

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 [Non-Aon User Onboarding](#) sections of the document.

2. My Invitation/Activation link has expired, how do I request a new activation link?

Send a mail to supportaonline@aon.nl requesting a new activation link.

3. I activated my Okta account but forgot my password.

Refer to the [Forgot Password](#) section of this document.

4. 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.

5. 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.

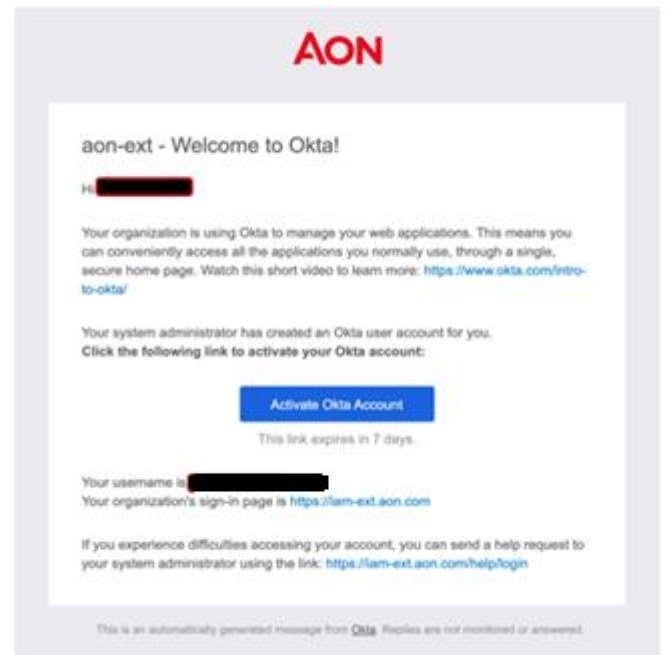
If you're an external user, you need to request someone from Aon to raise the above ticket for you.

Non-Aon User Onboarding

If you're already onboarded on Aon's Okta account, you can open aonline.aon.com sign in using Okta.

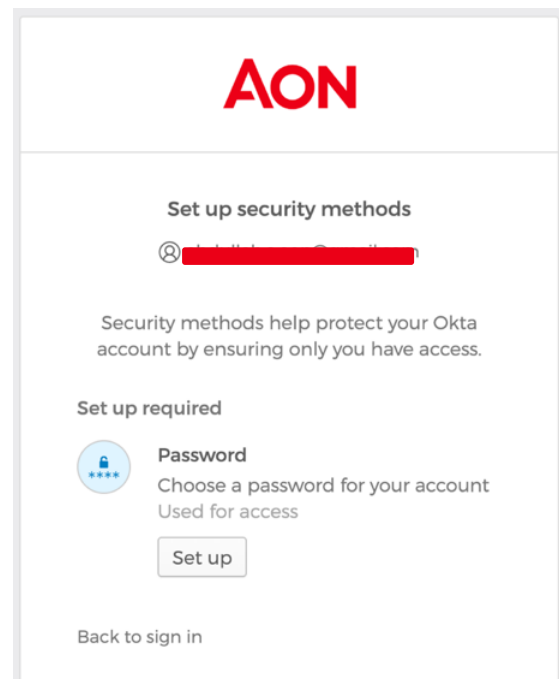
If you're not already onboarded on Aon's Okta account, you'll get a Welcome email from Aon Okta as shown in the image:

Click on 'Activate Okta Account' button.



You'll be redirected to a password setup screen.

Click on 'Set up' button



Setup Aon Okta Password

You'll see a 'Set up password' screen

- Enter and confirm password and click the 'Next' button

You would be asked to setup 2 factor authentication.
See next pages for instructions.

The screenshot shows the 'Set up password' screen. At the top is the AON logo. Below it is a circular icon with a lock and four asterisks. The title 'Set up password' is centered. A red bar with a lock icon and asterisks represents the password input field. Below this, the 'Password requirements' are listed: At least 8 characters, A lowercase letter, An uppercase letter, A number, No parts of your username, and Your password cannot be any of your last 4 passwords. There are two input fields: 'Enter password' and 'Re-enter password', both with eye icons for visibility. A blue 'Next' button is at the bottom. At the very bottom, there are links for 'Return to authenticator list' and 'Back to sign in'.

