

Title

How to get started with Okta Verify and Passkey

Purpose

Okta Verify helps protect your Western Sydney University student account by adding an extra layer of security when you sign in to University systems.

This guide explains how to set up Okta Verify using your laptop and mobile phone, then register a passkey so you can securely access your student account.

You will need both devices with you before you begin. Follow the steps in order and keep the Okta Verify app installed on your mobile phone after setup.

Audience

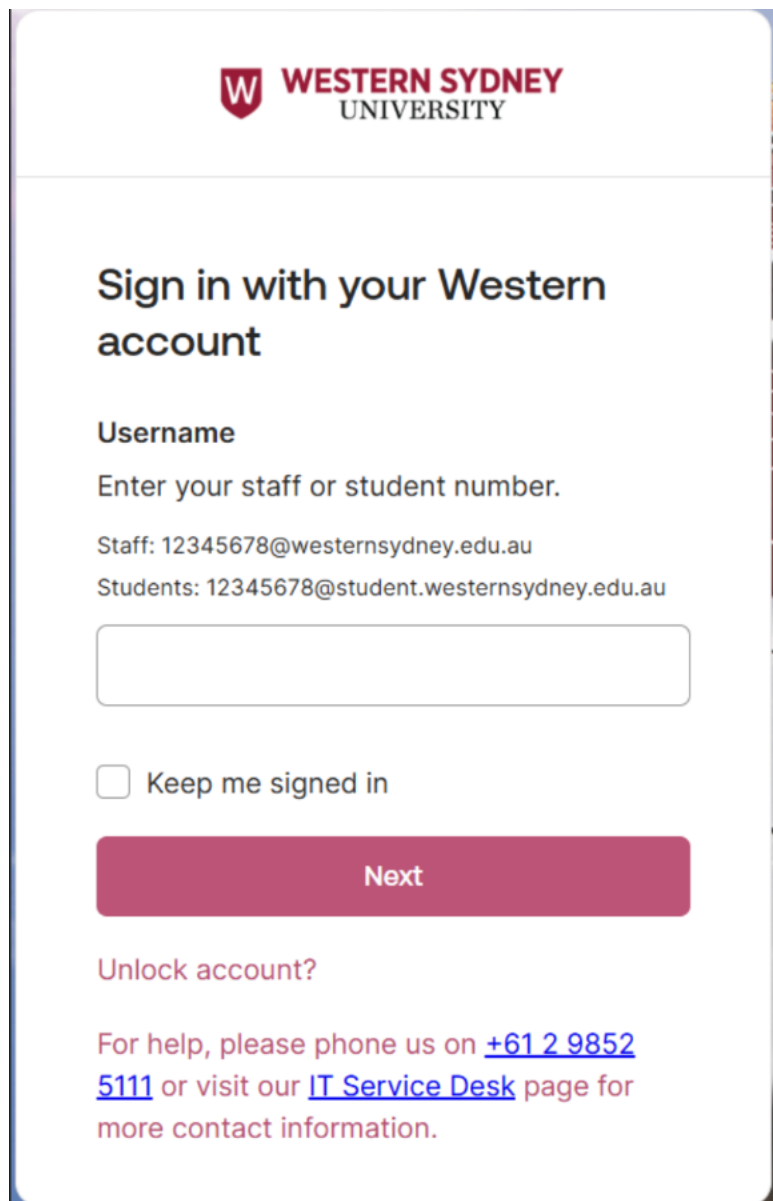
Western Sydney University students setting up Okta Verify and passkey for their student account.

Requirements:

1. You need access to a laptop or desktop computer.
2. You need access to your mobile phone.
3. Download the Okta Verify app from the App Store or Google Play before you start.
4. Make sure both devices are connected to the internet.
5. Have your Western Sydney University student number and password ready.

How to set up Okta Verify

1. On your laptop or desktop computer, to register go to <https://login.westernsydney.edu.au>.
2. Enter your student account username in the format **StudentID@student.westernsydney.edu.au**, then select **Next**.

The image is a screenshot of the Western Sydney University login page. At the top, there is the Western Sydney University logo, which consists of a red shield with a white 'W' inside, followed by the text 'WESTERN SYDNEY UNIVERSITY' in red. Below the logo, the heading 'Sign in with your Western account' is displayed in a large, bold, black font. Underneath this heading, the word 'Username' is written in a smaller, bold, black font. Below 'Username', there is a prompt 'Enter your staff or student number.' in a standard black font. This is followed by two lines of example usernames: 'Staff: 12345678@westernsydney.edu.au' and 'Students: 12345678@student.westernsydney.edu.au'. Below these examples is a large, empty, rounded rectangular input field. Under the input field, there is a checkbox with the label 'Keep me signed in'. Below the checkbox is a large, red, rounded rectangular button with the word 'Next' in white text. At the bottom of the form, there is a link 'Unlock account?' in red text. Below this link, there is a paragraph of text in red: 'For help, please phone us on +61 2 9852 5111 or visit our IT Service Desk page for more contact information.' The entire form is enclosed in a light gray border.

