

Remote Access Setup for External companies

External access to Powerlink's Citrix environment is now managed through Okta. There are 2 components:

1. The Okta portal (<https://powerlink.okta.com>). The Okta portal is an integrated platform that provides secure access to Powerlink's applications and information.
2. The Okta authenticator app "[Okta Verify](#)". Okta Verify is an app that provides Multi-Factor Authentication (MFA) to verify a user's identity. MFA is a method of verifying a user's identity by requiring them to present more than one piece of identification information. When you have Okta Verify set up on your mobile, instead of getting a text message, you receive a push notification so all you need to do is confirm that it's you.

To login to Powerlink Citrix, the following guide will step you through how to:



Step 1 - Install the Okta Verify app on your mobile phone



Step 2 - Sign in to Powerlink's Okta portal on your desktop or laptop



Step 3 - Enroll the Okta authenticator app on your mobile phone to Powerlink's Okta portal



Step 4 - Complete your Okta account setup on your desktop or laptop

[Okta Browser and OS Support Policy](#)

[Frequently Asked Questions about the Okta platform](#)

If you're experiencing issues with your Powerlink account please contact:

Powerlink Business IT Service Desk:

Phone: +61 7 38602447

Hours of operation: Monday to Friday 0700 – 1700 (AEST) / Sunday to Friday 2100 – 0700 (UTC)

Remote Access Setup for External companies



1. Install the Okta Verify app on your mobile phone

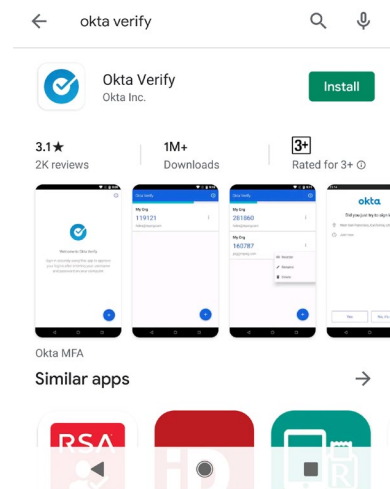
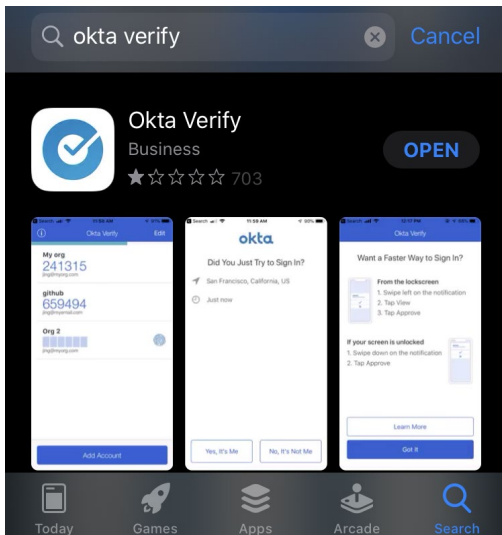
1. On your mobile phone, download the “Okta Verify” app from either the Google Play or Apple App store



[How to download apps from the App Store](#)

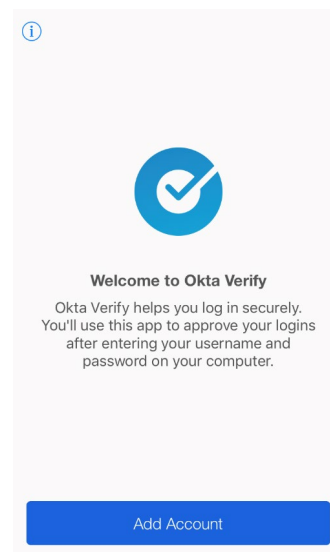


[How to get Android apps from the Google Play Store](#)



Once the “Okta Verify” app is downloaded and installed on your mobile phone

2. **Do not press** the “Add Account” button in the app, proceed to the next steps



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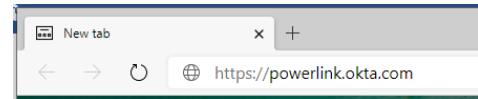
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2. Sign in to Powerlink's Okta portal on your desktop or laptop

1. In your computer's web browser, go to <https://powerlink.okta.com>



2. Enter **your** email address in the username field
(this will be the email address that Powerlink has on file for you)
3. Enter your Powerlink password
4. Click "Sign In"

5. Click "Configure factor"

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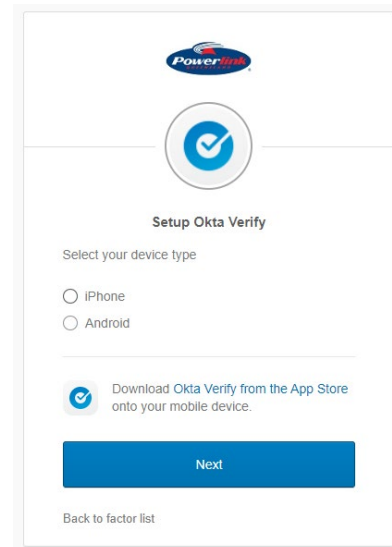
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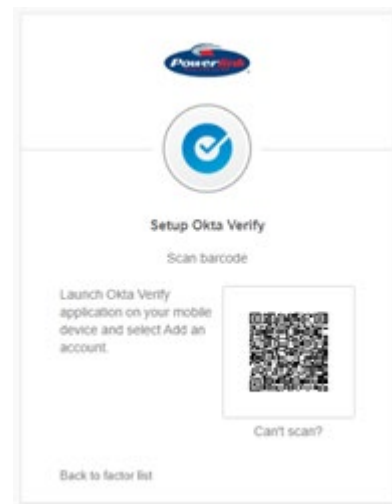
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6. Select your mobile phone type

