

Tuatahi First Fibre

Okta Single Sign On (SSO)

Administrator FAQs

Version 1.0

11 November 2021

Contents

Abbreviations	4
Option 1 – RSP Okta Portal	5
Why is a user seeing an error saying that they are not assigned to this application?	5
Why is a user seeing an “Unable to sign in” error message when authenticating via Okta?	5
Why do users see no applications listed in their Okta user dashboard after logging in to Okta?	5
Our RSP has sub-brands. Why is a user able to log in via Okta, but can’t log into the Assure Portal?	6
Our RSP has sub-brands. Why is a user associated with the wrong sub-brand in the Assure Portal?	6
Our RSP has sub-brands. Why is a user being logged back into the Assure Portal under the wrong sub-brand when they try to change to another sub-brand?	6
Option 2 – RSP Azure Active Directory Federation via TFF Okta	7
Why is a user seeing an error saying that they are not assigned to this application?	7
Our RSP has sub-brands. Why can’t this user log into the Assure Portal?	7
Our RSP has sub-brands. Why is a user associated with the wrong sub-brand in the Assure Portal?	7

Document Identification

File Name	Okta Single Sign On (SSO) - Administrator FAQs
Version number	1.0
Document Owner/s	Jon Edney Head of Cybersecurity & Privacy
Practice Management	Cybersecurity & Privacy

Version Control

Version	Date	Who	Comment
0.1	11 Nov 2021	phew Cyber Security	Draft for Feedback
1.0	11 Nov 2021	Jon Edney	Approved for final release

Abbreviations

Term	Meaning	Also Known As
Authenticate	To prove that you are who you claim to be, for example when trying to access a system using your email address	Log in
Cloud Services	Web sites, applications or portals accessed across the internet from a PC browser or smartphone	Cloud Applications
Credentials	Username, password and MFA	
MFA	Multi-factor Authentication – for example using a 6-digit code in addition to your username and password	
RSP	Retail Service Provider	
RSP Okta Admin	RSP administrator responsible for managing RSP's Okta environment	
TFF	Tuatahi First Fibre Limited	

Option 1 – RSP Okta Portal

Why is a user seeing an error saying that they are not assigned to this application?

Users are assigned access to the applications (such as the Assure Portal) through their group memberships. If a user is not added to the correct group in your RSP Okta Portal, they will not be granted access to the application and will see this error message. For access to the Assure Portal, check that the user is a member of the *Group-Partner-{RSP}-Assure-Customer_Writer* group in Okta.

Why is a user seeing an “Unable to sign in” error message when authenticating via Okta?

This is a generic error message shown to any user who provides the wrong credentials, or whose account is locked. It is important for Okta to show a generic error message, rather than something more specific, so that no information is given to an attacker about the correctness of user credentials, or the state of a user's Okta account. In these cases, the user should verify that they have entered the correct credentials, initiate a password reset if required, or ask their RSP Okta Admin to check whether their user account has been locked-out (which can be reset by the RSP Okta Admin).

Why do users see no applications listed in their Okta user dashboard after logging in to Okta?

For technical reasons applications are not listed in the Okta user dashboard in an RSP Okta tenant. The intention is that users only log into the Okta user portal rarely – e.g. when they initially create their Okta user account, and perhaps in future if they need to initiate a password or MFA reset. Users should access TFF applications, such as the Assure Portal, directly from the application itself, rather than trying to initiate such a connection to the application from Okta.

Our RSP has sub-brands. Why is a user able to log in via Okta, but can't log into the Assure Portal?

First, check that the user is assigned to the correct Okta group (*Group-Partner-{RSP}-Assure-Customer_Writer*). If they are, it is possible that the user has not been associated with a sub-brand for your RSP. If your RSP has sub-brands, for TFF purposes, each Okta user needs to be associated with exactly one such sub-brand in order to get access to applications such as the Assure Portal. RSP Okta Admins can associate a user with a sub-brand using the "Sub-brand" user profile attribute, in the RSP Okta Admin portal under Directory > People > (the user) > Profile > Edit > Sub-brand. Once that is saved, the user should attempt to log into the application again.

Our RSP has sub-brands. Why is a user associated with the wrong sub-brand in the Assure Portal?

Check that the users have the correct sub-brand value set in the RSP Okta Admin portal, under Directory > People > (the user) > Profile > Edit > Sub-brand. Once that is set correctly and is saved, the user should attempt to log into the application again to confirm they are now associated with the correct sub-brand.

Our RSP has sub-brands. Why is a user being logged back into the Assure Portal under the wrong sub-brand when they try to change to another sub-brand?

When a user is authenticated via Okta for access to the Assure Portal, both the Assure Portal and Okta store a cookie for that user so that the user can maintain a user session for a period until session expiry. These cookies are available to existing and new browser tabs in the same browser session until they expire. If the user then wishes to authenticate as a different Okta identity (e.g. one associated with another of their organisation's sub-brands) they first need to log out of their current Assure Portal session. This causes the Assure Portal to authenticate the new (different sub-brand) user identity via Okta.

However, if the original user identity was last authenticated via Okta within the past hour, that user still has a valid session cookie in their browser session, and they will not be prompted to authenticate with this other sub-brand user identity via Okta (since a session for the original user identity still exists). This issue can be bypassed by using a "InPrivate" or "Incognito" browser window for accessing the Assure Portal via this other sub-brand user identity. It is important to confirm that this is the only private/incognito tab that is open, however, as cookie state is normally stored across all private/incognito windows.

Alternatively, if the user normally uses the Google Chrome browser, they can open a different browser type (e.g. Microsoft Edge) in order to not be affected by the cookies that Chrome has stored.

Option 2 – RSP Azure Active Directory Federation via TFF Okta

Why is a user seeing an error saying that they are not assigned to this application?

Users are assigned access to the applications (such as the Assure Portal) through their Active Directory (AD) group memberships. If a user is not added to the correct AD security group, they will not be granted access to the application and will see this error message. When your federation was set up you will have provided a group GUID identifier which maps your AD security group to the TFF Okta group. For example, for Assure Portal access users need to be members of the AD group which maps to the “Group-Partner-{RSP}-Assure-Customer_Writer” Okta group. If you cannot recall which group this is, please contact Okta Support.

Our RSP has sub-brands. Why can't this user log into the Assure Portal?

First, check that the user is assigned to the correct Active Directory (AD) security group. When your federation was set up you will have provided a group GUID identifier which maps your AD security group to the TFF Okta group. For Assure portal access users need to be members of the AD group which maps to the “Group-Partner-{RSP}-Assure-Customer_Writer” Okta group. If you cannot recall which group this is, please contact Okta Support. If they are already in the correct AD group, it is possible that the user has not been associated with a sub-brand for your RSP. If your RSP has sub-brands, for TFF purposes, each user needs to be associated with exactly one such sub-brand in order to get access to applications such as the Assure Portal. Your AD administrators can associate a user with a sub-brand by adding the user to the correct security group for that sub-brand. That group may be named according to your organisation's naming convention, but probably has “UFF” or “TFF” plus the sub-brand in its name. Once the user has been added to the correct sub-brand security group, the user should attempt to log into the application again.

Our RSP has sub-brands. Why is a user associated with the wrong sub-brand in the Assure Portal?

Check that the user has been added to exactly one sub-brand security group in your Active Directory (AD), and that this is the correct sub-brand group for this user. Once the user has been added to the correct sub-brand security group, the user should attempt to log into the application again.

Contact

Okta Support

E: Okta.Support@ultrafast.co.nz

11 Ken Browne Drive

Te Rapa, Hamilton, 3200

tuatahifibre.co.nz