3. Enter your password, then select **Verify**.



90966398@student.westernsydney...

Enter your password

Enter the password for your Western account to continue.

Verify

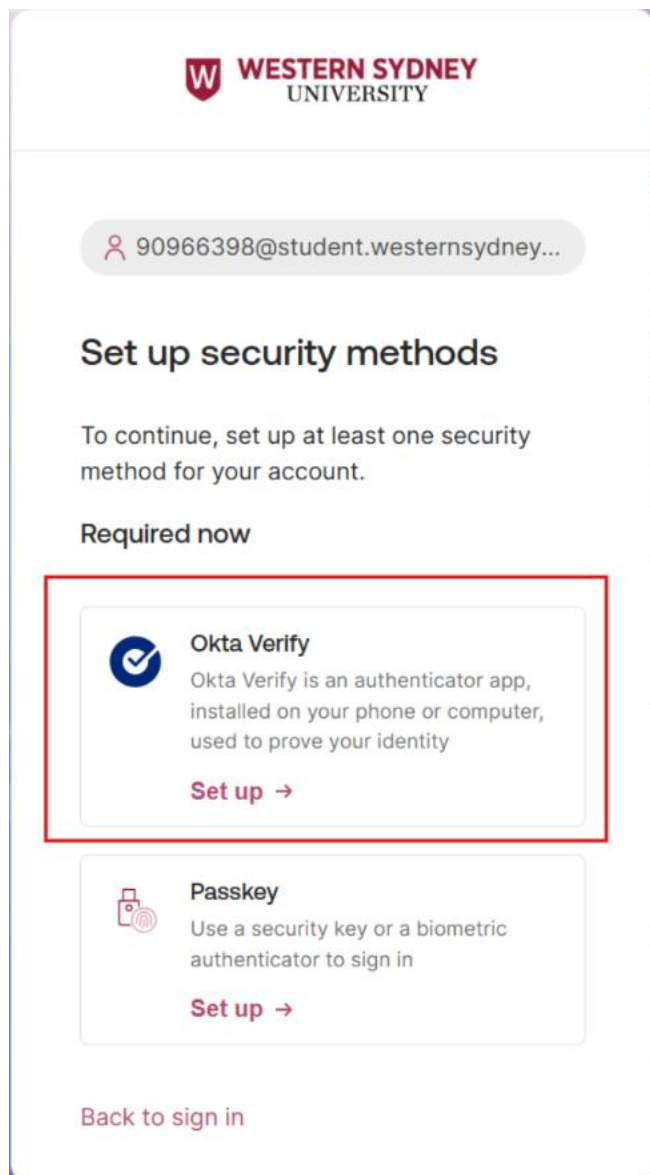
[Forgot password?](#)

For help, please phone us on [+61 2 9852 5111](#) or visit our [IT Service Desk](#) page for more contact information.

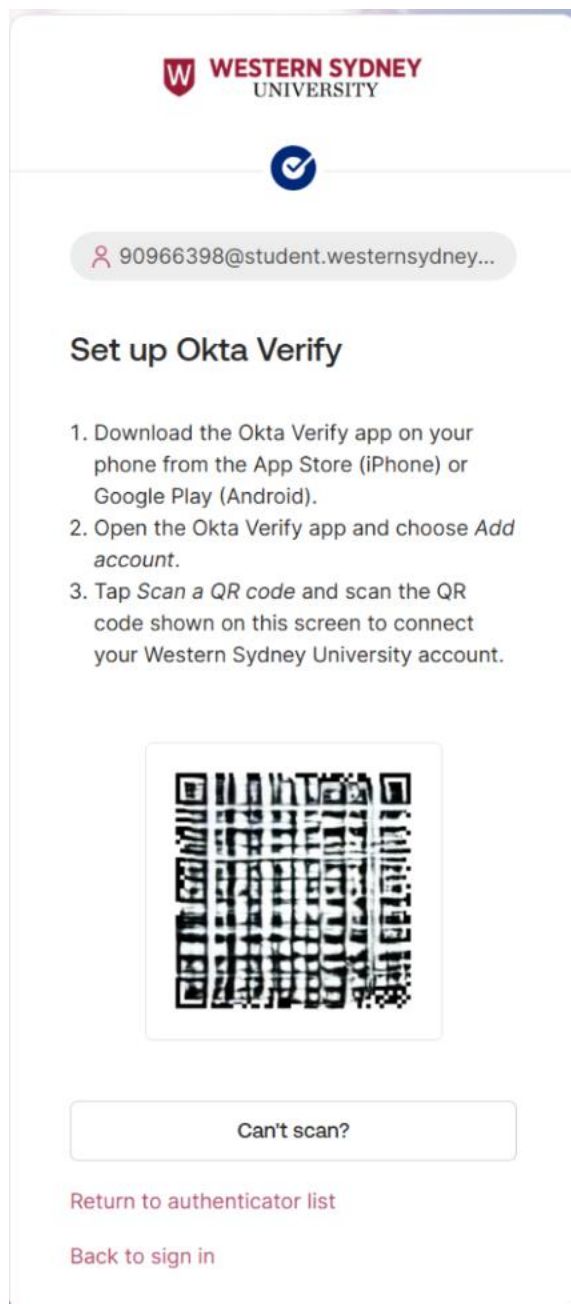
[Verify with something else](#)

