# User Guide

## Table of Contents

I. **Introducing CARE ID**

II. **Getting started with CARE ID**
   a. Setting up your CARE ID
   b. Setting up Multi Factor Authentication (MFA)
      i. Choosing an authentication method
      ii. Okta Verify App
      iii. Google Verification App
      iv. Text (SMS) message
      v. Switching between authentication methods

III. **Account Management**
   a. Managing your password online

IV. **What if I need help**

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Click here for a live demo walk-through!
Chapter I

Introducing CARE ID

What is CARE ID?
CARE ID provides access to CARE USA applications with a single username, password and increased account security in one place, your employee portal page, login.care.org

What applications does CARE ID give me access to?
Currently, CARE ID provides access for all staff to O365 and Zoom. Other applications offered will vary depending on what applications your role requires. As we continue to increase applications available through care id, you will see more on the login.care.org employee portal page.

How do I access CARE ID?
To access CARE ID, you’ll simply follow these steps:
1. Navigate to the employee portal page at login.care.org
2. Enter your care.org username (firstname.lastname@care.org) and password
   Note: Your password is the same that you use to access Office 365
3. Enter your identity verification information using Multi-Factor Authentication
4. That’s it!

In order to gain access to the employee portal page, you must first set up your CARE ID. For detailed instructions on doing this, please continue to Chapter 2.
Chapter II

Getting started with CARE ID

Setting up your CARE ID

1. Open your browser and navigate to login.care.org
2. In the 'Username' field, enter in your full CARE email address
3. In the password field, enter in your CARE email password
   *Note: For enhanced security, you will be prompted to change your CARE password every 90 days*
4. Click 'Sign In'

5. Select a security image from the available options. The security image gives you additional assurance that you are logging into the CARE portal, and not a fraudulent website. It will appear on the portal page each time you login to confirm your identity.
6. Select the 'Create My Account' button

7. You will be logged in to the portal page with your CARE ID

8. To launch a specific application (Zoom, O365, etc.), click on the corresponding icon.
Setting up Multifactor Authentication (MFA)

What is MFA?
MFA is a best practice for ensuring security and preventing data breeches on your CARE USA account. With MFA, you will be required to sign in with your password, as well as a unique verification code provided to you.

Upon signing in for the first time, you will be **required to set up** Multifactor Authentication (MFA) to ensure your CARE ID is secure from unauthorized access.

You can choose to receive your authorization code in 3 ways – you will need to choose at least 2 (we have included setup instructions below):

1. [Okta Verify App (iOS or Android required)](#)
2. [Google Authenticator App](#)
3. [Text (SMS) message](#)
Choosing an authentication method

Which MFA option is best?

Whichever option suites you best!
- Okta Verify (recommended method) is a free app and works on both iOS and Android
- Google Authenticator is a free app and works on both iOS, Android and Blackberry devices, and can also be used across many other websites
- SMS works for users who may not have access to a smart phone or do not want to download an additional app

The next section will walk you through setting up Multifactor Authentication for your chosen option. The configuration takes less than 5 minutes and only needs to be set up one time.

What you will need:
CARE computer device (desktop or laptop)
Your mobile device (cell phone or tablet)
Option 1: Okta Verify App

How do I set up Okta Verify?

To configure Okta Verify, follow these simple steps:

1. On your mobile device (iOS or Android), navigate to your applications store (Google Play or Apple Apps Store) and search for 'Okta Verify'. Download the application.

2. When the app has successfully downloaded open the app and select 'Add Account'.
3. When prompted, allow the Okta Verify app to allow camera access and push notifications by clicking 'Continue'.

4. On your computer, open your browser and navigate to login.care.org and enter in your full CARE email address and password.
5. After you have signed in, in the upper right-hand corner, select the dropdown next to your name. Choose 'Settings'.

6. On your computer, scroll down to the ‘Extra Verification’ section and select ‘Setup’ next to Okta Verify Mobile App.
7. Choose the type of device you are using (Apple, Android, or Windows) and select ‘Next’

8. A barcode will appear on your computer screen. With your phone open, using the Okta Verify app, scan the barcode

9. On your computer, click 'Done'
10. On the Okta Verify app on your phone, you will see a code.
11. In the future, when logging into Okta, **you will be prompted to "Send Push"**. This is Okta sending a secure notification to your cell phone through the Okta Verify app for confirmation that it is you wanting to access your CARE secure applications.

Please note: The Okta Verify app **may ask for thumbprint authentication** to be set up on your iPhone prior to being able to accept the verification. Follow the prompts, and if you need assistance, please reach out to your local IT team.
Option 2: Google Authenticator App
How do I set up Google Authenticator?

To configure Google Authenticator, follow these simple steps:

1. On your mobile device (iOS, Android or Blackberry), navigate to your applications store (Google Play or Apple Apps Store) and search for 'Google Authenticator'. Download the application.

2. Open the application and select 'Begin Setup'
3. Choose 'Scan Barcode'

4. On your computer, open your browser and navigate to login.care.org and enter in your full CARE email address and password.
5. After you have signed in, in the upper right-hand corner, select the dropdown next to your name. Choose 'Settings'.

6. Scroll down to the 'Extra Verification' section and select 'Setup' next to Google Authenticator
7. Select the type of device you are using (iPhone, Android, or Blackberry)

Google Authenticator is an application for your smart phone that generates passcodes. You’ll be asked for a passcode whenever you sign in to Okta from an unrecognized computer.

What kind of phone do you have?
Select a phone then follow the installation instructions below.

- **iPhone**
- **Android**
- **Blackberry**

Install Google Authenticator on your iPhone

1. On your iPhone, tap on the App Store icon
2. Search for Google Authenticator
3. Download and install Google Authenticator

When Google Authenticator is installed, click Next
8. A barcode will appear on your computer screen. With your phone open, using the Google Authenticator app, scan the barcode.

9. Using the new code that appears on your phone, enter the numbers on your computer screen and select 'Verify'.

10. Select 'Done' to confirm.
Option 3: Text (SMS) Message Code

How do I configure Text (SMS) Message Code?

To configure 'Text Message Code', follow these simple steps:

1. On your computer, open your browser and navigate to login.care.org and enter your full CARE email address and password.

2. After you have signed in, in the upper right-hand corner, select the dropdown next to your name. Choose 'Settings'.
3. Scroll down to the 'Extra Verification' section and select 'Setup' next to Text Message Code.

4. Select your country of residence

5. Enter your mobile phone number in the box (no dashes) and check 'Send Code'

6. You will receive a text message from Okta on your mobile phone. Enter in the code and select 'Verify'. Please note that the code may take a few minutes to reach your mobile phone.

7. Select 'Done' to confirm.
Switching between authentication options

1. If you have set up multiple different ways to authenticate (i.e., text message code, Google Authenticator, etc.), when prompted for Multifactor Authentication, you can choose which method you use.

2. Simply select the drop-down arrow and select from the available options.

3. Your code will be sent to you via the selected option and you will be able to sign into CARE ID.
Chapter III

Account Management

Changing your password

1. On your computer, open your browser and navigate to login.care.org and enter in your full CARE email address and password.

2. After you have signed in, in the upper right-hand corner, select the dropdown next to your name. Choose 'Settings'.
3. Once in your settings, you will find a section labeled ‘Change Password’. Enter your current password and the new password you would like to save here.

4. Click ‘Change Password’ to save your new password.
Chapter IV

What if I need help?

If you need any assistance using CARE ID, please reach out to solutioncenter@care.org or visit your local IT Manager.