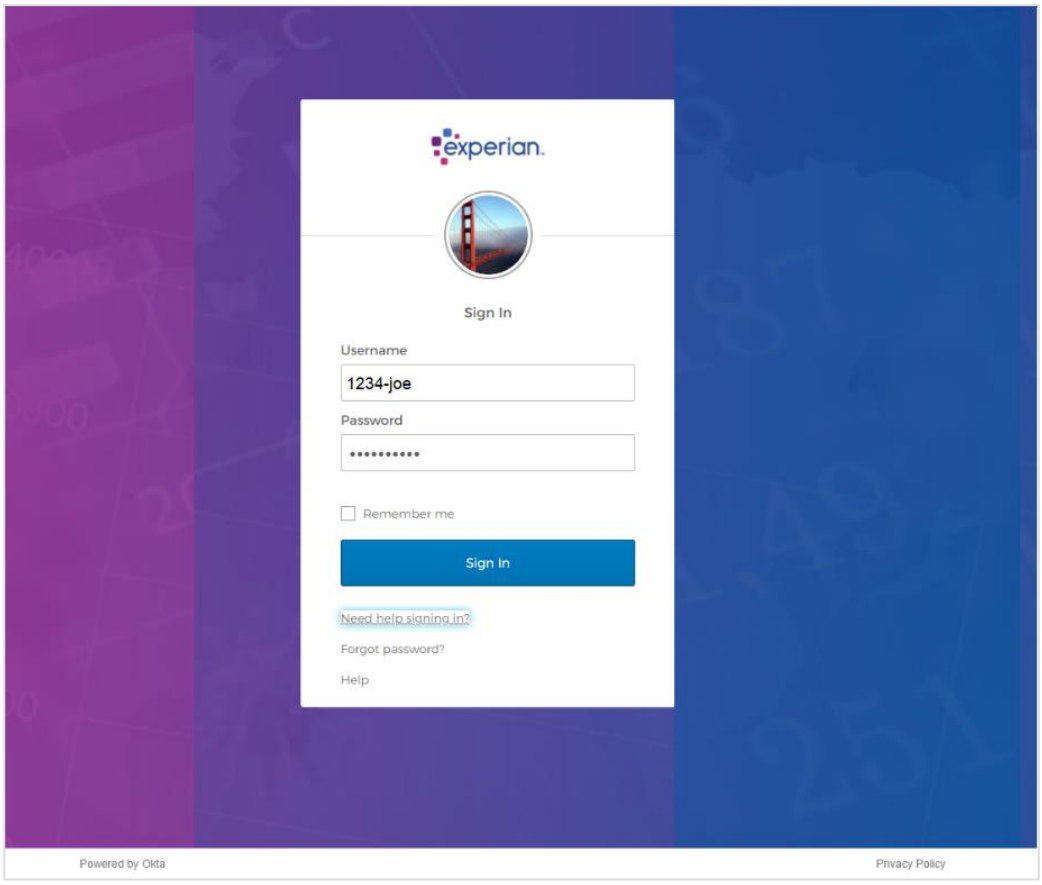


Figure 21: Okta Sign-In Screen


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### 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.