[Back to sign in](#)

4. When prompted to set up security methods, choose **Okta Verify** and select **Set up**.

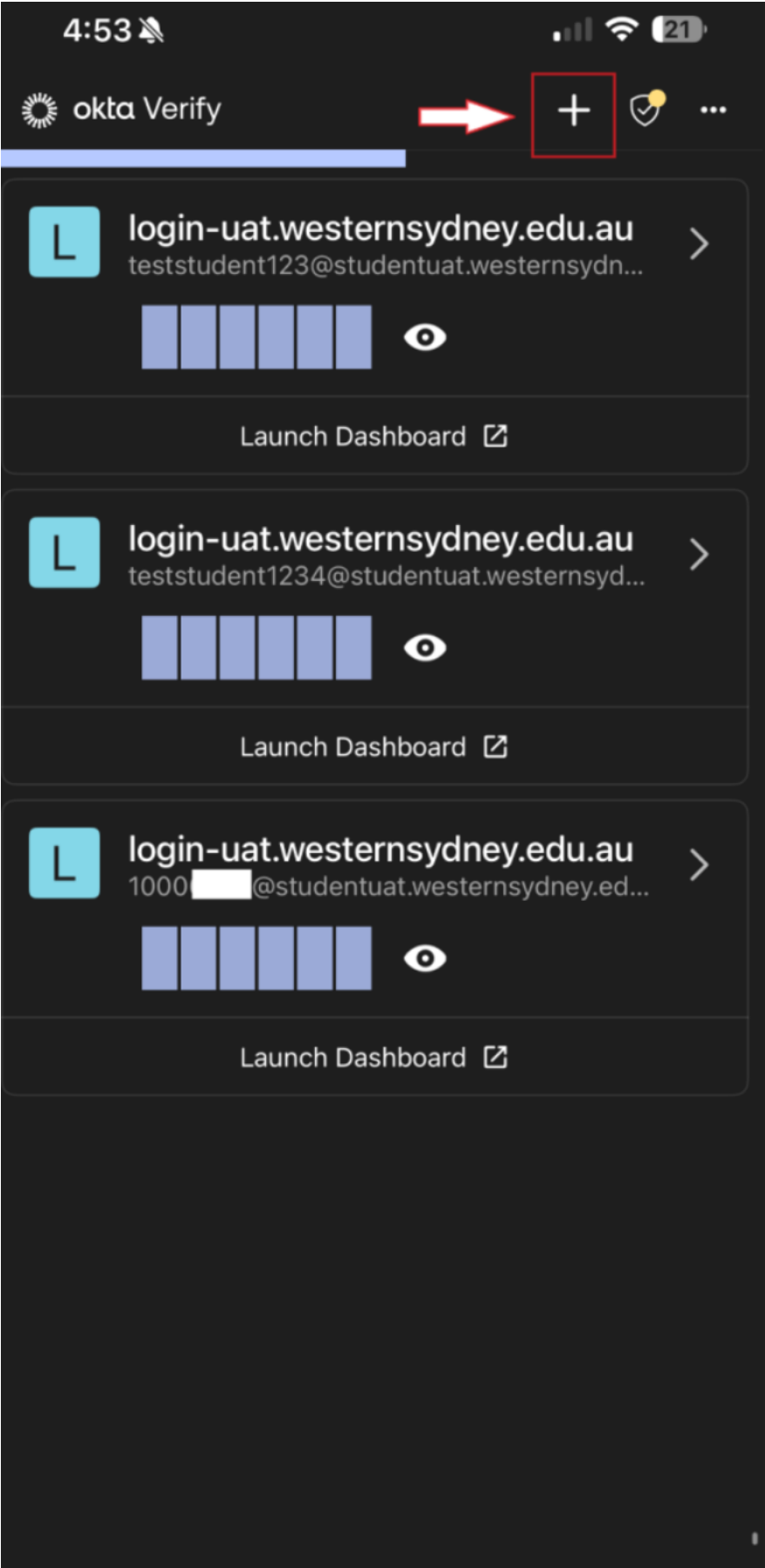


5. Follow the on-screen instructions until a QR code appears on your