

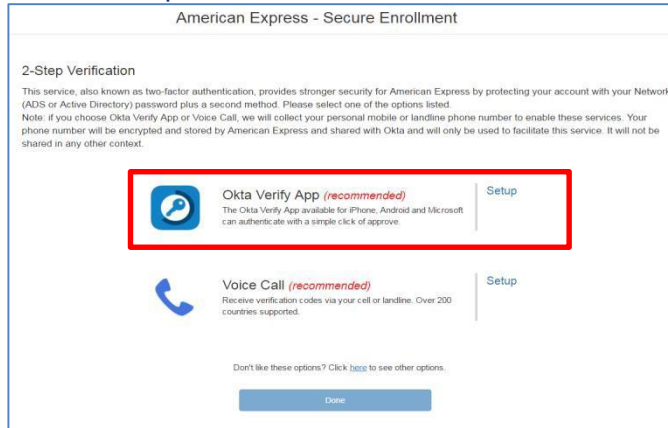
Remote Access with Okta Setup Guide

Setup can be completed in either an Amex office or a remote location.

It is highly recommended that you complete both the Okta Verify App and Voice Call setup options (Steps 1–10 in this guide).

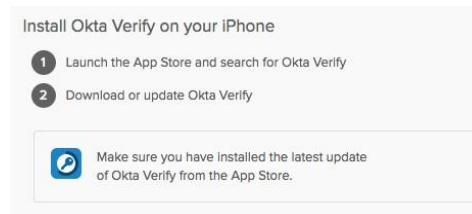
To get started, go to <https://services.aexp.com/enroll> from your desktop

1 Select Okta Verify mobile app setup

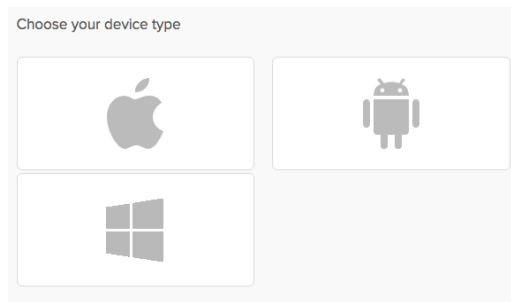


3 Download the app from the app store

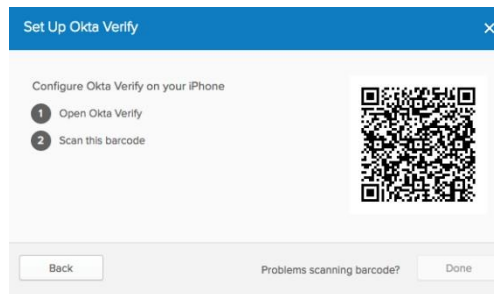
Make sure to allow for push notifications and camera access. Ensure that device is not on Amex Wi-Fi as this will make the app fail.



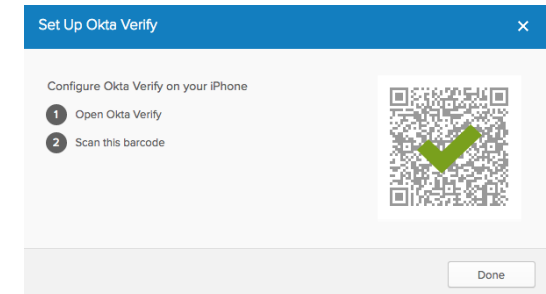
2 Select your device type



4 Open the Okta Verify app and scan the barcode



5 Click Done



Continue with Steps 6-10 on the next page to register your personal or company phone number and complete both setup options.

6 Select Voice Callsetup

American Express - Secure Enrollment

2-Step Verification

This service, also known as two-factor authentication, provides stronger security for American Express by protecting your account with your Network (ADS or Active Directory) password plus a second method. Please select one of the options listed.
Note: if you choose Okta Verify App or Voice Call, we will collect your personal mobile or landline phone number to enable these services. Your phone number will be encrypted and stored by American Express and shared with Okta and will only be used to facilitate this service. It will not be shared in any other context.

**Okta Verify App (recommended)**
The Okta Verify App available for iPhone, Android and Microsoft can authenticate with a simple click of approve.