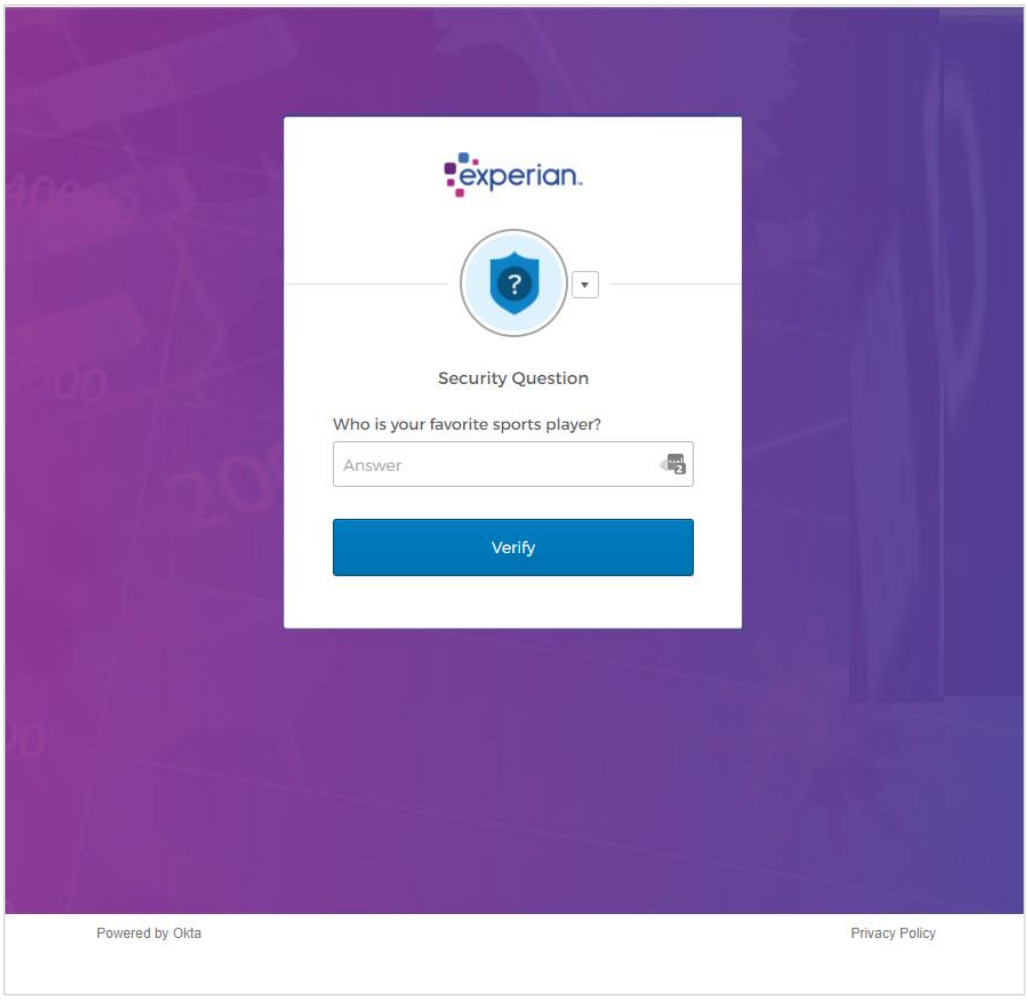


Figure 22: Security Question Screen


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### 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.