laptop or desktop screen. Keep this screen open.

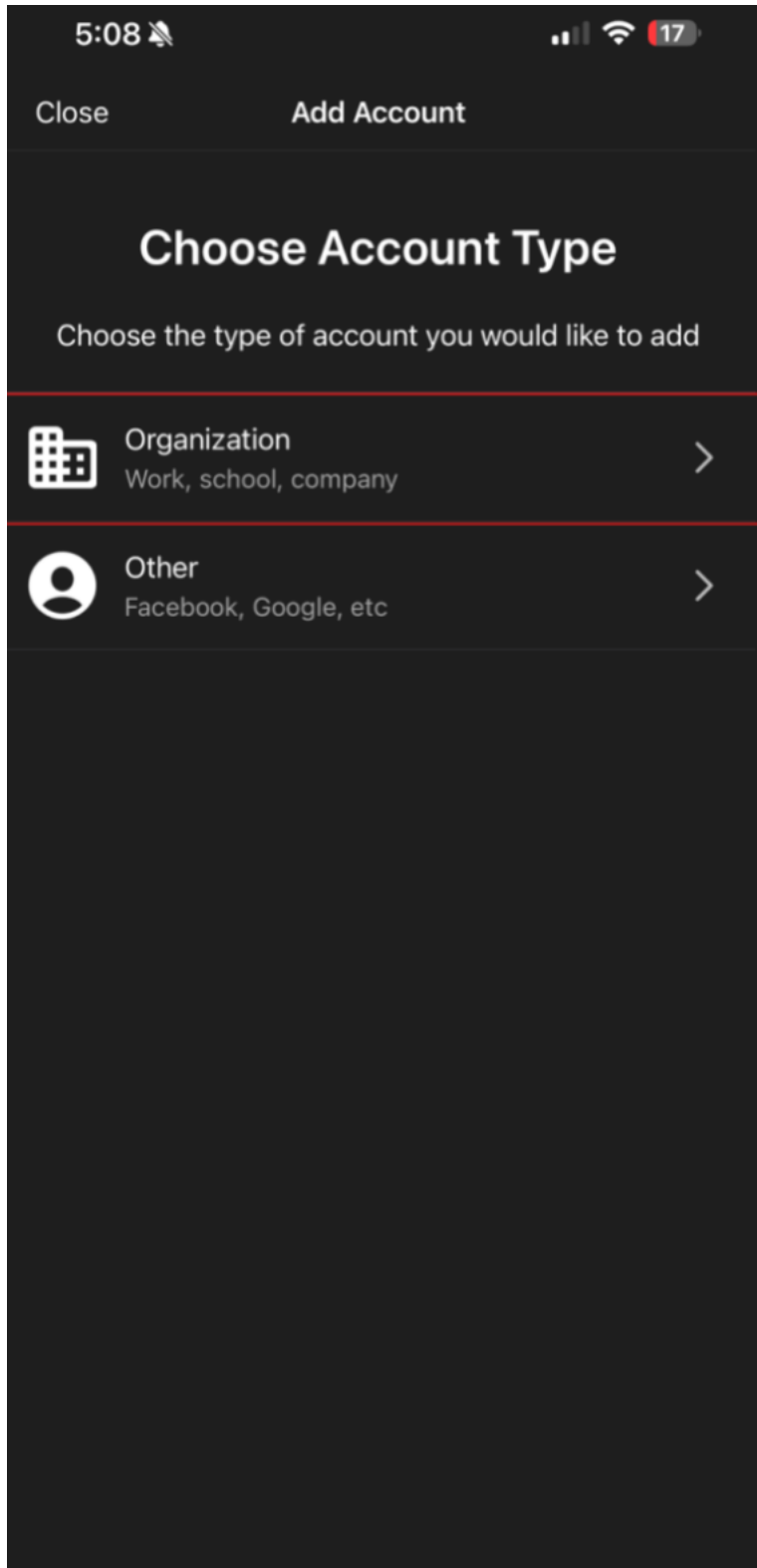


Set up Okta Verify on your mobile phone

1. Open the **Okta Verify** app on your mobile phone.
2. Select the **+** icon to add an account.