You will see the screen to setup the security methods

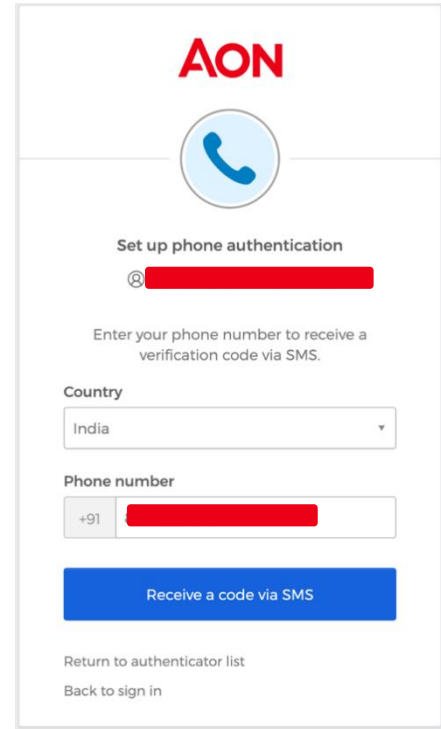
You can set up Phone based verification by clicking the 'Set up' button under the 'Phone' heading.

The screenshot shows the 'Set up security methods' screen. At the top is the AON logo. Below it is a circular icon with a lock and four asterisks. The title 'Set up security methods' is centered. A red bar with a lock icon and asterisks represents the password input field. Below this, the text states: 'Security methods help protect your Okta account by ensuring only you have access.' Under the heading 'Set up required', there are two options: 'Okta Verify' (with a checkmark icon) and 'Phone' (with a phone icon). Each option has a description and a 'Set up' button. At the bottom, there is a link for 'Back to sign in'.

Setup 2 factor authentication using Phone (OTP via SMS)

After choosing your country and entering your phone number on next screen, 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.

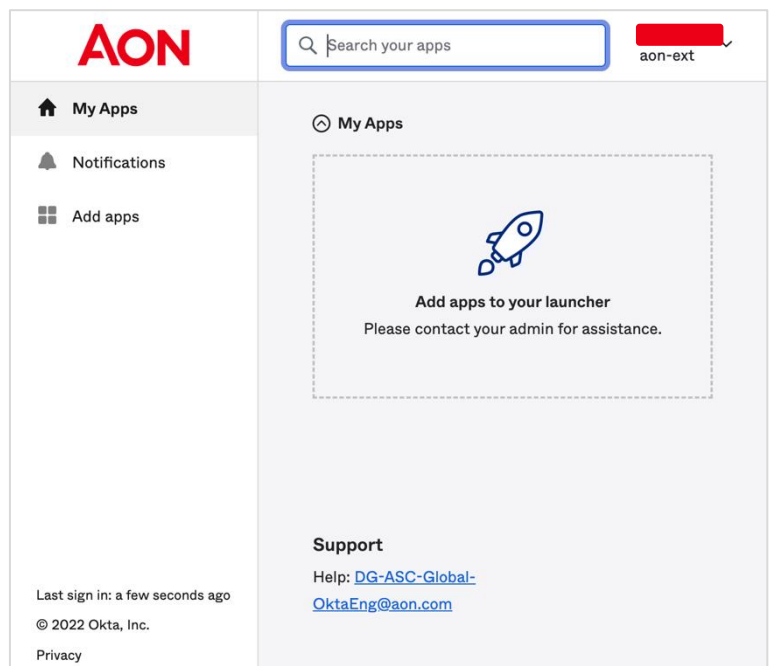


The screenshot shows the AON mobile app interface for setting up phone authentication. At the top is the AON logo and a phone icon. Below it, the text reads "Set up phone authentication" followed by a redacted phone number. The instructions state: "Enter your phone number to receive a verification code via SMS." There are two input fields: "Country" with a dropdown menu set to "India", and "Phone number" with a redacted number and a "+91" prefix. A blue button labeled "Receive a code via SMS" is positioned below the phone number field. At the bottom, there are two links: "Return to authenticator list" and "Back to sign in".