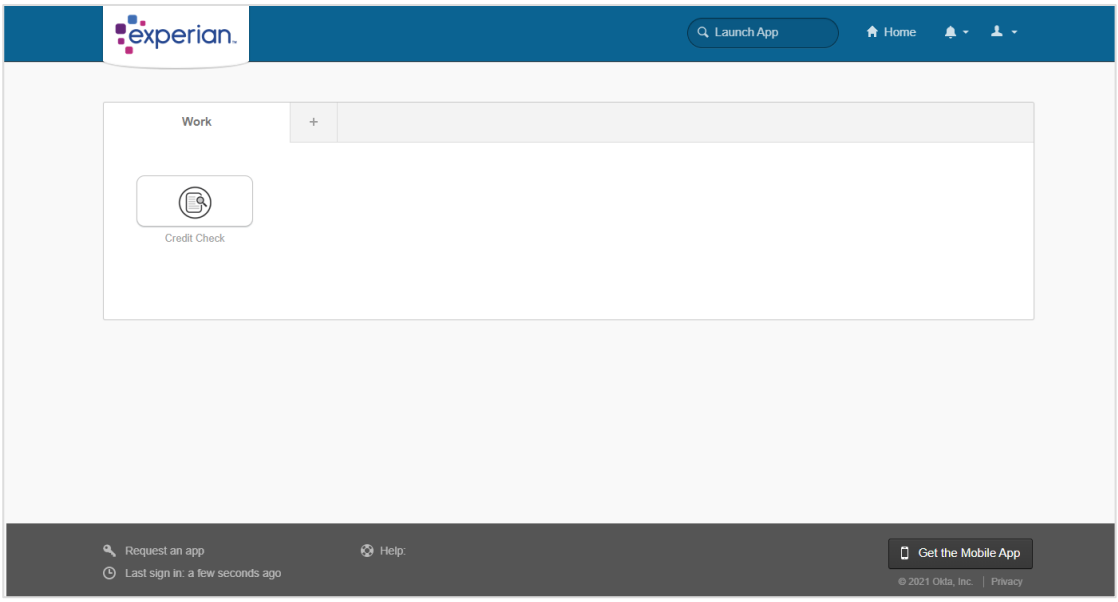


Figure 23: Okta Home Page

Figure 24: Experian Product Portal Processing Screen


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

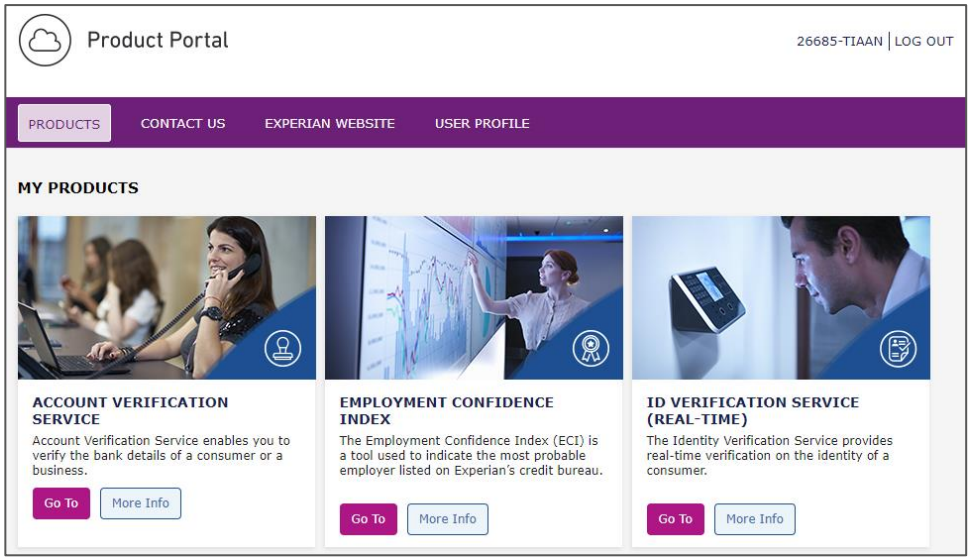


Figure 25: Experian Product Portal

## 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.

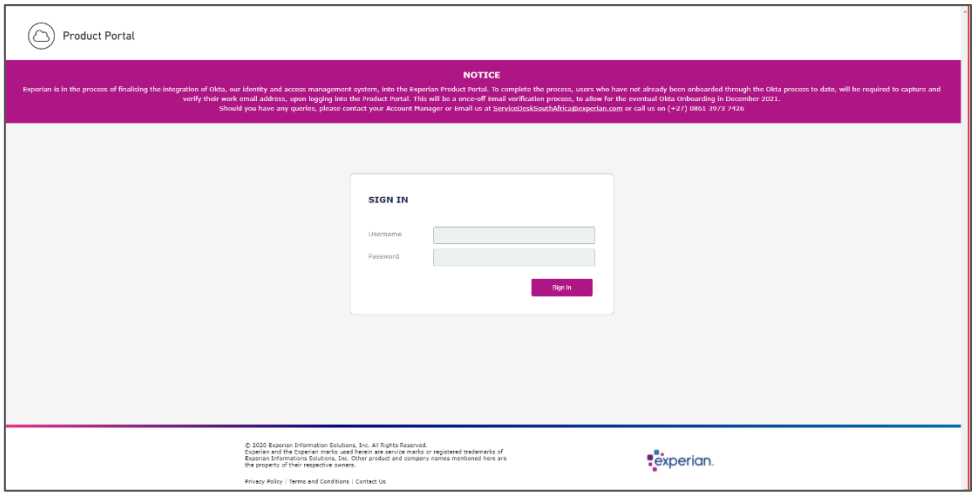