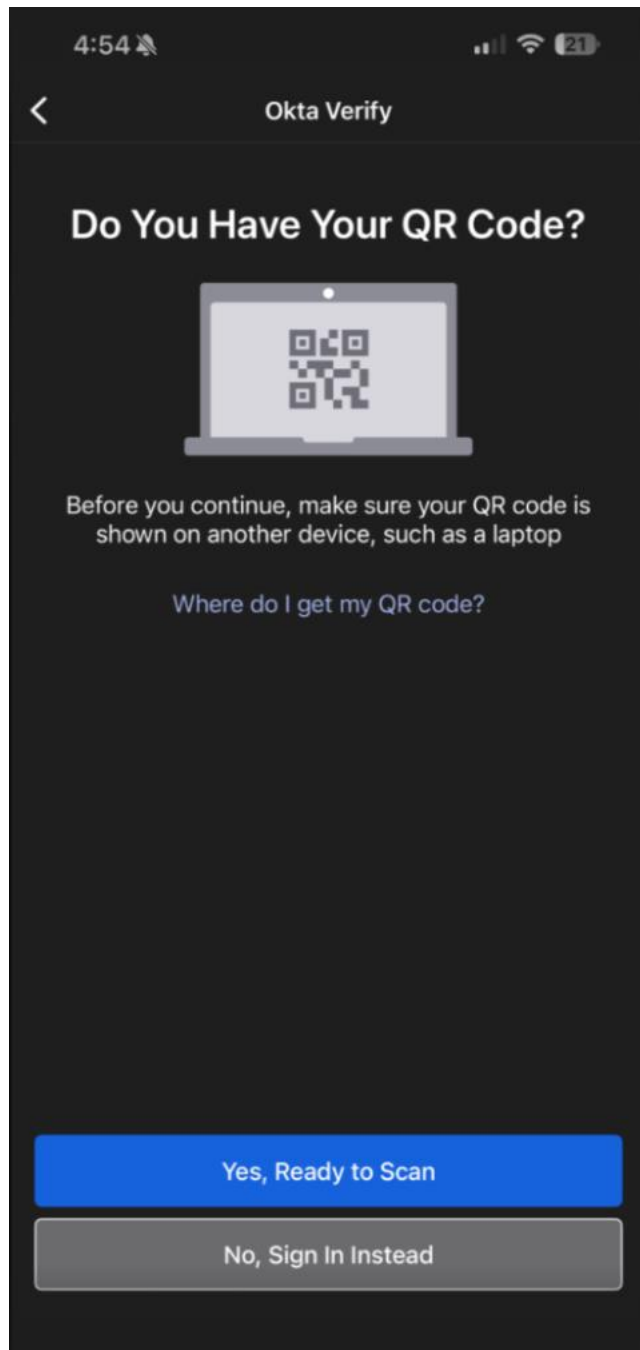
3. Choose **Organisation** as the account type.



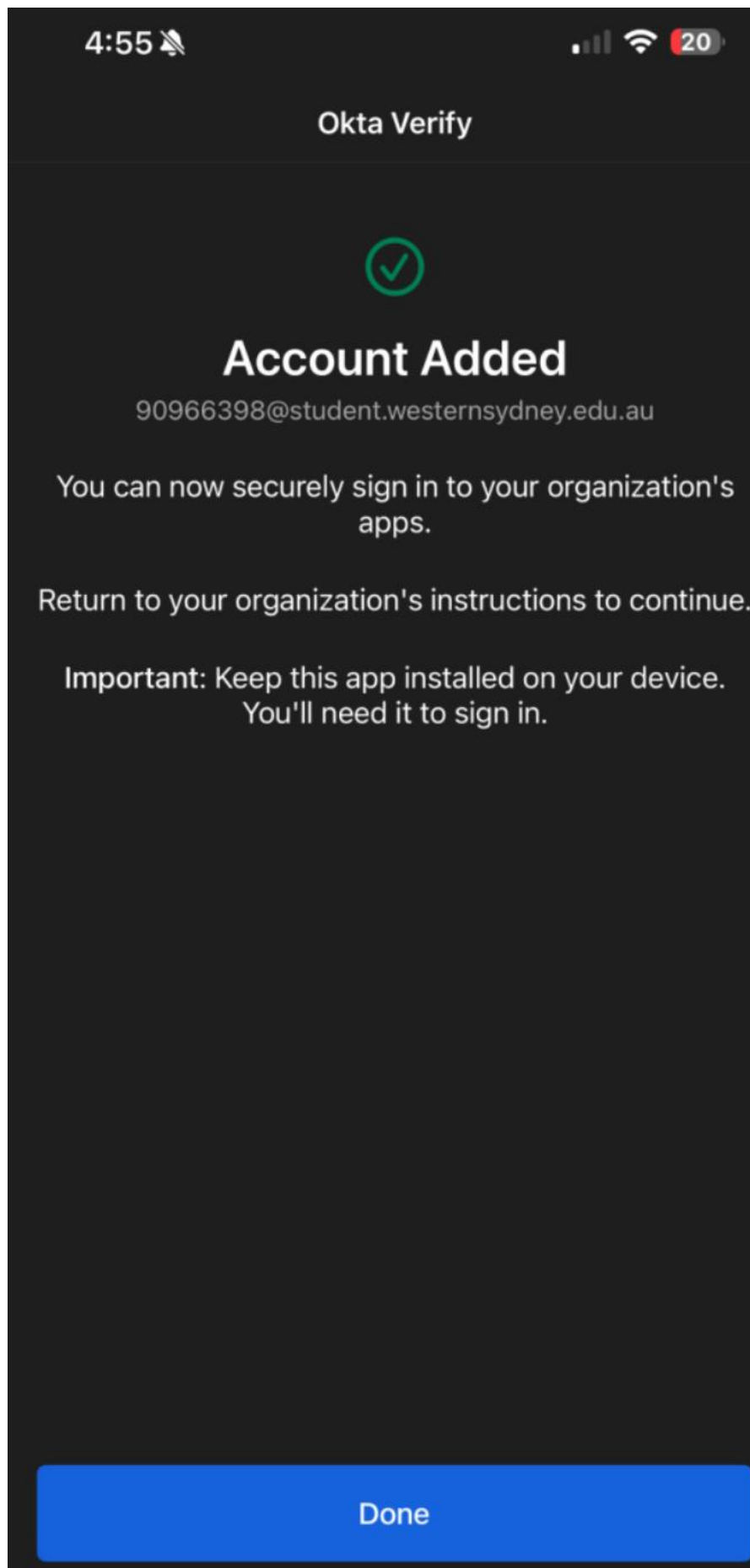
4. If asked whether you want to add an account from another device, select **Skip**.