The next screen that comes up to ask to you setup the security method using the Okta verify app, Just click on the button “Set up later”

You are now registered on Okta along with 2FA setup.

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



The screenshot shows the AON mobile app dashboard. At the top left is the AON logo. To the right is a search bar labeled "Search your apps" and a user profile icon labeled "aon-ext". Below the search bar is a navigation menu with three items: "My Apps" (selected), "Notifications", and "Add apps". The main content area is titled "My Apps" and features a dashed box containing a rocket icon and the text "Add apps to your launcher" and "Please contact your admin for assistance." At the bottom, there is a "Support" section with links for "Help: DG-ASC-Global-" and "OktaEng@aon.com". The footer includes the text "Last sign in: a few seconds ago", "© 2022 Okta, Inc.", and "Privacy".



Log in to aonline.aon.com

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

Select 'Log in with Okta' button.

If you just completed the setup steps in previous pages, you will be logged in to aonline.aon.com.

If not, you'll see Aon's Single Sign on screen shown below.

If you see Aon's Single Sign on screen, enter your email address and click 'Next'

AON

Sign In

E-Mail Address

|

! This field cannot be left blank

Keep me signed in

Next

Unlock account?
Help

Enter the password you setup for Okta and click 'Verify'

AON

Verify with your password

@ [REDACTED]

Password

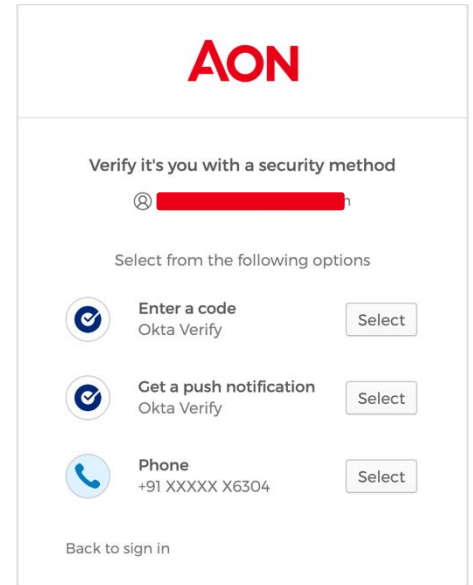
|

Verify

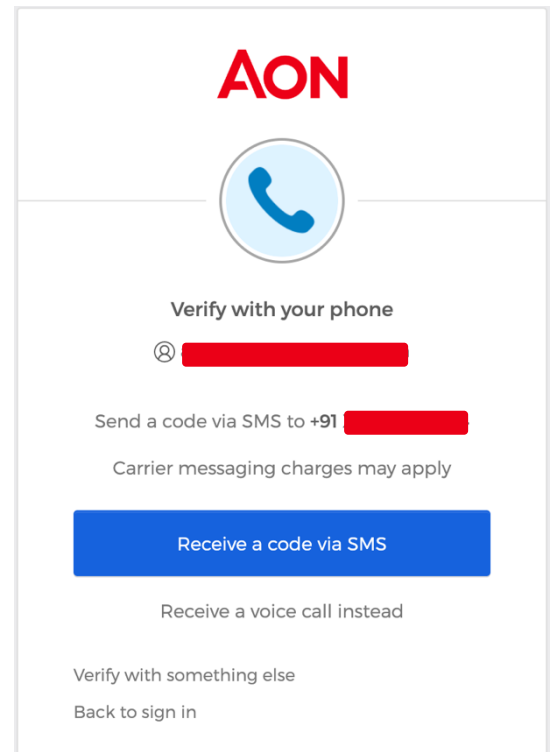
Forgot password?
Verify with something else
Back to sign in

When asked to verify with a security method, choose the one you opted for when setting up Aon Okta Password and 2 Factor Authentication (2FA).