Enrolled
Reset
Opt-Out

**Voice Call (recommended)**
Receive verification codes via your cell or landline. Over 200 countries supported.

Setup

Don't like these options? Click [here](#) to see other options.

Done

8 Receive a voice call with a message containing a One Time Password (OTP) and type it into the field

 **Voice Call (recommended)**
Receive verification codes via your cell or landline. Over 200 countries supported.

Setup

Enter the One Time Password received via call on your registered mobile, then click Submit.

Enter the One Time Password received via Voice Call

Submit

10 Great! Your device is ready!

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Thank you. You are successfully enrolled to Okta.

7 Enter your phone number

You can set up any number, (we recommend using a number other than your mobile phone) Do not add country code prefix.

Enter the mobile number you'll use to receive codes via Voice Call, then click Call to verify that it works.

Select the country where your phone is registered.

United States

Enter your number the way you normally dial it. Do not add your country code prefix.

Call

9 Click Done

**Okta Verify App (recommended)**
Use the Okta Verify mobile app (available for iOS, Android & Windows phones) to authenticate with just a click or a one time code.

Enrolled
Reset/Reinstall
Opt-Out

**Voice Call (recommended)**
Receive a one time code via your phone (mobile or landline with over 200 countries supported) and verify your identity if you get a new smartphone.

Enrolled
Reset/Change My Number
Opt-Out

Note: We will collect your personal mobile or landline phone number to enable these services. It will be encrypted and stored by American Express and only shared with Okta to facilitate this services. It will not be shared with any other parties or in another context.

Don't like these options? Click [here](#) to see other options.

Done

It may not happen every day, but in case you get a new phone or new number, here's how you can get online quickly if you're enrolled in the Voice Call option:

Reset on a New Phone

For Users Enrolled in Voice Call

Users that have the Okta Verify App & Voice Call or only Voice Call can follow the steps below to reset their app:

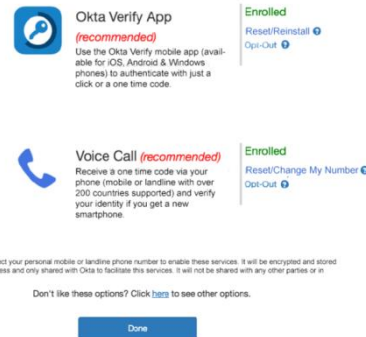
- 1 Open <https://services.aexp.com/enroll> and enter ADS username and password.

Step 1

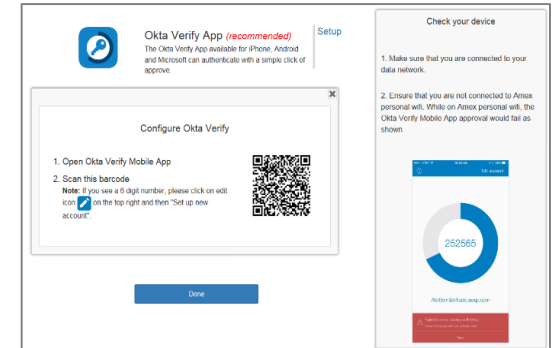
Enter your network (ADS) user name:

Submit

- 3 Click “Reset/Reinstall” next to Okta Verify app option:

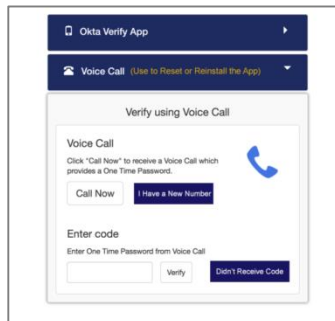


- 5 Scan the QR code with the “Okta Verify Mobile App” and click “Done”

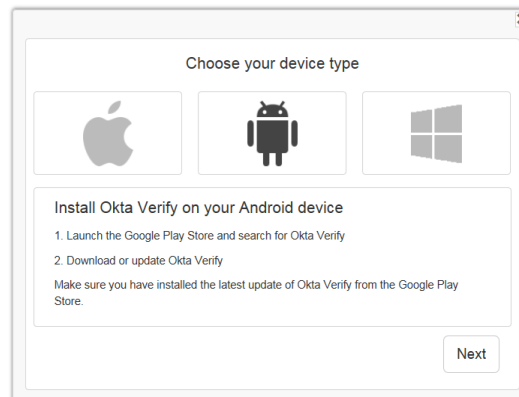


- 2 Select the Voice Call option & click “Call Now” to get the code. Enter the code given over the phone call and click “verify”.