5. When asked if you have your QR code, select **Yes, Ready to Scan**.

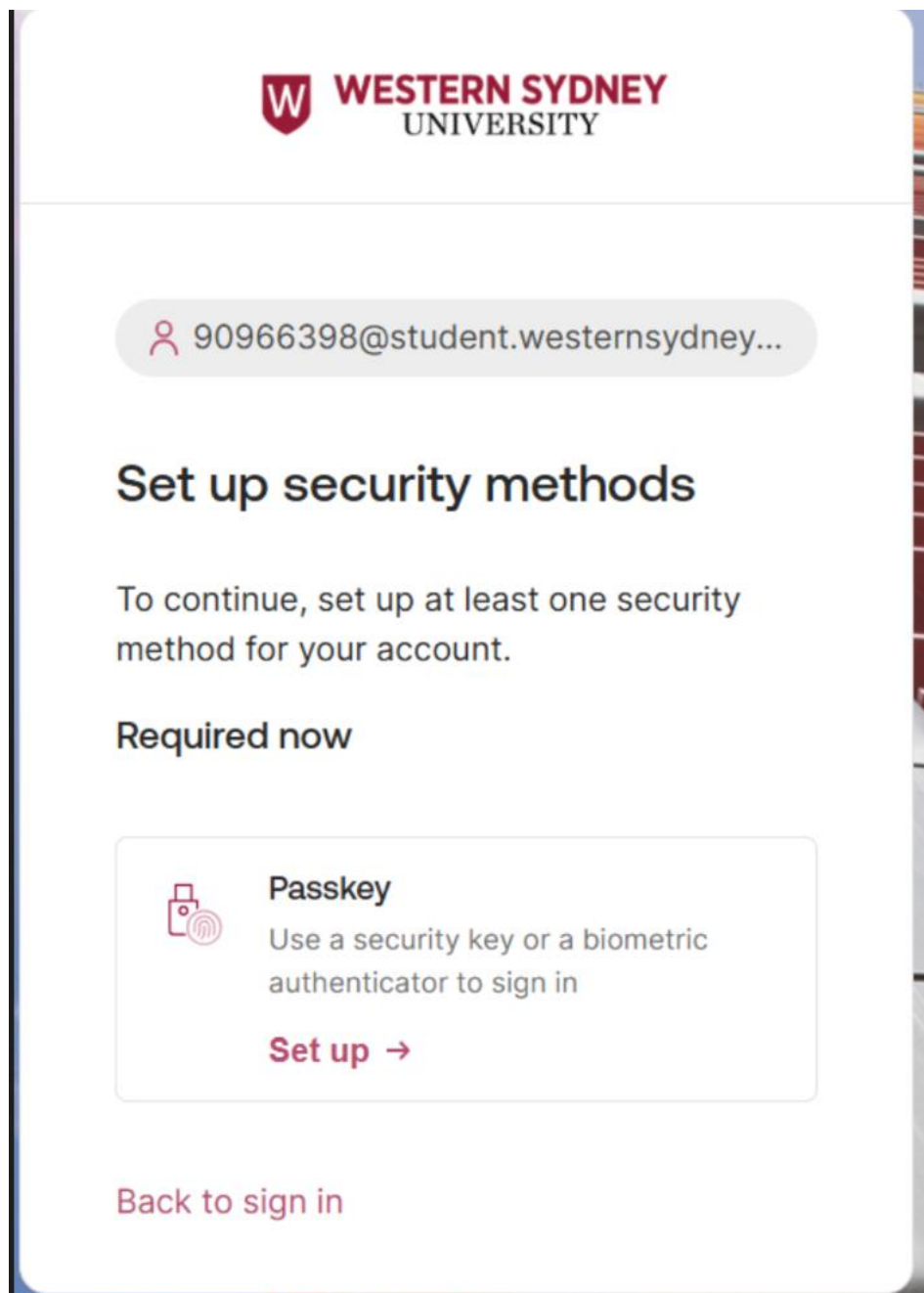


6. Use your phone to scan the QR code shown on your laptop or desktop screen.
7. When the account is added, select **Done**.

