

# Aonline OKTA onboarding User Guide

Standard Operating Procedure

Date : 20/01/2023





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## FAQs

1. How do I onboard to Aon's OKTA account?

Refer to [Aon User Onboarding](#) sections of the document.

2. I have not received an e-mail with an activation link. Where do I get it?

As an Aon employee you are already in Okta and your account does not need to be activated. You will use the same password that you would normally use in Okta

3. I need to change my multi factor authentication (MFA) device/phone

If you have access to the original device then follow the [Change linked MFA device](#) section of this document.

If you have lost or reset the original device, see the question below.

4. I have lost or reset my device that I have been using for multi factor authentication (MFA)

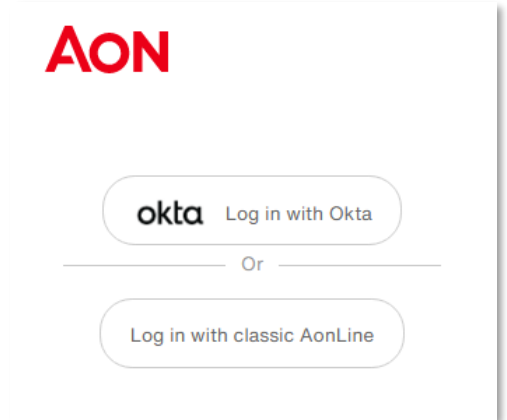
If you're an Aon colleague, please call GSD (0008004402252) and raise a ticket for Okta Support team and ask the Okta Support team to reset your MFA factors.

If you're an external user, you need to request someone from Aon to raise the above ticket for you.

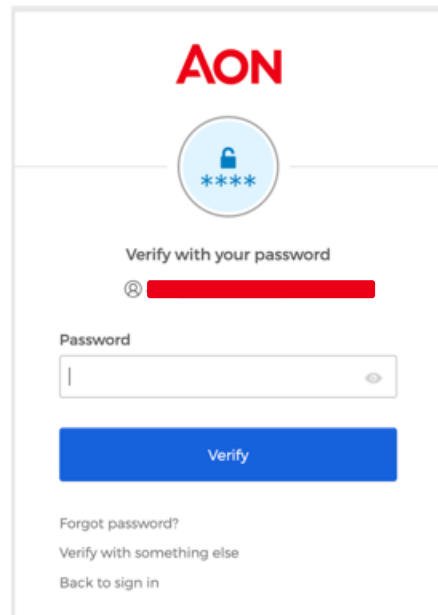
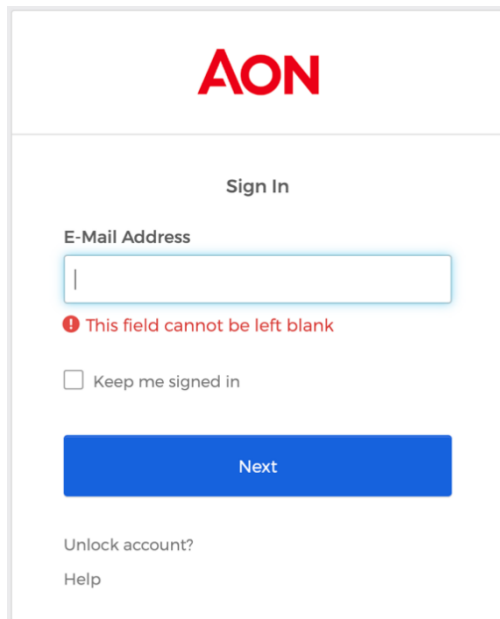
## Aon User Onboarding

Open <https://aonline.aon.com>. It will redirect to the aonline login page.

Select 'Log in with OKTA' button



You will be prompted to type your Aon E-mail address and followed by Password as shown in the below screen



Enter your Aon email and password.

*You could be asked to setup 2 factor authentication if not already done. See next pages for instructions.*

## Setup 2 factor authentication using Phone (OTP via SMS)

You will be asked to setup the security method, click on "Set up" under phone heading

You can set up Phone based verification by clicking the 'Set up' button under the 'Phone' heading.

Choose your country and enter your phone number. Click on the button "Receive a code via SMS". You'll get an OTP via SMS.

Enter the OTP you received on the next screen that comes up.

**AON**

**Set up security methods**

@ [Redacted]

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

**Set up required**

- Okta Verify**  
Okta Verify is an authenticator app, installed on your phone, used to prove your identity  
Used for access  
[Set up](#)
- Phone**  
Verify with a code sent to your phone  
Used for access  
[Set up](#)

[Back to sign in](#)

**AON**

**Set up phone authentication**

@ [Redacted]

Enter your phone number to receive a verification code via SMS.

