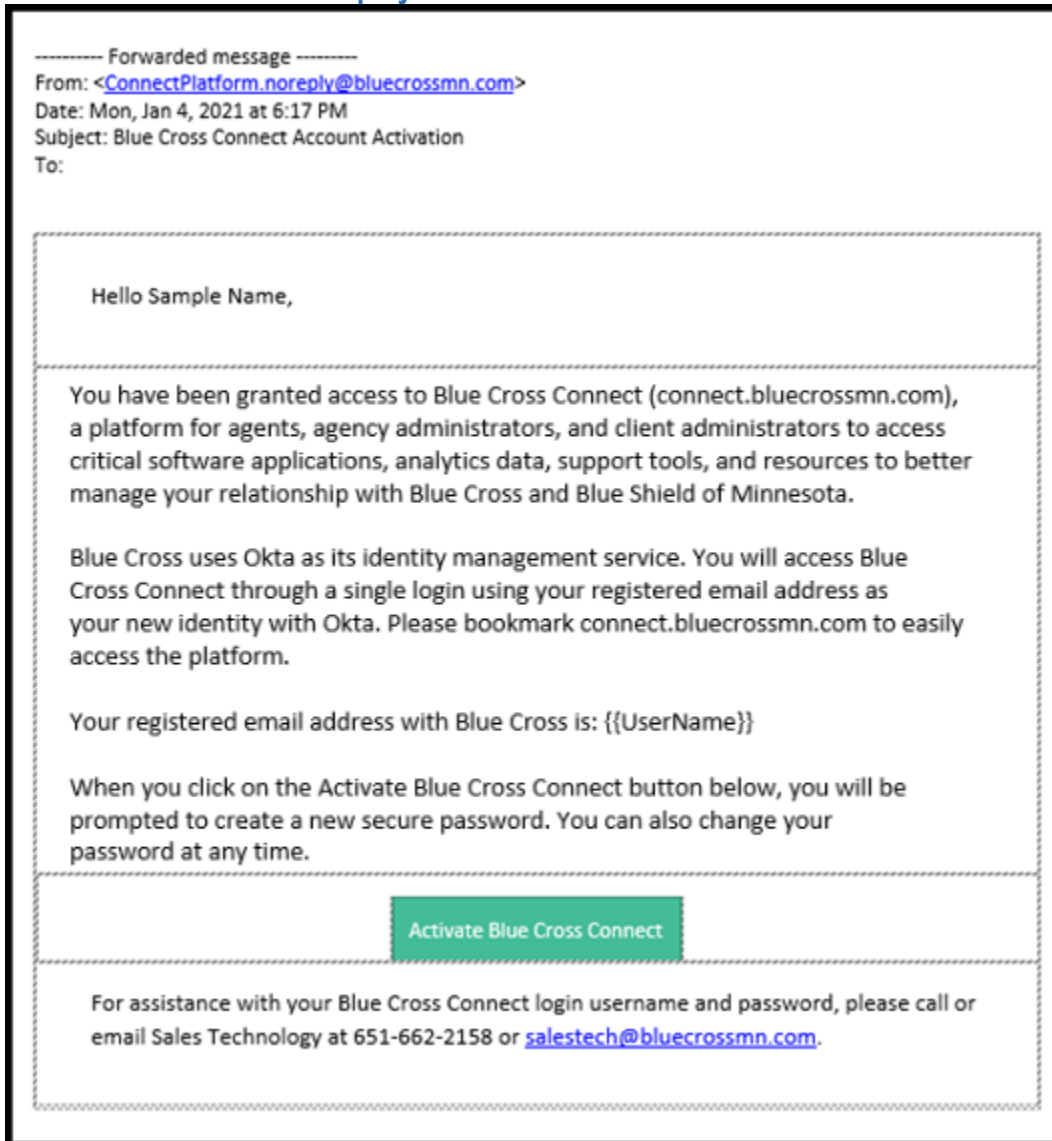


Okta account activation email

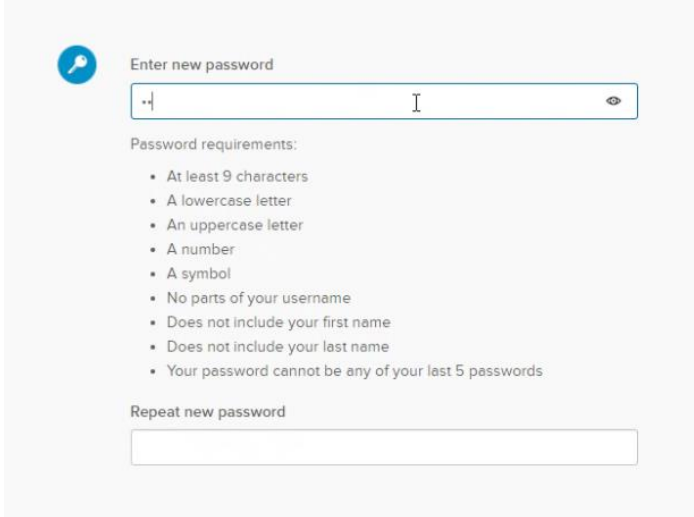
1. You will receive an email with a link to activate your Okta account (see image below).
2. Click on the **Activate Blue Cross Connect** button.

Content in the email is displayed below:



Create new password

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



Enter new password