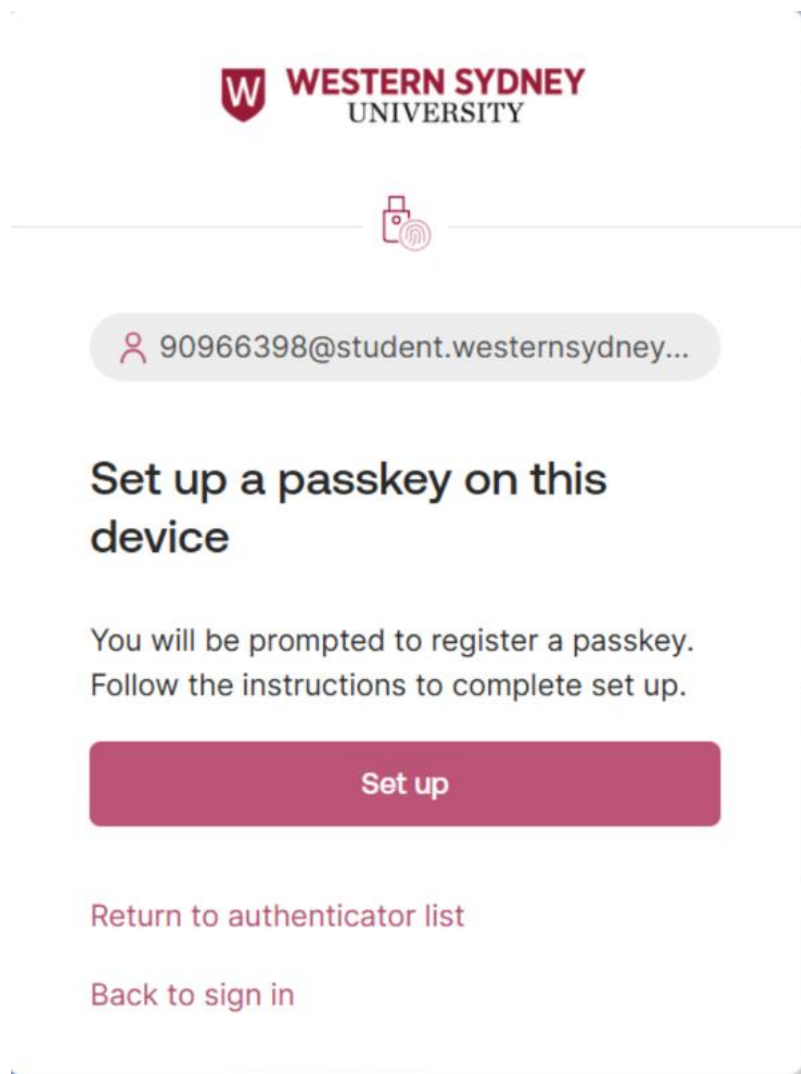


Set up your passkey

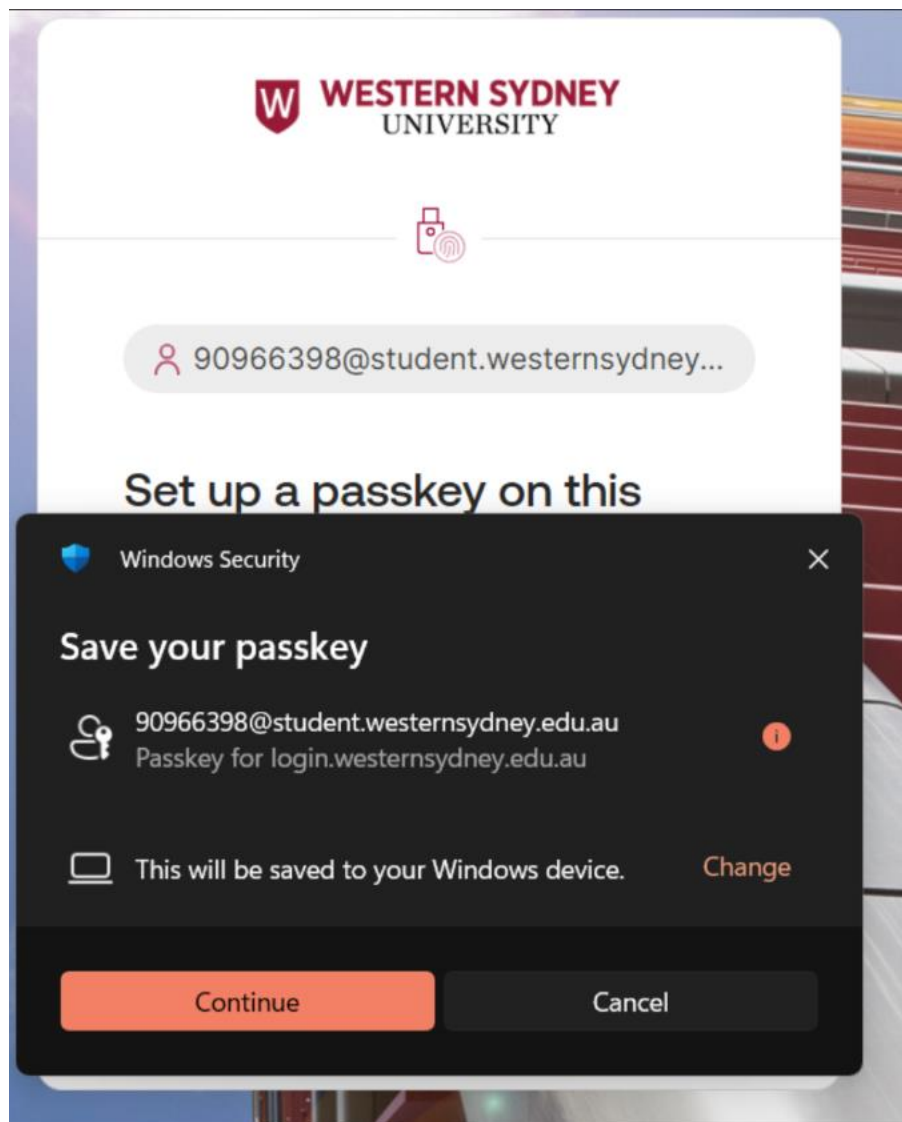
1. Return to your laptop or desktop computer.
2. After Okta Verify is set up, you will be asked to set up another security method.
3. Under **Passkey**, select **Set up**.



