

Multi-Factor Authentication (MFA)

Brief Overview

Multi-factor Authentication (MFA) is an authentication method that requires the user to provide two or more verification factors to access an account.

The following MFA are available:

- OKTA Verify
- Google Authenticator

Access MFA setup from admin.walkme.com under the “Security” section.

MFA is applicable only for users who log in using a username and password

How it Works

1. Open the [Admin Center](#) at admin.walkme.com
2. Go to the “Security” tab
 - Under Multi-Factor Verification switch the toggle to “On”
3. Go to the WalkMe login page and try to sign-in
 - A “Set up multifactor authentication” page will appear
4. Click **Setup** on the MFA you want to use



Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your account



Okta Verify

Enter single-use code from the mobile app.

Setup



Google Authenticator

Enter single-use code from the mobile app.

Setup

- **Okta Verify**

- Click on **Setup** under Okta Verify
- Select the device type
- Download Okta Verify from the App Store or Google Store and click **Next**

- Scan the QR code to add your account to Okta
 - If you are not able to scan the QR code, click “Cant scan?” and follow the instructions on the screen
- Enter the code presented in the Okta app and click **Verify**
- **Google Authenticator**
 - Click on **Setup** under Google Authenticator
 - Select the device type
 - Download the Google Authenticator from the App Store or Google Store and click **Next**
 - Scan the QR code to add your account to Google Authenticator
 - Enter the passcode presented in the Google Authenticator app and click **Verify**

Change the Authenticator

If you need to change the authentication method you have configured, follow these steps:

1. Click on the down arrow next to the authenticator icon
2. Choose your preferred authentication method and follow the corresponding steps above for configuring that method

Reset the MFA Methods for a Specific User

Account admins can reset a user’s selected MFA options:

1. Go to the **Users and Roles** page in the Admin Center
2. Click **Reset User Multi-Factor Options**