

Okta account activation email

- 1. You will receive an email with a link to activate your Okta account (see image below).
- 2. Click on the Activate Blue Cross Connect button.

Content in the email is displayed below:

Forwarded message From: < <u>ConnectPlatform.noreply@bluecrossmn.com</u> > Date: Mon, Jan 4, 2021 at 6:17 PM Subject: Blue Cross Connect Account Activation Fo:
Hello Sample Name,
You have been granted access to Blue Cross Connect (connect.bluecrossmn.com), a platform for agents, agency administrators, and client administrators to access critical software applications, analytics data, support tools, and resources to better manage your relationship with Blue Cross and Blue Shield of Minnesota.
Blue Cross uses Okta as its identity management service. You will access Blue Cross Connect through a single login using your registered email address as your new identity with Okta. Please bookmark connect.bluecrossmn.com to easily access the platform.
Your registered email address with Blue Cross is: {{UserName}}
When you click on the Activate Blue Cross Connect button below, you will be prompted to create a new secure password. You can also change your password at any time.
Activate Blue Cross Connect
For assistance with your Blue Cross Connect login username and password, please call or email Sales Technology at 651-662-2158 or <u>salestech@bluecrossmn.com</u> .



Create new password

1. You will be brought a page where you will create a new password. Enter your new password twice for confirmation.

	I	<
Password requirement	ts:	
At least 9 charac	ters	
 A lowercase letter 	er	
 An uppercase let 	tter	
A number		
 A symbol 		
 No parts of your 	username	
 Does not include 	your first name	
 Does not include 	your last name	
 Your password c 	annot be any of your last 5 passwo	ords
Repeat new password	i	

Select forgotten password question and security image

- 1. Select a forgot password question and enter the answer of your choice.
- 2. Select a security image to be shown during sign in.

What is the food y	ou least liked as a ch	nild? 🗸
Answer		
Click a nicture to c	hoose a security ima	100
Your security image	e gives you additiona	il assurance that you are loogin
into Okta, and not	a fraudulent website.	i ussulance that you are loggin
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Create your account

1. Once the above three steps are completed, click on Create My Account at the bottom of the screen.

Create My Account

Set up multifactor authentication (MFA)

Next, set up your multifactor authentication (MFA). You are required to set up one of the two options but can choose to set up both.

- 1. SMS Authentication: Selecting this will ask you for your cell phone number to send a code via text.
- 2. Email Authentication: Selecting this will send a code via email to the email address used to create your Okta account.

	BlueCross BlueShield Minnesota
	- 0
Se	t up multifactor authentication
Yo authe security	our company requires multifactor ntication to add an additional layer of / when signing in to your Okta account
999	SMS Authentication Enter a single-use code sent to your mobile phone.
	Setup Email Authentication
	Enter a verification code sent to your email.
	Setup



BlueCross BlueShield

Minnesota

SMS multifactor authentication

- 1. Click the Setup button under SMS Authentication.
- 2. Enter your cell phone number and click the **Send code** button. This will send a code to your cell phone.

Receive a code via SMS to authenticate
United States 💌
Phone number
+1 Send code
Back to factor list
BlueCross BlueShield Minnesota
Receive a code via SMS to authenticate
United States
+1 9523 Sent
Enter Code
Verify
Back to factor list

3. When you receive the code via text, enter it in the **Verification code** field and click the **Verify** button. Once verified, click the **Back to factor list** link.



Email multifactor authentication

1. Click the Setup button under Email Authentication.

3. When you receive the code via email, enter it in the

verified, click the Back to factor list link.

Verification code field and click the Verify button. Once

2. Click the **Send me the code** button to send a code. This will send a code to the email address used to create your Okta account.



Set up Email Authentication

Send a verification code to your registered email.

	Send me the code
Back to	o factor list
	BlueCross BlueShield Minnesota
	Set up Email Authentication
A verif ss@q the co	fication code was sent to g mail.com . Check your email and enter ode below.
_	



Back to factor list



Finish set up and access Blue Cross Connect

1. Click the **Finish** button once you have at least one MFA set up. This will take you to the Blue Cross Connect landing page.



 If, after account setup, you land on the Okta dashboard below, click on the Blue Cross Connect button to navigate to the platform.

BlueCross BlueShield Minnesota		Q Launch App	🔒 Home	. ≜⊥
				Try the new dashboard
Work	+			
Blue Cross Connect				



Password Reset

- 1. From the Connect Landing page, click **Need help signing in**.
 - a. Click Reset password.



- You will receive an email from Okta with your password reset request.
 a. Click Reset Password.
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Blue Cross and Blue Shield of Minnesota - Okta Password Reset Requested

Hi User

A password reset request was made for your Okta account. If you did not make this request, please contact the Blue Cross Service Desk at 844-406-6255.

Click this link to reset the password for your username, test.test.@bluecrossmn.com



If you experience difficulties accessing your account, go to the Help page.

This is an automatically generated message from <u>Okta</u>. Replies are not monitored or answered.



3. You will receive an email from Okta confirming your password reset request.

Password Changed
Okta <noreply@okta.com> To O<u>tet@test.com</u> Retention Policy 60 Day Inbox (60 days)</noreply@okta.com>
okta
Blue Cross and Blue Shield of Minnesota - Okta Password Changed
Hi User
A password was changed for your Okta account test@test.com.
Details
Thursday, March 31, 2022 (location Placeholder) Performed by: (performedBySubject Placeholder)
Don't recognize this activity?
Your account may have been compromised; we recommend reporting the suspicious activity to your organization. Please contact your system administrator immediately.

4. If you need additional assistance with your password reset, please contact: salestech@bluecrossmn.com