



Okta – 30 Day Re-Authentication for NFP E-Mail on Phone

If you access company email on your device from the phone's native mail or the Outlook app, Okta MFA is required at initial set up and again every 30 days.

This is an internal security setting for mitigation in potential attackers and protect information stored on your device. Please note that every 30 days, a re-authentication in Okta's MFA is required to continue access of your NFP account email. We apologize for the inconvenience.

To re-authenticate:

After 30 days, a message indicating that re-authentication is needed will block your email access. If you have an iPhone, you may receive a prompt for a password login.

After the message or password prompt, the NFP Okta screen should appear on your phone. Refer to Figure 1.

The image shows a mobile login screen for NFP. At the top is the NFP logo. Below it is the text "Sign In". There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Remember me". At the bottom is a blue button labeled "Sign In" and a link that says "Need help signing in?".

Figure 1 Okta NFP Login Screen

1. Please sign in with your credentials.
2. Okta will ask for a verification. Depending on how you initially set up your MFA, the verification will ask you to **Send Push** or **Verify**.
3. After the MFA authentication is successful, the company email will be available.
4. If you are using an iPhone, please go back to settings and accept the following message "Are you trying to sign into an IOS account? Click on Continue." After clicking continue, access to email should be restored.

If you have issues with this, please call the help desk at 212-301-1111.