Figure 26: Experian Product Portal Sign-In Screen


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

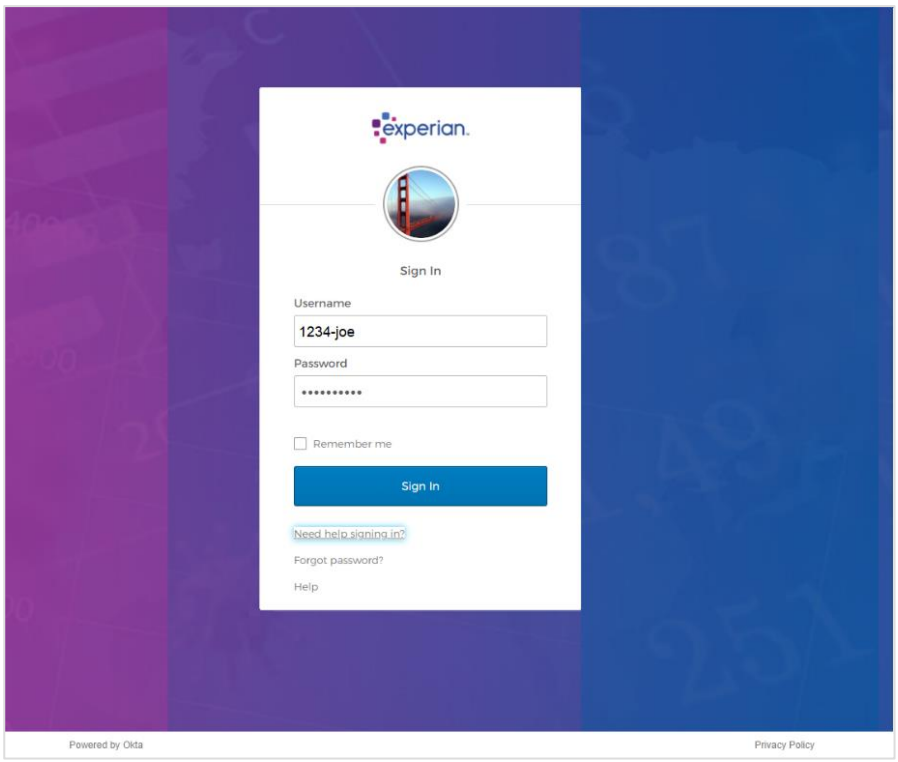


Figure 27: Okta Sign-In Screen


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### 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.