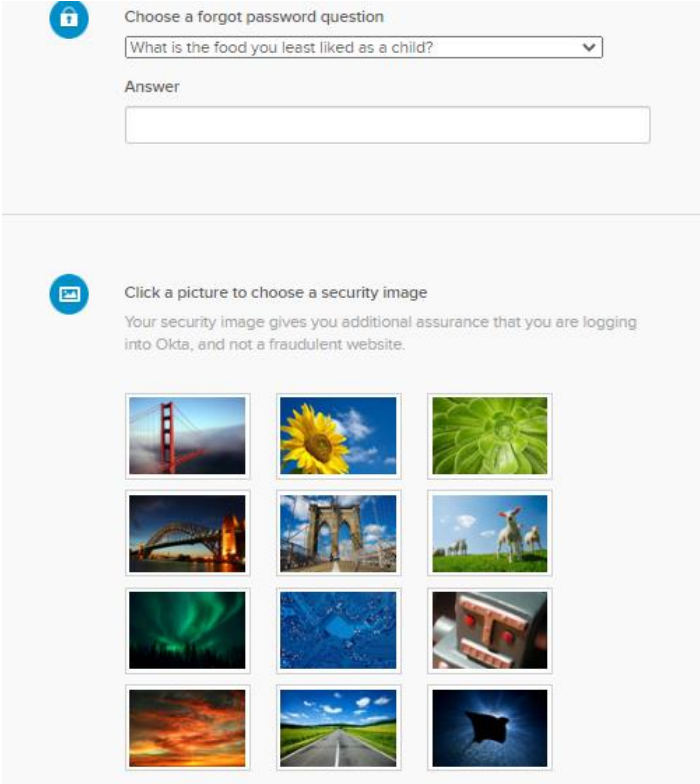
Password requirements:

- At least 9 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 5 passwords

Repeat new password

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.















Choose a forgot password question

What is the food you least liked as a child?

Answer

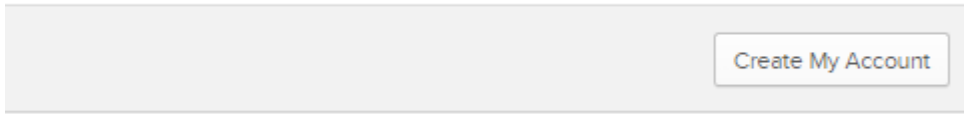
Click a picture to choose a security image