**Country**  
India

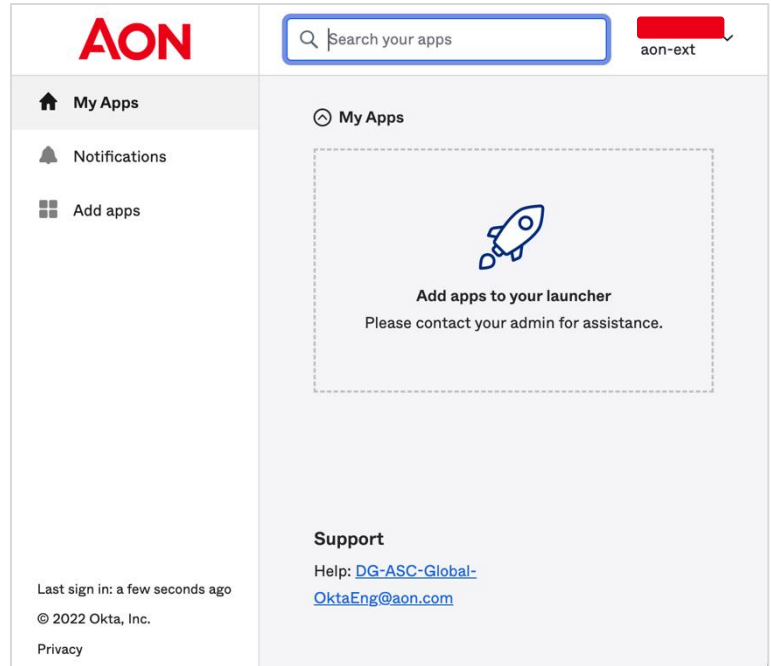
**Phone number**  
+91 [Redacted]

[Receive a code via SMS](#)

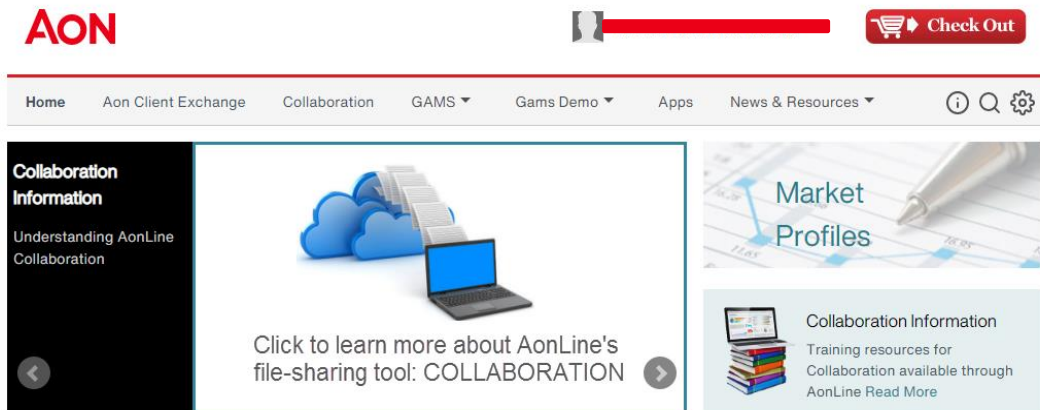
[Return to authenticator list](#)  
[Back to sign in](#)

Once the above setup is done, it will ask for you to setup the OKTA security method. Just click on the button "Set up Later"

The window on right will come up, just close it.



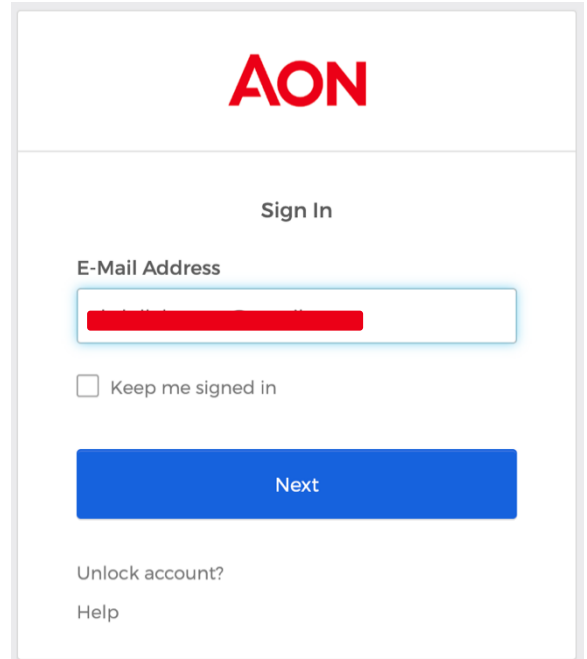
You will be logged in to aonline.aon.com.