Please select the Phone option.




you'll get a screen where last digits of your phone number will be shown. Click 'Receive a code via SMS'. You'll get an SMS with an OTP on your phone.



On the next screen, enter the OTP you received and click 'Verify'

You'll be logged in to aonline.aon.com once the verification is successful.

AON



Verify with your phone

📞 [Redacted]

A code was sent to +91 [Redacted]. Enter the code below to verify.

Carrier messaging charges may apply

Enter Code

Verify

[Verify with something else](#)

[Back to sign in](#)

Forgot Password

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

Select 'Log in with OKTA' button.

You'll see Aon's Single Sign on screen shown below.

Enter your email address and click 'Next'

On the password entry screen, select the 'Forgot Password' option below the 'Verify' button.



okta Log in with Okta

Or

Log in with classic AonLine



Sign In

E-Mail Address

This field cannot be left blank

Keep me signed in

Next

[Unlock account?](#)

[Help](#)



Verify with your password

Password

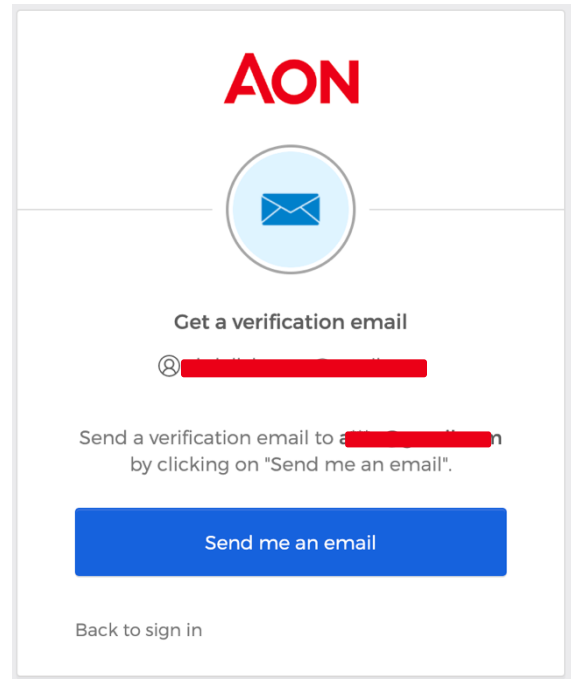
Verify

[Forgot password?](#)

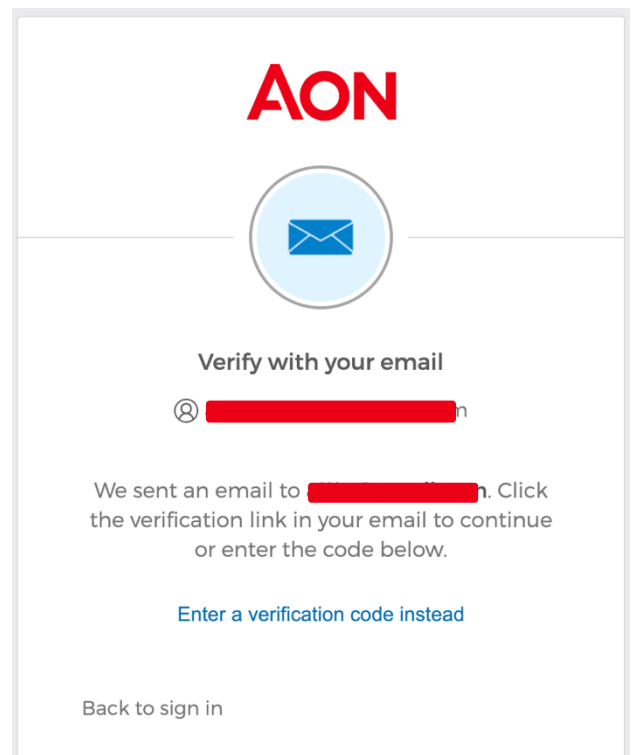
[Verify with something else](#)

[Back to sign in](#)

You'll see a 'Send me an email' button on the next screen, click the button to receive a password reset link on your email.