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

Create your account

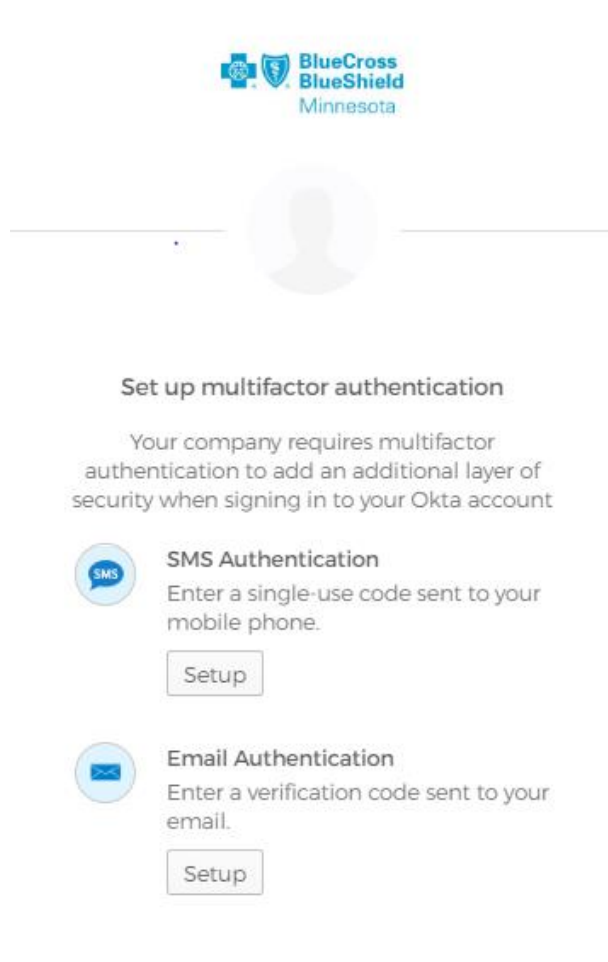
1. Once the above three steps are completed, click on **Create My Account** at the bottom of the screen.



Set up multifactor authentication (MFA)

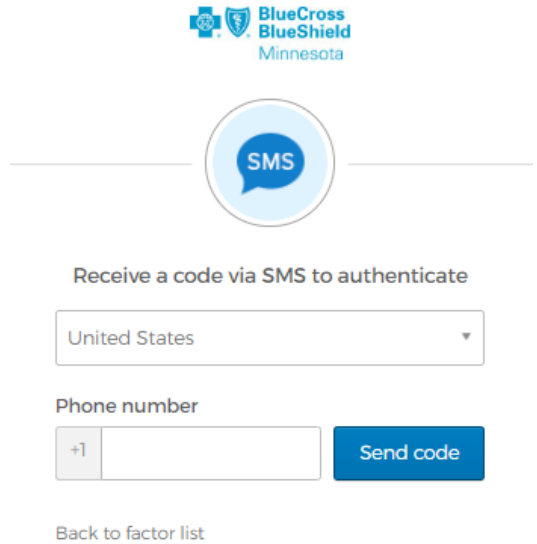
Next, set up your multifactor authentication (MFA). You are required to set up one of the two options but can choose to set up both.

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.



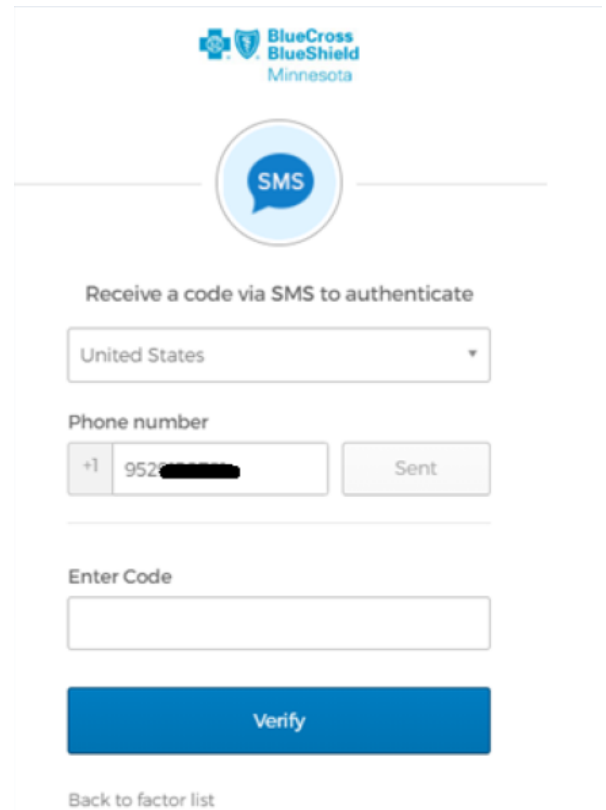
SMS multifactor authentication

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.



The screenshot shows the 'SMS Authentication' setup screen. At the top is the BlueCross BlueShield Minnesota logo. Below it is a circular icon with 'SMS' inside. The text 'Receive a code via SMS to authenticate' is displayed. There is a dropdown menu for 'United States'. Below that is a 'Phone number' field with a '+1' country code selector and a 'Send code' button. At the bottom is a 'Back to factor list' link.