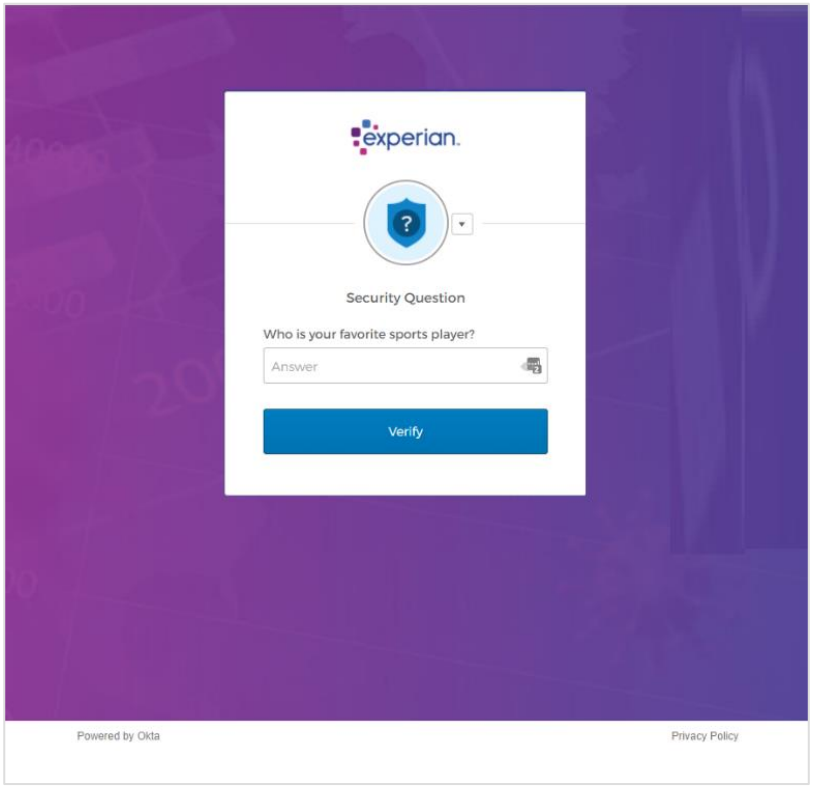


Figure 28: Security Question Screen

Figure 29: Experian Product Portal Processing Screen


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

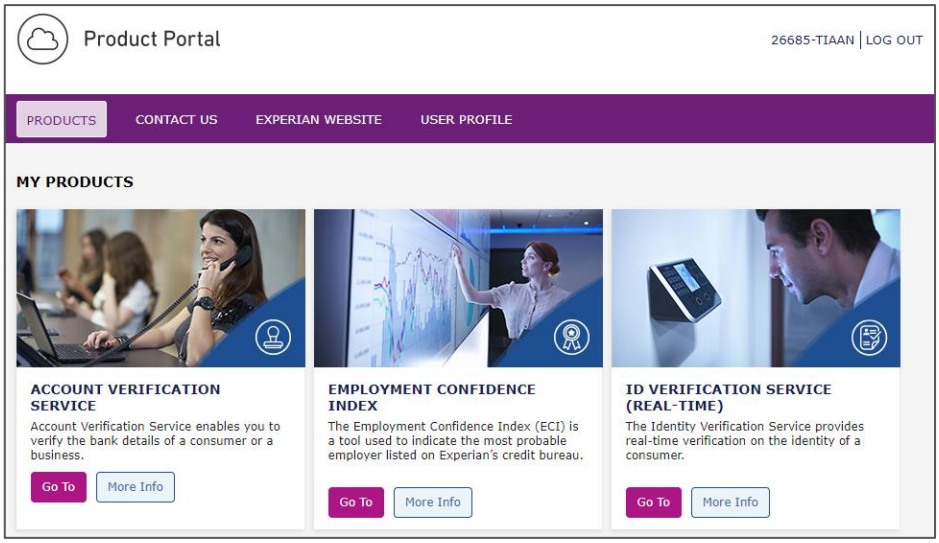


Figure 30: Experian Product Portal


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# 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'.

