



[CTSuite Support Centre](#) › [CTSuite](#) › [Account Access](#)

Internal - Okta - Troubleshooting Questions

[FOLLOW](#)

Joel Conway



Updated at Today at 11:22

With Okta's release, there may be some scenarios that can take us by surprise. We've collected some possible scenarios and things we can test to resolve them below.

Obviously, not everything can be covered here, but if you do find something not listed below, please do add this and how you managed to resolve the situation to help others in the future.

- [Users are not able to download the free OKTA app?](#)
- [Users are not correctly directed to the new homepage?](#)
- [Users find that the Benchmark account is not activated for them](#)
- [Security question not appearing during the first login](#)
- [Sign-in using the current username and password does not work](#)
- [Remember my device for 30 days doesn't work for some users](#)
- [OTP not sent to users](#)
- [Authentication via the App is not working?](#)

- Verification code is expiring before 5 mins
- Some users based on mobile phone/browser are experiencing issues when attempting to use the app
- No verification codes are being sent by OKTA
- Mobile network issues causing login authentication issues



Users are not able to download the free OKTA app?

- In this scenario, the end-user should be able to use the alternative MFA options
- For example, they can select the SMS MFA option
- These steps are found on the intro guide: [Setting up MFA for the first time](#)

Users are not correctly directed to the new homepage?

- Confirm where the user is being redirected to
- If the user is being redirected to CTSuite, it's possible their account is not set up via the "Benchmark Admin panel" correctly.

Users find that the Benchmark account is not activated for them

- Confirm the user's account exists within Okta

- If so, confirm if their account is active/Pending user action
- If it's active it may mean they've locked themselves out
- If they are awaiting user action - then their email has not been triggered.
- Confirm the email address on their account is correct, if not update this
- then select the "Resend Activation Email" option to re-issue their login



Security question not appearing during the first login

- This would imply the user was already set up previously and isn't logging in for the first time
- In this situation, the user should change their question from within the Okta dashboard.
- Login > application dashboard > upper right side Username > dropdown > settings > edit page > Forgotten Password Question

Sign-in using the current username and password does not work

- We can reset a users password via the Directory > People > reset password link
- Resetting a user's password

Remember my device for 30 days doesn't work for some users



- Benchmark Superusers will not have this option
- All other users will see a checkbox on their login page labelled "Do not challenge me for 30 days"
- If this is not working, it's likely due to a cookies and cache issue
- Confirm the browser they are using - i.e. Google Chrome
- Confirm if they have any potential automated functions enabled which will remove cookies and cache
- On Google chrome check:
 - Upper right 3 Dots Icon > Settings >Cookies and other site data
 - Ensure options such as "Clear cookies and site data when you close all windows" are **disabled**

OTP not sent to users

- In this situation, we would need to suggest the end-user to reset the MFA option they have selected
- We can reset any user's MFA via the Okta Dashboard
- [How to reset a user's MFA](#)

Authentication via the App is not working?

- If this is the case we would need to confirm they are linked to their account - i.e. via the QR code
- If not, an alternative 2FA option will need to be used temporarily.

- Or alternatively, we can reset their 2FA via the Directory > people > multifactor option
- [How to reset a user's MFA](#)



Verification code is expiring before 5 mins

- It's possible their network is being slow and this is causing the message to be delayed
- Have the user confirm they are using Wifi
- May be worth checking the following link to confirm if anything is happening.
- [Okta Status | System Status](#)
- If the issue persists we would need to reset their multifactor settings, and have them use a different method - i.e. SMS /Email/etc
- [How to reset a user's MFA](#)

Some users based on mobile phone/browser are experiencing issues when attempting to use the app

- It's possible their network is being slow and this is causing the message to be delayed
- Have the user confirm they are using Wifi
- May be worth checking the following link to confirm if anything is happening.



- [Okta Status | System Status](#)
- If the issue persists we would need to reset their multifactor settings, and have them use a different method - i.e. SMS /Email/etc
- [How to reset a user's MFA](#)

No verification codes are being sent by OKTA

- Confirm the current status on [Okta Status | System Status](#)
- If all Okta messages are failing I imagine a larger system failure is at play
- If no errors are returning as per the link above - confirm the verification method they are using and potentially set them up with a different option
- It's possible their network is being slow and this is causing the message to be delayed
- [How to reset a user's MFA](#)

Mobile network issues causing login authentication issues

- Does OKTA notify and reach out to mobile providers in these circumstances?
- I imagine they don't, but if we receive messages regarding multiple members experiencing these issues, we may need to raise it with Okta directly.
- Confirm the current status on [Okta Status | System Status](#)
- During this, we would need to offer an alternative option - email/app/etc.

- [How to reset a user's MFA](#)



Was this article helpful?



0 out of 0 found this helpful

Comments

0 comments

Be the first to write a comment.

Submit

Articles in this section

[Internal - Okta - Troubleshooting Questions](#)

[Internal - Okta - Adding a new Firm/Network](#)

[Okta - Network Admin Dashboard - resetting user passwords and MFA](#)

[Internal - Okta - Resetting a user's Multifactor Authentication](#)

[Internal - Okta - Adding a new user](#)



[Okta - Accessing for the first time \[New user\]](#)

[Okta - Forgotten Password / Password Reset](#)

[Okta - Accessing for the first time \[Existing CTSuite user\]](#)

[CTSuite - Two Factor Authentication](#)

Powered by Creative Technologies