## Change linked MFA Device

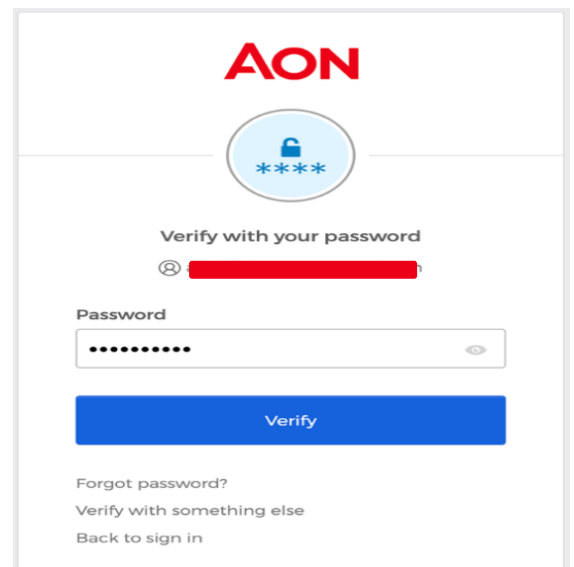
Go to <https://iam-ext.aon.com/>

On login page enter email and click 'Next'



The screenshot shows the AON Sign In page. At the top is the AON logo. Below it is the text "Sign In". There is a label "E-Mail Address" above a text input field containing a redacted email address. Below the input field is a checkbox labeled "Keep me signed in". A blue button labeled "Next" is positioned below the checkbox. At the bottom of the page are the links "Unlock account?" and "Help".

On the next screen, enter Password and click 'Verify'



The screenshot shows the AON Verify with your password page. At the top is the AON logo. Below it is a circular icon containing a lock and the text "\*\*\*\*". Below the icon is the text "Verify with your password". There is a label "Password" above a text input field containing a redacted password. Below the input field is a blue button labeled "Verify". At the bottom of the page are the links "Forgot password?", "Verify with something else", and "Back to sign in".

Based on your previous preferences,

you'll get to choose the Phone based authentication option.

- If you want to use some other method, you can choose the 'Verify with something else' option at the bottom

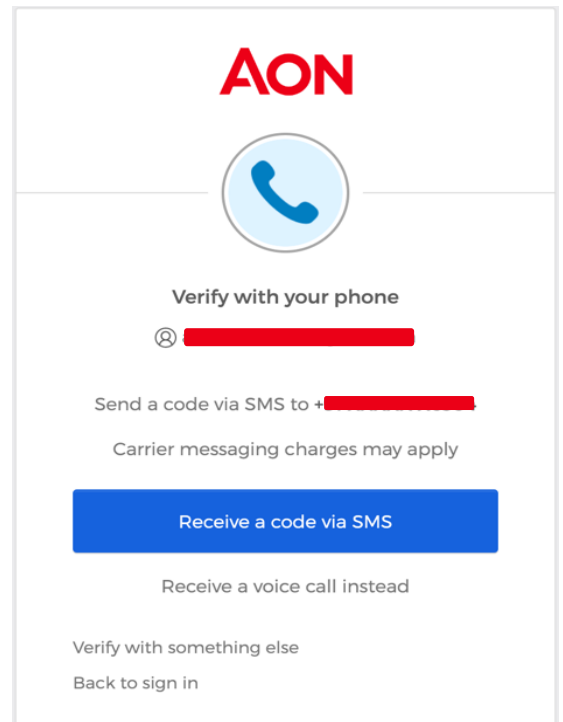
If you choose to 'Verify with something else' in previous step or if you have no previous preferences saved in the system, you'll see the screen on the right and can choose one of the methods to log in.