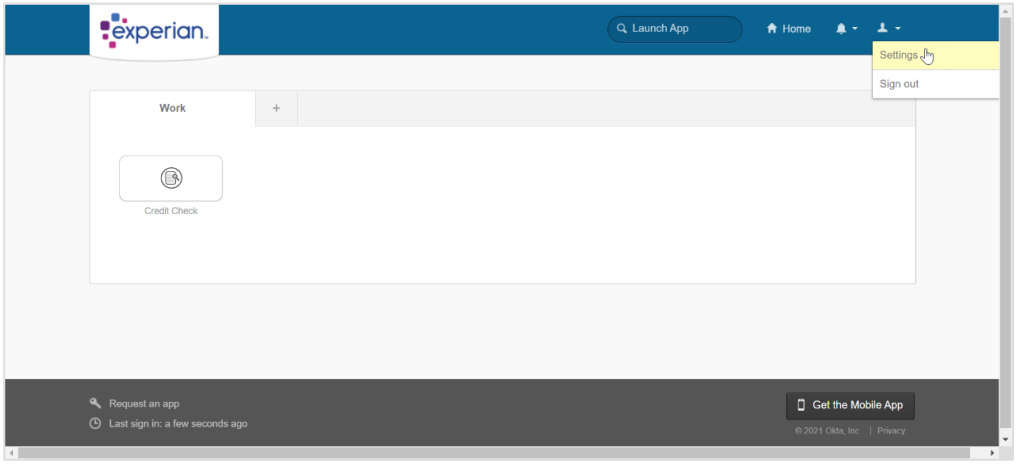


Figure 31: Okta Homepage Screen

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

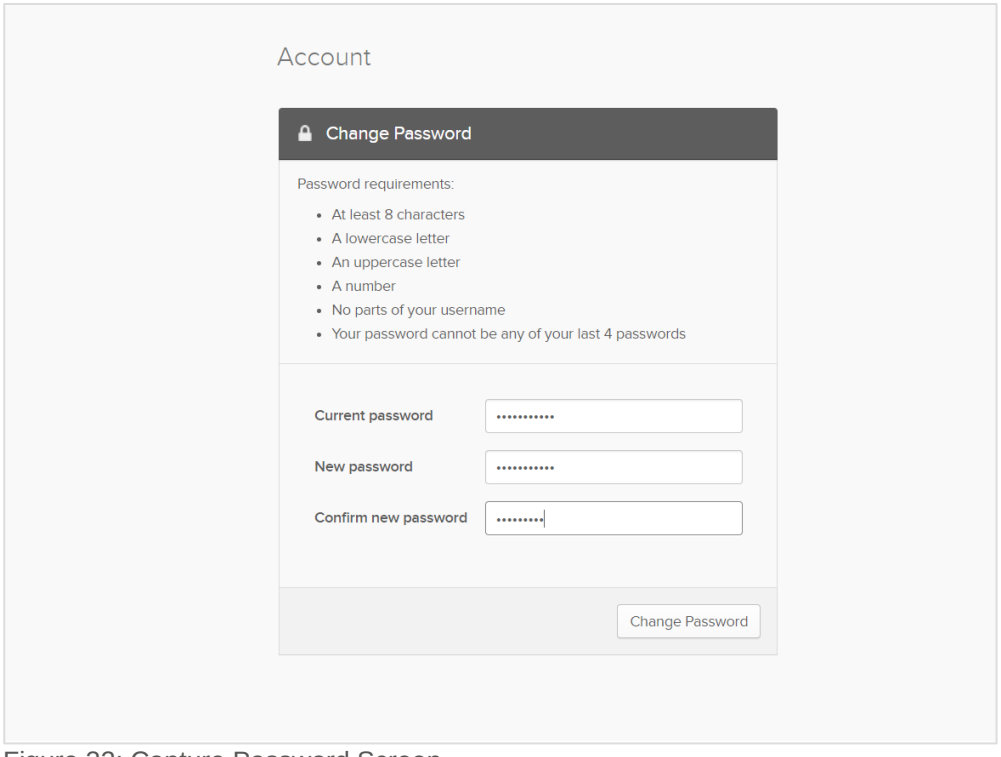


Figure 32: Capture Password Screen


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

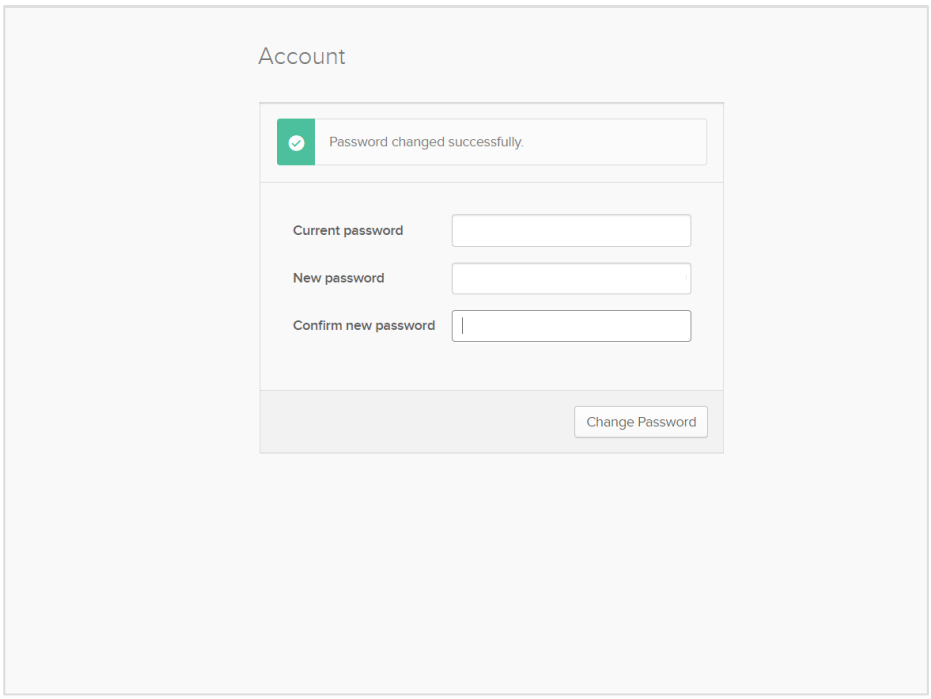


Figure 33: Password Changed Successfully Screen


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## 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.