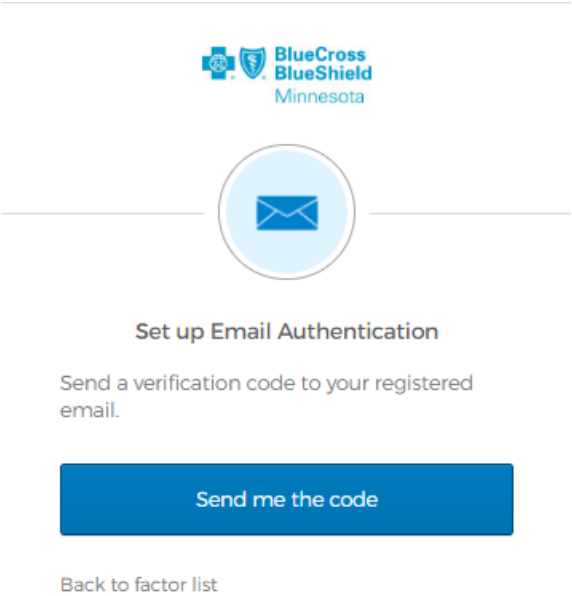
3. When you receive the code via text, enter it in the **Verification code** field and click the **Verify** button. Once verified, click the **Back to factor list** link.




The screenshot shows the 'SMS Authentication' verification screen. At the top is the BlueCross BlueShield Minnesota logo. Below it is a circular icon with 'SMS' inside. The text 'Receive a code via SMS to authenticate' is displayed. There is a dropdown menu for 'United States'. Below that is a 'Phone number' field with a '+1' country code selector and a 'Sent' button. Below the phone number field is an 'Enter Code' field. At the bottom is a 'Verify' button. At the very bottom is a 'Back to factor list' link.

Email multifactor authentication

1. Click the **Setup** button under **Email Authentication**.
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.
3. When you receive the code via email, enter it in the **Verification code** field and click the **Verify** button. Once verified, click the **Back to factor list** link.



BlueCross
BlueShield
Minnesota

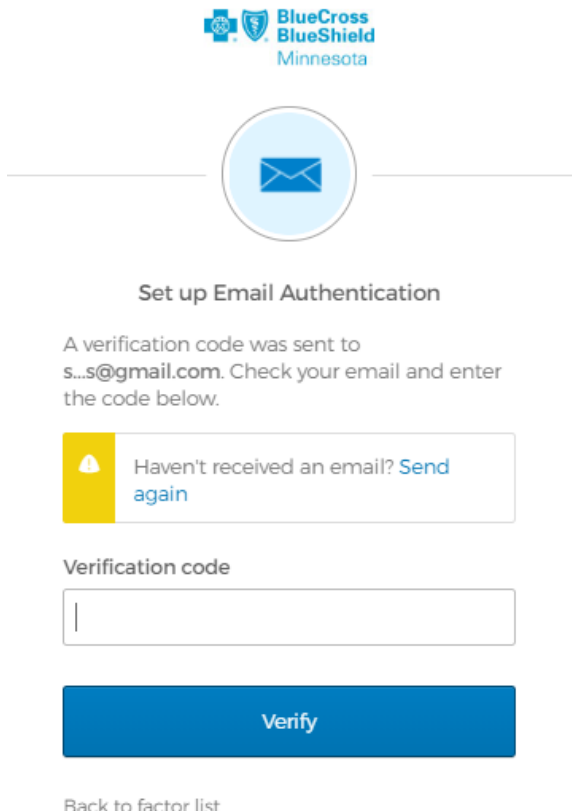


Set up Email Authentication


Send a verification code to your registered email.

[Send me the code](#)

[Back to factor list](#)




BlueCross
BlueShield
Minnesota



Set up Email Authentication

A verification code was sent to s...s@gmail.com. Check your email and enter the code below.