**Note:** If you have lost or reset your existing device you have the following options -

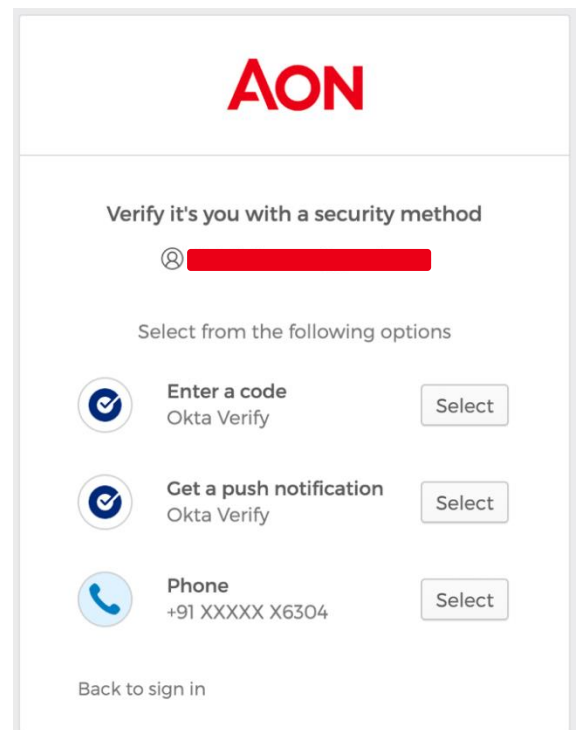
If you have got a duplicate SIM and have setup Phone based

2 factor authentication, you can use the 'Phone' option to get OTP.

Else call GSD and raise a ticket for Okta Support team and ask the Okta Support team to reset your 2 factor authentication.



The screenshot shows the AON login interface. At the top is the AON logo. Below it is a blue telephone icon in a circle. The heading is "Verify with your phone". There is a redacted phone number. Below that, it says "Send a code via SMS to +[redacted]" and "Carrier messaging charges may apply". There is a blue button labeled "Receive a code via SMS". Below the button is the text "Receive a voice call instead". At the bottom, there are two links: "Verify with something else" and "Back to sign in".

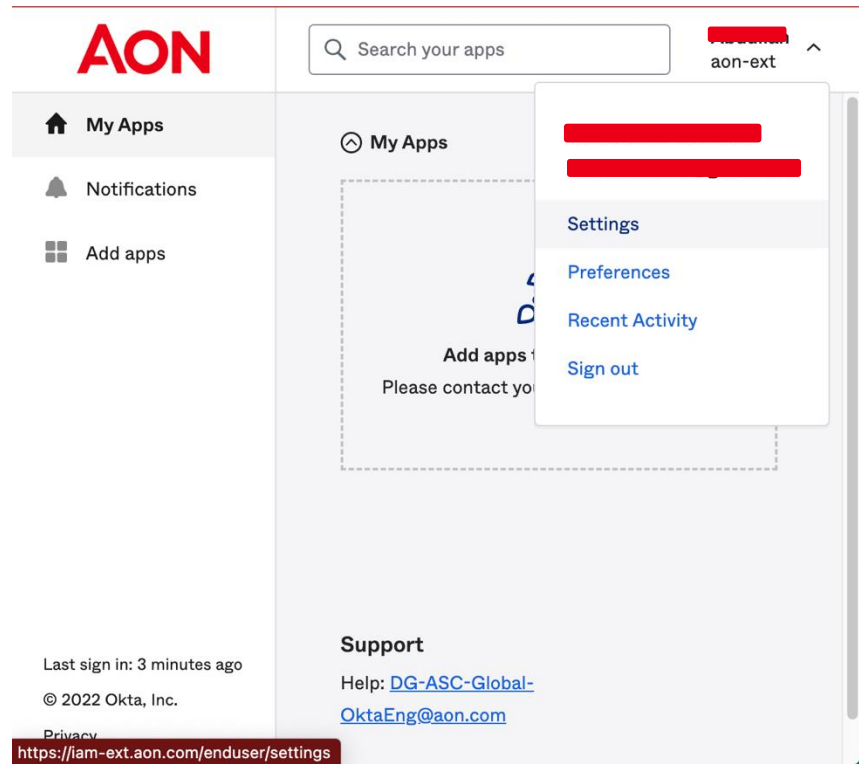


The screenshot shows the AON login interface. At the top is the AON logo. Below it is a blue telephone icon in a circle. The heading is "Verify it's you with a security method". There is a redacted phone number. Below that, it says "Select from the following options". There are three options, each with a blue checkmark icon and a "Select" button: "Enter a code Okta Verify", "Get a push notification Okta Verify", and "Phone +91 XXXXX X6304". At the bottom, there is a link "Back to sign in".