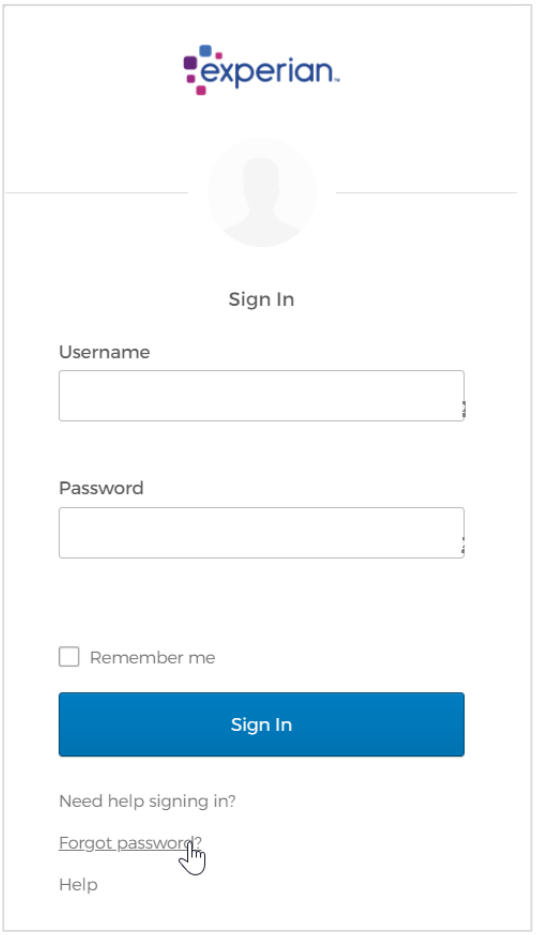


Figure 34: Okta Sign-In Screen


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

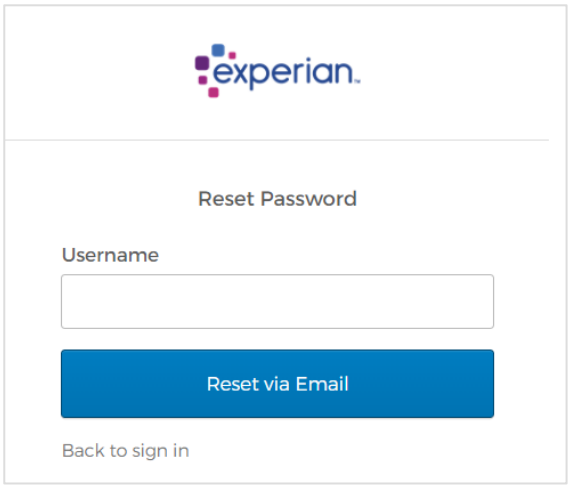


Figure 35: Okta Sign-In Screen

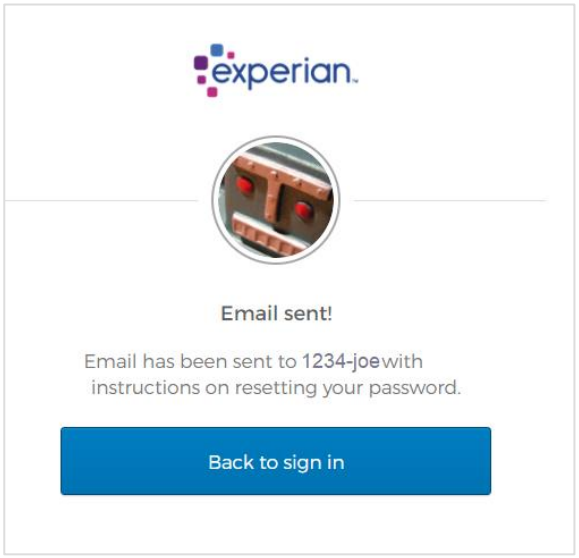


Figure 36: Email Sent


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

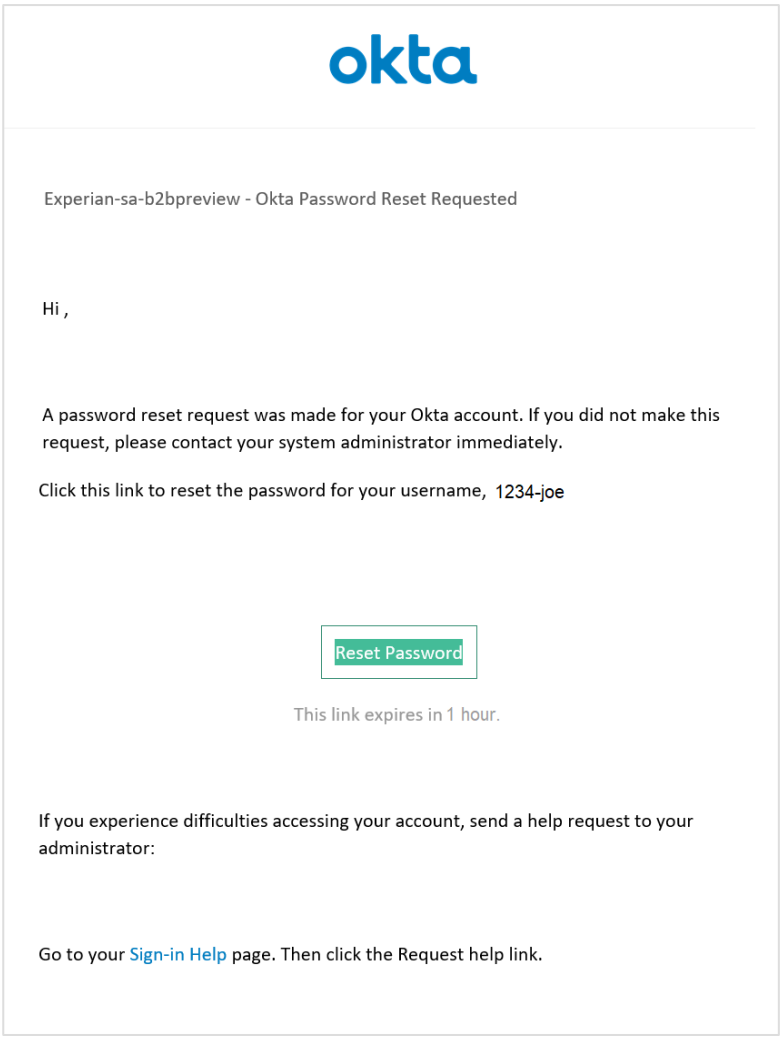


Figure 37: Reset Password Email


