

# OKTA CTCLINK LOGIN ROLLOUT DECISION **DRAFT**

*For ctcLink Steering Committee decision, July 13, 2021*

## Background

The Okta identity management program implementation is planned for July 31, 2021. Once implemented, the current password recovery process will be replaced with functionality from within Okta. The ctcLink Okta portal is used primarily to change passwords or add recovery options.

- For new users, the process to set this information is built into the steps to activate accounts and is not in question here.
- **For current ctcLink users**, the SBCTC IT Okta Login Planning Team sought the Working Group's rollout process recommendation for current ctcLink users.

During the June 23 Working Group meeting, Sandy Main presented three (3) Okta login deployment/rollout options for review and recommendation by the ctcLink Working Group. Option 2 was a nonstarter. Time was short and a decision was deferred to the July 7 meeting.

## Reason for Escalation

College members deadlocked between Option 1 and Option 3 during its July 7 meeting, so the ctcLink Working Group escalated the decision to the ctcLink Steering Committee.

SBCTC employees on the Working Group abstained from the vote.

## Option 1

Active ctcLink users will be prompted to set up at least one password recovery option the first time they log into ctcLink after Okta is implemented. Users can do this at their convenience any time; whether on July 31 or thereafter.

A user will not be able to move forward into ctcLink until they set up a least one option. Once set up, a user will not be asked again to set their recovery options; however, they can add or change options later within the ctcLink Okta portal at any time.

## Argument in favor of Option 1

Colleges advocating for option 1 prefer that current users not be allowed to delay their setup. Not setting a single/global deadline date will relieve workload on Help Desk staff on a given deadline date.

## Option 3

Active ctcLink users may set up their password recovery options via the password reset portal after Okta is implemented, but within a *specified deadline*. Once that deadline arrives, users that have not set their password recovery options will be prompted the next time they log into ctcLink.

Colleges would be responsible for sending out initial and reminder communications with instructions for setting individual password recovery options.

## Argument in favor of Option 3

The primary concern of colleges that preferred option 3 is that most faculty are not online or working during summer term. Faculty will return en masse in the fall and have to set up their Okta account and this could impact local Help Desks at the start of fall term.

The colleges supporting option 3 advocated instead for a mid-fall-quarter or end-of-fall-quarter deadline date.

### **Some items to note**

- A brief demo video is attached to help illustrate how a user sets up their recovery options when they first try to log in to the ctcLink Okta portal. – **shall we attach the little MP4 file?**
- Existing users will continue to use their current ctcLink ID and password.
- The password recovery options in Okta include email, text (SMS) and voice call.
- College PeopleSoft Security Admins will retain the ability to reset a ctcLink PeopleSoft user account to allow a student or employee to go through Activate Your Account (AYA) again.
- A user could log directly into [ctcLink Peoplesoft](#) without being prompted to set up recovery options.