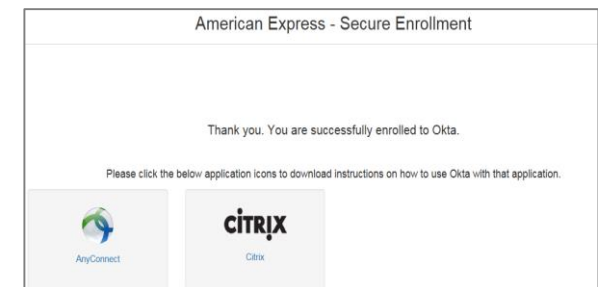
NOTE: If you don't receive your code or have a new number, you can chat with (if at an AXP office) or call (if remote) the Tech Help Desk to reset your credentials.



- 4 Select your device type and follow the instructions on screen.



- 6 Success! You've reset your credentials and if you need help connecting to the AXP network, view the guides for instructions and/or return to enroll in Voice Call



Reset on a New Phone

For Users Not Enrolled in Voice Call

Users that are not enrolled in voice call verification can follow the steps below to reset their app:

- 1 Open <https://services.aexp.com/enroll> and enter ADS username and password.

Step 1

Enter your network (ADS) user name:

Submit

- 3 Click “Setup” to re-enroll your mobile phone.

Okta Verify App *(recommended)* Setup
The Okta Verify App available for iPhone, Android and Microsoft can authenticate with a simple click of approve.

Voice Call *(recommended)* Setup
Receive verification codes via your cell or landline. Over 200 countries supported.

Don't like these options? Click [here](#) to see other options.

Done

- 5 Scan the QR code with the “Okta Verify Mobile App” and click “Done”

Okta Verify App *(recommended)* Setup
The Okta Verify App available for iPhone, Android and Microsoft can authenticate with a simple click of approve.

Configure Okta Verify

1. Open Okta Verify Mobile App
2. Scan this barcode
Note: If you see a 6 digit number, please click on edit icon on the top right and then “Set up new account”.

Done

Check your device

1. Make sure that you are connected to your data network.
2. Ensure that you are not connected to Amex personal wifi. While on Amex personal wifi, the Okta Verify Mobile App approval would fail as shown.

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Okta Verify Mobile App

- 2 Call your local Help Desk to reset all your verification options and return to the URL in Step 1 to continue.

Okta Verify App

**Get a New Phone?
Need to Reinstall the App?**

You're not enrolled in the "Voice Call" option to verify your identity. In order to verify your identity and continue on to reinstall the app on your new phone, please:

- 1) Call your local Technology Service Help Desk:
US & Canada: 1-855-AXP-HELP
UK: 00800-AMEX-HELP
India: +91 124 674 4128
EMEA: 44-2035-644412
JAPA: 61-28278-1185
- 2) Ask to have your Remote Access with Okta enrollment reset
- 3) Return to this page to re-enroll your Mobile App and enroll in Voice Call to verify yourself in the future

- 4 Select your device type and follow the instructions on screen.

Choose your device type

Apple Android Windows

Install Okta Verify on your Android device

1. Launch the Google Play Store and search for Okta Verify
2. Download or update Okta Verify

Make sure you have installed the latest update of Okta Verify from the Google Play Store.

Next

- 6 Success! You've reset your credentials and if you need help connecting to the AXP network, view the guides for instructions and/or return to enroll in Voice Call

American Express - Secure Enrollment

Thank you. You are successfully enrolled to Okta.

Please click the below application icons to download instructions on how to use Okta with that application.

AnyConnect Citrix

NEED MORE HELP?

You can find user guides and other information by searching “Remote Access” on The Square. For additional assistance, please access the [TechCare Portal](#) to contact the technology service channel of your choice: chat, online ticket, in-person or phone.