 Haven't received an email? [Send again](#)

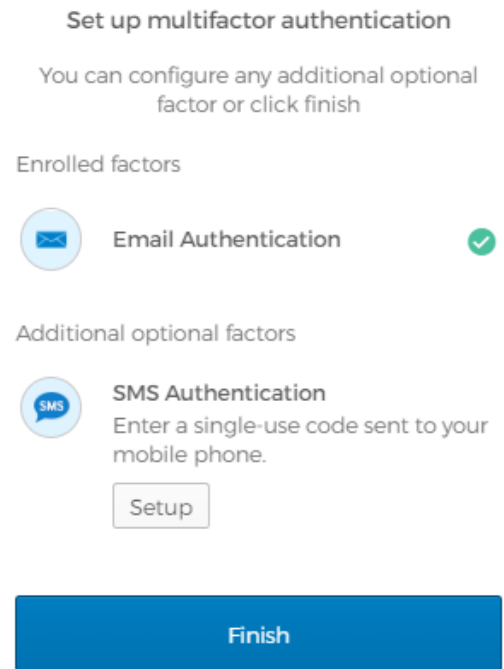
Verification code

[Verify](#)

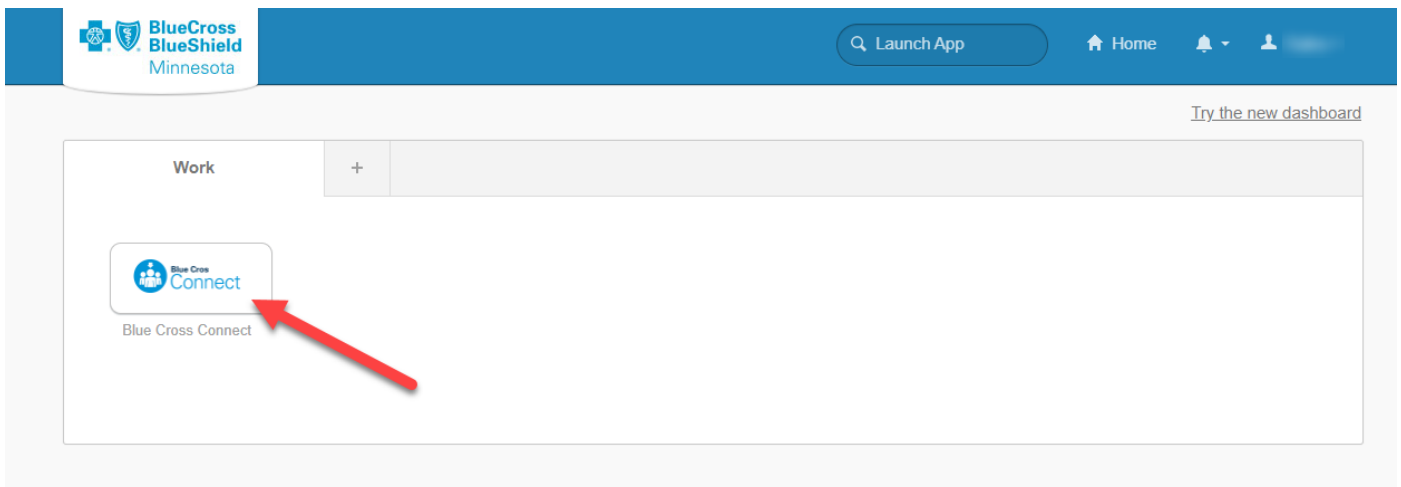
[Back to factor list](#)

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.



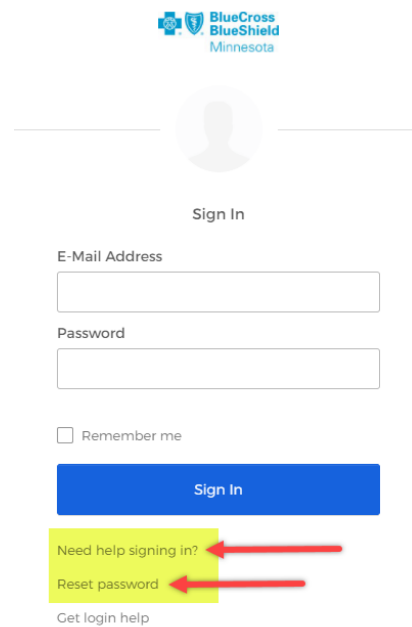
2. If, after account setup, you land on the Okta dashboard below, click on the **Blue Cross Connect** button to navigate to the platform.



Password Reset

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

2. You will receive an email from Okta with your password reset request.
 - a. Click **Reset Password**.



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

[Reset Password](#)



This link expires in 1 hour.

If you experience difficulties accessing your account, go to the [Help page](#).

This is an automatically generated message from [Okta](#). 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  test@test.com
Retention Policy 60 Day Inbox (60 days)



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