You'll see a message confirming that a verification link has been sent to your email and an option to enter a verification code instead.



The email will have a button to 'Reset Password' and a six-digit code.

You may enter the 'Reset Password' button in the mail or click 'Enter a verification code instead' option in the above screen.

If you choose to enter a verification code, you'll see a screen where you can enter the code and click 'Verify'. Else you can click the button in the mail. Both actions will take you to a password reset page shown below.

aon-ext - Okta Password Reset Requested

Hi [REDACTED]

A password reset request was made for your Okta account. If you did not make this request, please contact your system administrator immediately.

Click this link to reset the password for your username, [REDACTED]

[Reset Password](#)


This link expires in 5 minutes.

Can't use the link? Enter a code instead: **795264**

If you experience difficulties accessing your account, send a help request to your administrator:

Go to your [Sign-in Help](#) page. Then click the Request help link.

AON



Verify with your email

@ [REDACTED]

We sent an email to [REDACTED]. Click the verification link in your email to continue or enter the code below.

Enter Code

[Verify](#)



[Back to sign in](#)

Enter a new password and re-enter it to confirm.


Click the 'Reset Password' button and your password will be reset.

Now you can go to aonline.aon.com and log in using your new password.

AON



Reset your password

 XXXXXXXXXX

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 4 passwords

New password

Re-enter password

[Reset Password](#)

[Back to sign in](#)



Change linked MFA Device

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

On login page enter email and click 'Next'

AON

Sign In

E-Mail Address

Keep me signed in

Next

Unlock account?
Help

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

AON

Verify with your password

Password

Verify

Forgot password?
Verify with something else
Back to sign in

Based on your previous preferences,

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

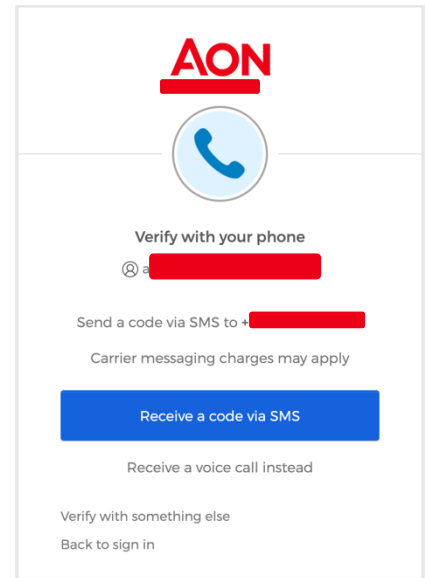
- If you want to use some other method, you can choose the 'Verify with something else' option at the bottom

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.

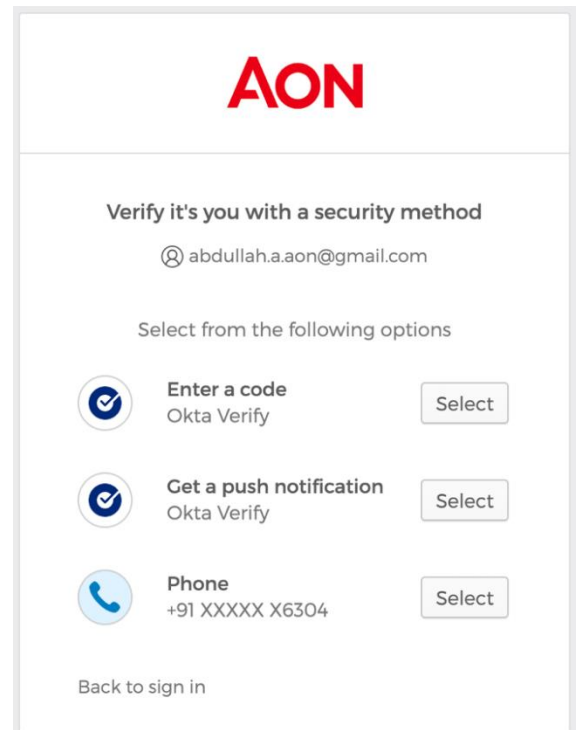
Note: If you have lost or reset your existing device you have the following options -

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.