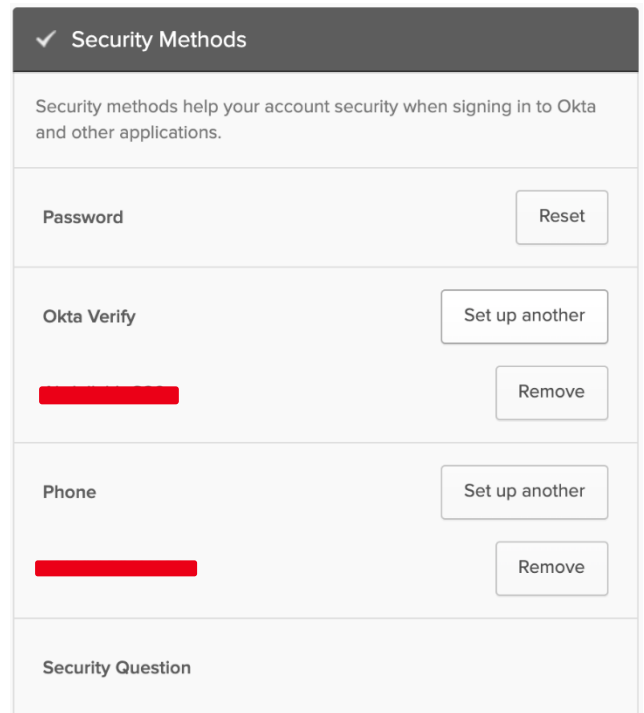


Once the login is successful, your 'My Apps' dashboard will open

Click the caret icon on top right and select 'Settings'.

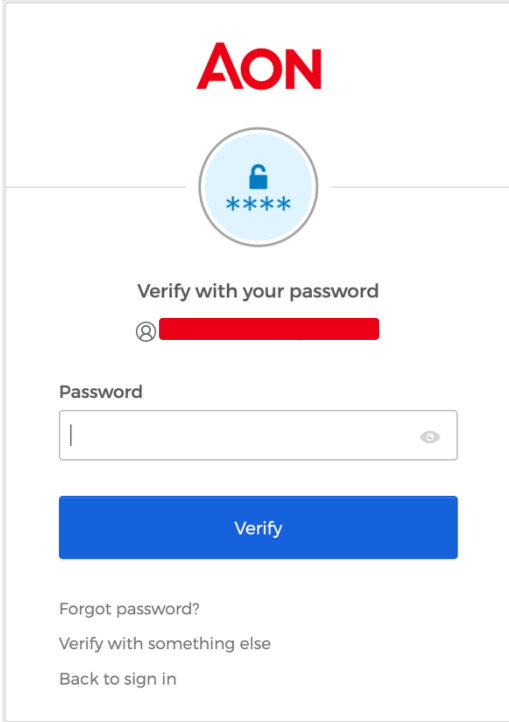


In the 'Security Methods' section, you can choose to 'Set up another' device for 2FA for the Phone



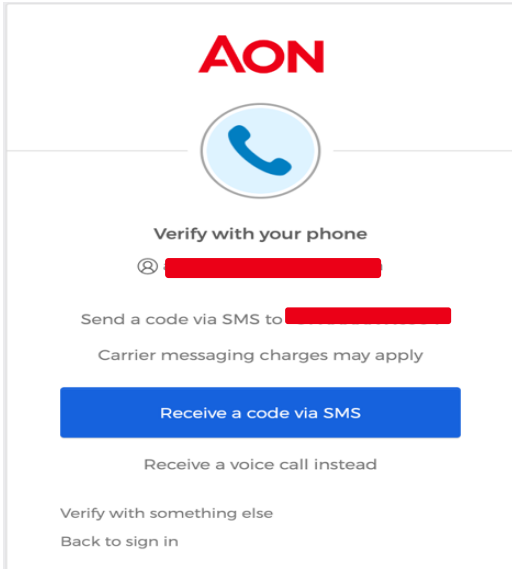
You'll see the password verification screen.

Enter your password and click 'Verify'



The screenshot shows the AON password verification screen. At the top is the AON logo. Below it is a circular icon with a lock and four asterisks. The text "Verify with your password" is displayed above a redacted email address. A "Password" input field is shown with a cursor and a toggle icon. A blue "Verify" button is positioned below the input field. At the bottom, there are links for "Forgot password?", "Verify with something else", and "Back to sign in".

Based on your previous preferences, you'll get to choose the Phone based authentication option.



The screenshot shows the AON phone-based authentication screen. At the top is the AON logo. Below it is a circular icon with a telephone handset. The text "Verify with your phone" is displayed above a redacted email address. Below that, it says "Send a code via SMS to" followed by a redacted phone number. A note states "Carrier messaging charges may apply". A blue button labeled "Receive a code via SMS" is present. Below the button, there is a link for "Receive a voice call instead". At the bottom, there are links for "Verify with something else" and "Back to sign in".

## To Disable the account

Send a mail to support email : [supportaonline@aon.nl](mailto:supportaonline@aon.nl)