Frequently Asked Questions for Okta Single Sign-On

# Q: Why are some apps telling me [“Sign-in unsupported?”](https://mbc.app.box.com/files/0/f/1299774563/1/f_11929904666)

A: This message will appear if the browser you’re using does not have the required browser add-on software installed. You will need to install the add-on software that is required to use Okta Single Sign-On. McCarthy provides [Add-on software for Browsers (IE, Firefox, and Safari) and Installation Instructions](https://mbc.box.com/s/wq69e5dsltaiwxxe7d2a). *Note: You may need assistance from the McCarthy Help Desk to provide you temporary admin rights to install this software on your McCarthy provided computer if it has not already been installed.*

# Q: Where are the Chrome, Edge (Legacy and new Chromium) & Safari plugins located?

A: You can now get the latest plugins for Chrome from Google Chrome Store, Edge (both old and new) from Microsoft Edge store, and Safari from Mac App Store.

# Q: What browsers are supported with Okta Single Sign-On?

A: McCarthy supports Chrome, IE and Firefox only. McCarthy has pushed out the add-on software browsers to McCarthy supported devices. Edge(Chromium) and Safari may work also with Single Sign-On. However, McCarthy has NOT pushed out this software and these browsers are NOT supported by McCarthy Help Desk.

# Q: How can I get Okta to work from my home computer?

A: Okta & McCarthy supports and works best with Chrome up to version 80, IE 11, and Firefox 35 for Teamsight versions 36 thru 72, Edge (Chromium) & Safari PC browsers may work, also, but aren’t tested with McCarthy apps. You will need to download and install the appropriate Okta Plugin to access all the McCarthy apps; however the ones that don’t require the plugin may work without it. (The plugins are available via the associated store for each browser, or the Help icon we’ve installed by accessing this URL: <https://mbc.box.com/s/ew79gv5qyprw7e8qugn3> ) The privacy settings in IE must allow cookies with a setting of MED-HIGH or lower, and pop-ups must be allowed for mccarthy.okta.com. McCarthy.okta.com and \*.McCarthy.com may also need to be added to the Trusted sites. Some applications will not work from a public/home network at all and are marked with an \*.

# Q: Where do I change my password for an application?

A: Select on the Edit button and then Select the little key button under the app’s icon. Follow the prompts to update your credentials.

# Q: How do I add apps to my main Okta page?

A: Select the Add button, find and Select the application(s) you want to put on your homepage, then Select Done to exit add mode.

# Q: How do I re-order my apps on my homepage?

A: Select the Edit button, drag and drop the apps to the order you want, then Select Done to exit edit mode.

# Q: Is there a quick and easy way to lock the screen and protect my apps when I step away?

A: Lock the screen by pressing the "Windows" key + "L". The Windows key is the one with the little flag on it, normally on the lower-left part of the keyboard. Another method is to press ctrl-alt-del and Select “Lock this computer”. You can unlock either of these methods with the Windows password, waking with ctrl-alt-del if in standby.

# Q: When does Okta prompt for Windows credentials?

A: If the user is on a public or home network, or even some McCarthy projects that have an unidentified network, Okta will prompt for the user’s Windows username and password again in order to login to single sign-on. If the computer is connected to the company network, and the user has logged into Windows, Okta authenticates the user behind the scenes using built-in single sign-on from Windows.

# Q: Why don’t the apps marked with an \* work when not on the McCarthy network?

A: Many of the McCarthy apps only function from computers connected to the McCarthy network. Those apps that require connection to the McCarthy network are prefixed with an \* (asterisk) in the description. They will work if directly or wirelessly connected to the McCarthy job or office network, or if you use an approved remote “VPN” such as Network Connect before starting the app. Other apps, such as Teamsight or Box, will work from most Internet connections.

# Q: Why do some apps fail to log back in soon after successfully logging in at least once?

A: The best practice is to logout of any application before closing the browser window. Some web sites hold onto a connection for a time unless the logout or sign-out button is Selected. An attempt to log back in confuses the app.

# Q: Why do some apps show an Okta helper/auto fill bar, while others do not?

A: The Okta plugin provides the helper bar capability, but some web sites are written in a way that the Okta plugin won’t work. In that case, another method is used for entering username/password that lacks these automatic features.

# Q: Why do I “sometimes” get prompted to login to Box when I Select on a Box link in an email?

A: The Box website is written in a way that the Okta plugin can’t assist with deep links into the Box service. The recommended method for working with box links is to let Okta log you into Box the normal way first, then any subsequent email links will work without having to login again.

# Q: Why am I still getting prompted for credentials when using Firefox when I access Insider (McCarthy’s Intranet) site?

A: You will need to add Insider as a trusted site and make a configuration in your Firefox browser settings. This will disable login requirements using Okta Single Sign-On accessing Insider using the Firefox browser. Step by step instructions on making the configuration change, Select [here](https://mbc.box.com/s/dlmbraahs6zq13c24jtv)

# Q: Why doesn’t the Sign Out button work on the Okta homepage at work?

A: McCarthy has configured Okta to automatically log in with the user’s A/D credentials if they have already authenticated on the McCarthy network. Unfortunately, the side effect is to restart if the Sign Out button is used on the Okta homepage while authenticated at work, so closing the browser is the only way to disconnect. The Sign Out button does work as expected when Okta is used off the McCarthy network. Okta is aware of this behavior, so we are hopeful they will resolve it in the future.