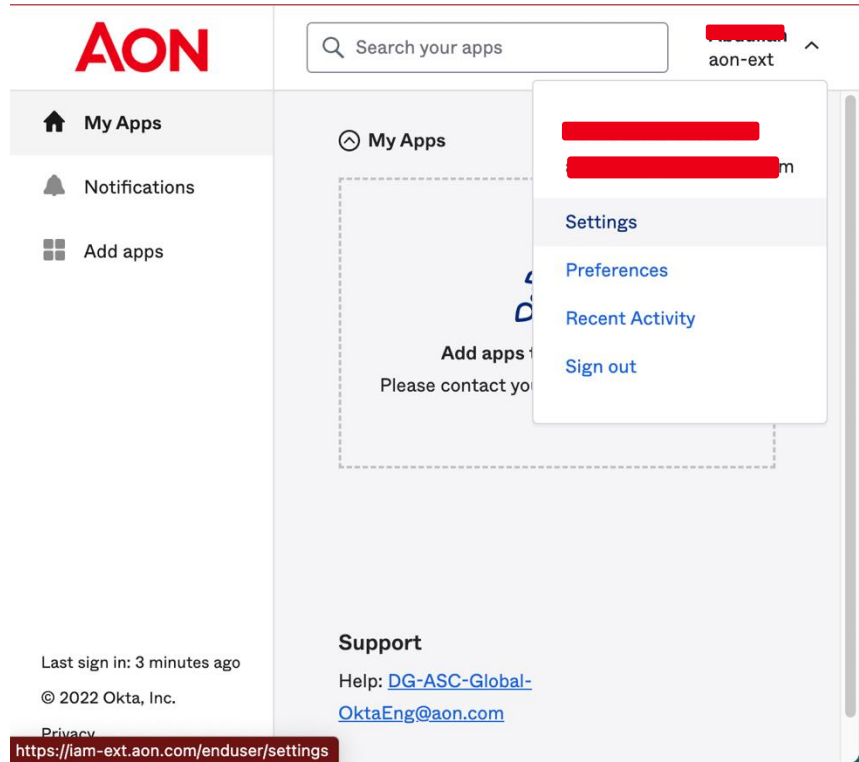
The screenshot shows the AON mobile app interface for phone-based verification. At the top is the AON logo. Below it is a blue telephone handset icon inside a circle. The text reads "Verify with your phone" followed by a redacted email address. Below that, it says "Send a code via SMS to +[redacted]" and "Carrier messaging charges may apply". There is a prominent blue button labeled "Receive a code via SMS". Below the button, there is a link "Receive a voice call instead". At the bottom, there are two links: "Verify with something else" and "Back to sign in".



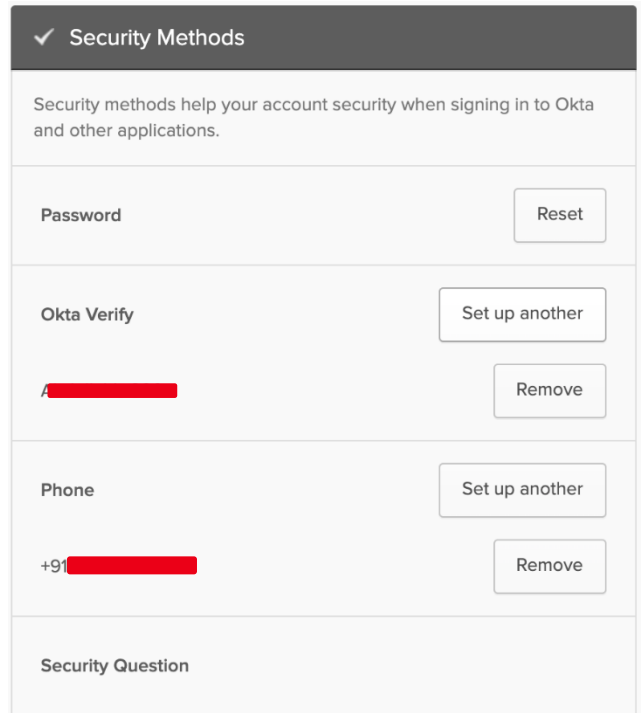
The screenshot shows the AON mobile app interface for selecting a security method. At the top is the AON logo. Below it is the heading "Verify it's you with a security method" followed by the email address "abdullah.a.aon@gmail.com". The text "Select from the following options" is displayed. There are three options, each with a circular icon, a text label, and a "Select" button: 1. "Enter a code" with a checkmark icon, "Okta Verify", and a "Select" button. 2. "Get a push notification" with a checkmark icon, "Okta Verify", and a "Select" button. 3. "Phone" with a telephone handset icon, "+91 XXXXX X6304", and a "Select" button. 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'.