7. Click "Next"



A QR code will appear, proceed to step 8



3. Enroll the Okta authenticator app on your mobile phone to Powerlink's Okta portal

8. On your mobile phone, open the "Okta Verify" app (the one that you downloaded in step 1)



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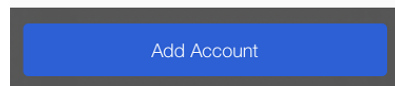
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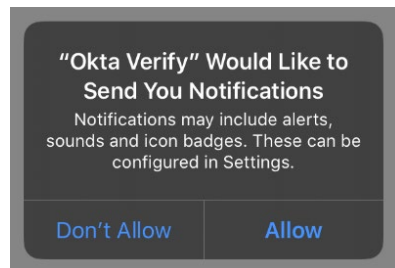
No accounts added

Your accounts will appear here after you add them

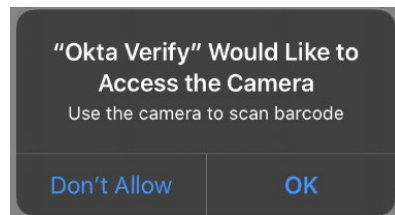
9. Press the "Add Account" button



If prompted to allow "Okta Verify" would like to send you notifications, click Allow



If prompted that "Okta Verify" would like to access the Camera, click Allow or Ok



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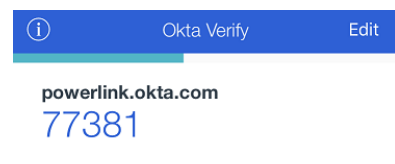
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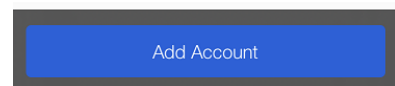
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Point your mobile device's camera at the QR code displayed on your computer's screen in step 9 and wait



Your Okta Verify app is now setup.

The number displayed within the app is a rotating number that changes every few second. It can be used as a backup if the push notifications to your mobile device fail



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4. Complete your Okta account setup on your desktop or laptop

Back in the web browser on your desktop or laptop,

10. select a “forgot password question” of your choosing

11. Enter an Answer

(optional) to add a SMS number for self-service password reset or account unlock click “Add Phone Number” and follow the prompts

(optional) to add any phone number for self-service password reset or account unlock click “Add Phone Number” and follow the prompts

12. Click “Create My Account”

Create your Powerlink Queensland account

Choose a forgot password question
What is the food you least liked as a child?
Answer
Pizzaz

Add a phone number for resetting your password or unlocking your account using SMS (optional)
Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.
Add Phone Number

Add a phone number for resetting your password or unlocking your account using Voice Call (optional)
Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.
Add Phone Number

Create My Account

Please update your profile

Add a phone number for resetting your password or unlocking your account using SMS (optional)
Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.
Add Phone Number

Add a phone number for resetting your password or unlocking your account using Voice Call (optional)
Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.
Add Phone Number

Remind me later

If not filling out the optional password reset or account unlock recovery phone numbers

Click “Remind me later”

Your Okta account setup is now complete. The above steps are only required on first-time login to Okta.

When you have Okta Verify set up on your phone mobile, when you access <https://powerlink.okta.com>, instead of getting a text message, you receive a push notification directly to the Okta Verify app. All you have to do is confirm it is you.

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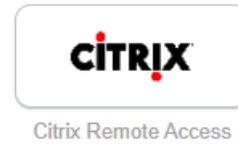
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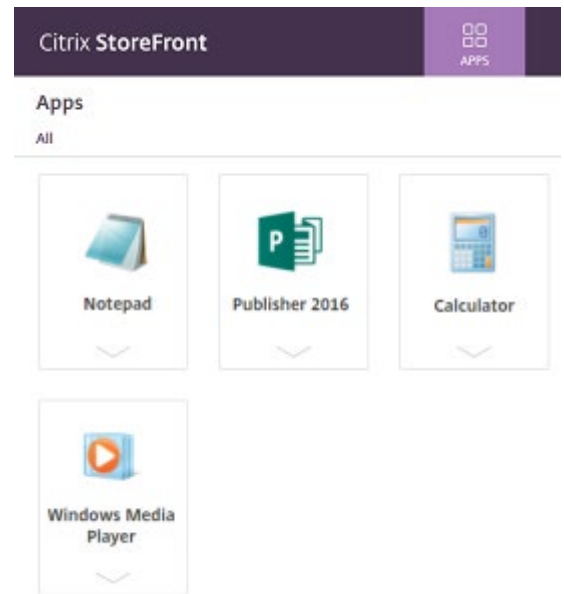
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13. Click the “Citrix Remote Access” to open Powerlink Citrix



14. You have now successfully logged in to Citrix successfully



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