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

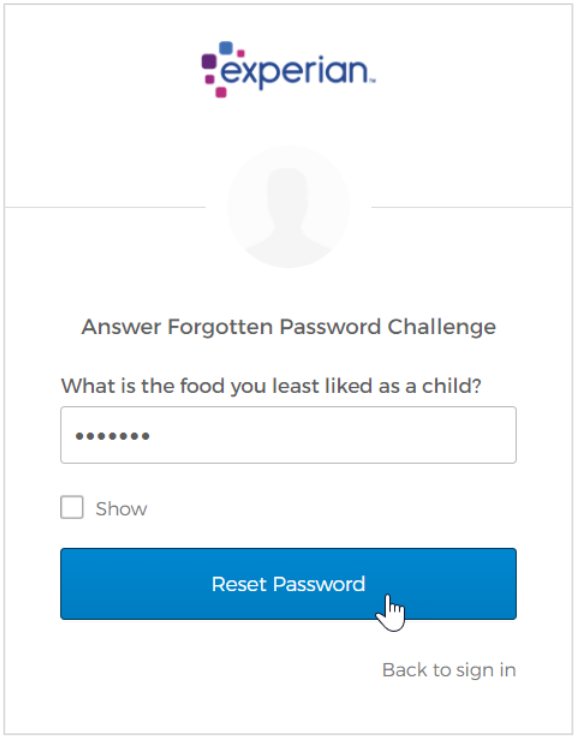


Figure 38: Forgotten Password Challenge


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

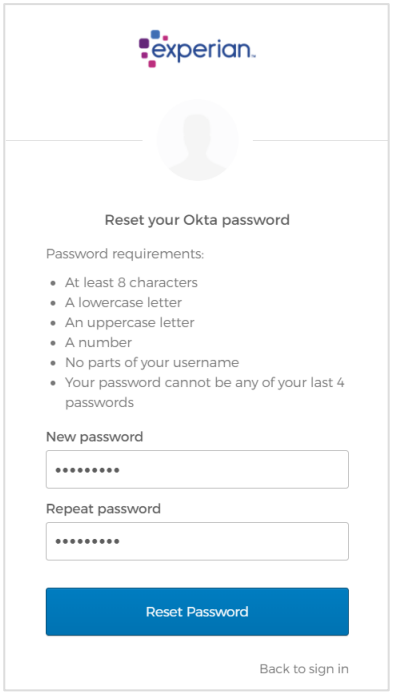


Figure 39: Reset Okta Password


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# 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.


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