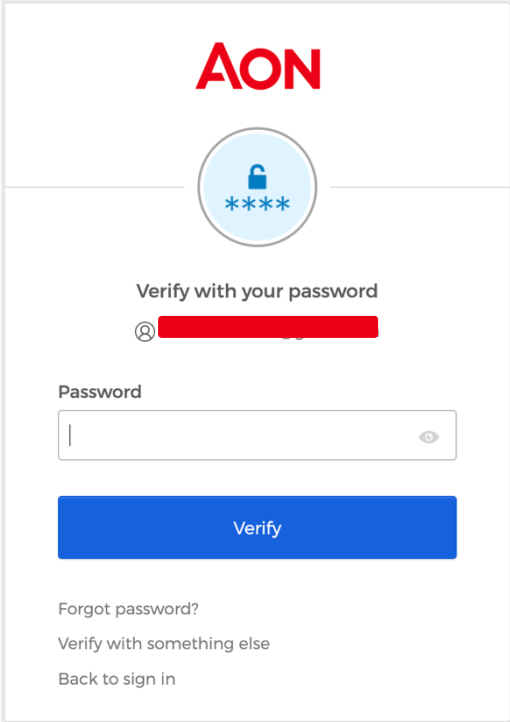


In the 'Security Methods' section, you can choose to 'Set up another' device for 2FA for the Phone



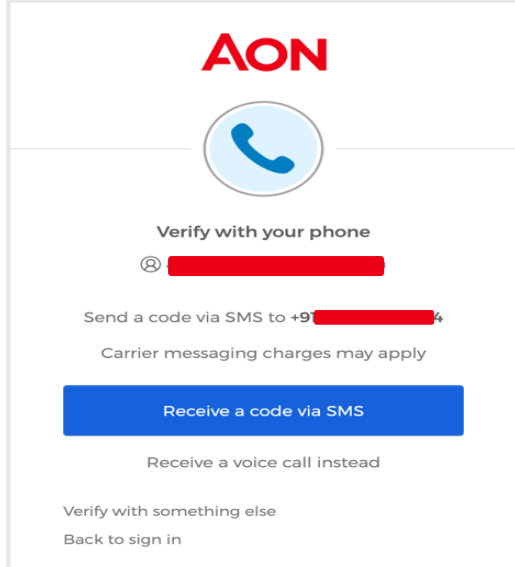
You'll see the password verification screen.

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 centered. Underneath is a redacted email address. A "Password" label is above a text input field with a cursor and a toggle eye icon. A blue "Verify" button is below the input field. At the bottom, there are three 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.



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 centered. Underneath is a redacted email address. The text "Send a code via SMS to +91 [redacted] 4" is displayed, followed by "Carrier messaging charges may apply". A blue button labeled "Receive a code via SMS" is prominent. Below it is the text "Receive a voice call instead". At the bottom, there are two links: "Verify with something else" and "Back to sign in".



To Disable the account

Send a mail to support email : supportaonline@aon.nl