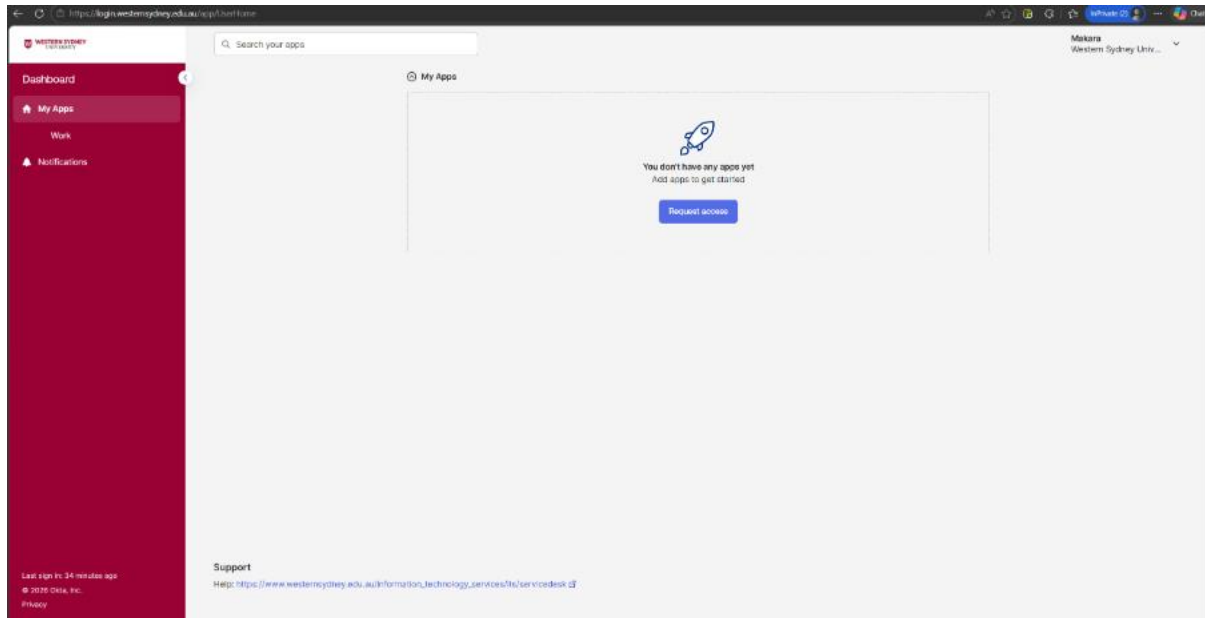
4. Select **Set up** again to continue.



5. Follow the prompts on your device. The screen may look different depending on whether you are using Windows, macOS or a password manager.



6. When setup is complete, you should arrive at the Western Sydney University dashboard.



After you have set up Okta Verify

- Keep the Okta Verify app installed on your mobile phone. You will need it when signing into University systems.
- Do not delete the account from Okta Verify unless instructed by the IT Service Desk.
- If you change your phone or lose access to Okta Verify, contact the IT Service Desk for help.

Troubleshooting

- If you cannot see the QR code, refresh the page or start the setup again from the sign-in screen.
- If your phone camera will not scan the QR code, check that camera permissions are enabled for Okta Verify.
- If you receive an error message, take a screenshot and contact the IT Service Desk.
- If you no longer have access to the phone linked to Okta Verify, contact the IT Service Desk before trying to register again.

Support

If information appears incorrect or incomplete, please contact the IT Service desk:

- via email ITServiceDesk@westernsydney.edu.au