

GigEagle Okta Verify Setup and Login

Updated: 30 Sep 2024

Purpose: These instructions explain how to set up Okta Verify which allows authorized users to login to GigEagle without using their CAC.

Background: Authentication is provided by the USAF A1's Okta service, which works for all DoD service members and civilians (you don't need to be in the Air Force to login-GigEagle is a joint platform). Some people with dual personas (who are a reservist or guardsman AND a DoD contractor or civilian) encounter issues-see the [Troubleshooting](#) section for more info.

Requirements:

- a) Mobile device to download and use the Okta Verify app
- b) Computer
- c) Access to the military email associated with your CAC

Phase A: Download Okta Verify app (mobile device)

- 1) Download the Okta Verify app from the Apple App Store ([link](#)) or Google Play Store ([link](#)) on your mobile device



Phase B: Set up Okta (computer)

- 2) On your computer, open an Incognito or Private window in your browser (Chrome or Edge recommended)
- 3) Browse to gigeagle.mil/login

4) For Username, enter the .mil email address associated with your CAC and click "Next"

Sign In

Username

Next

OR

[Sign in with PIV / CAC card](#)

[Help](#)

5) Select email

Verify it's you with a security method

@ [redacted].mil

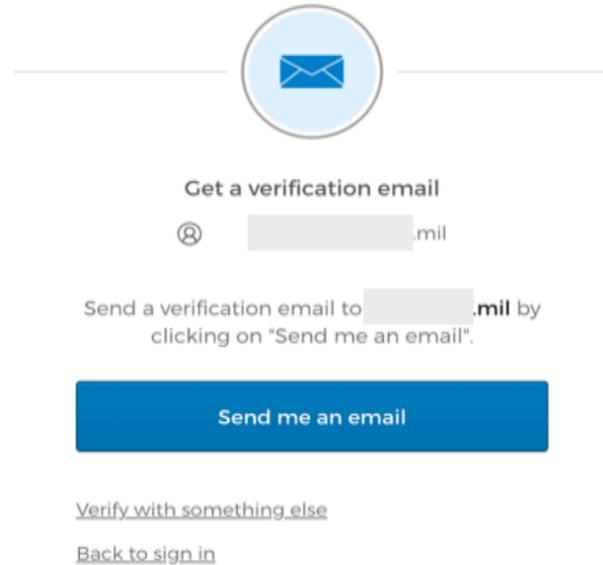
Select from the following options

 Email 

 Smart Card IdP 

[Back to sign in](#)

6) Select "Send me an email"



7) In a separate tab or window, check your .mil email inbox for a verification email from Okta and copy the 6-digit code (or click the Okta verification link and skip to step 10)

- 8) Return to the GigEagle login page, then click “Enter a verification code instead”



Verify with your email

@ [redacted] .mil



Haven't received an email? [Send again](#)

We sent an email to [redacted] .mil. Click the verification link in your email to continue or enter the code below.

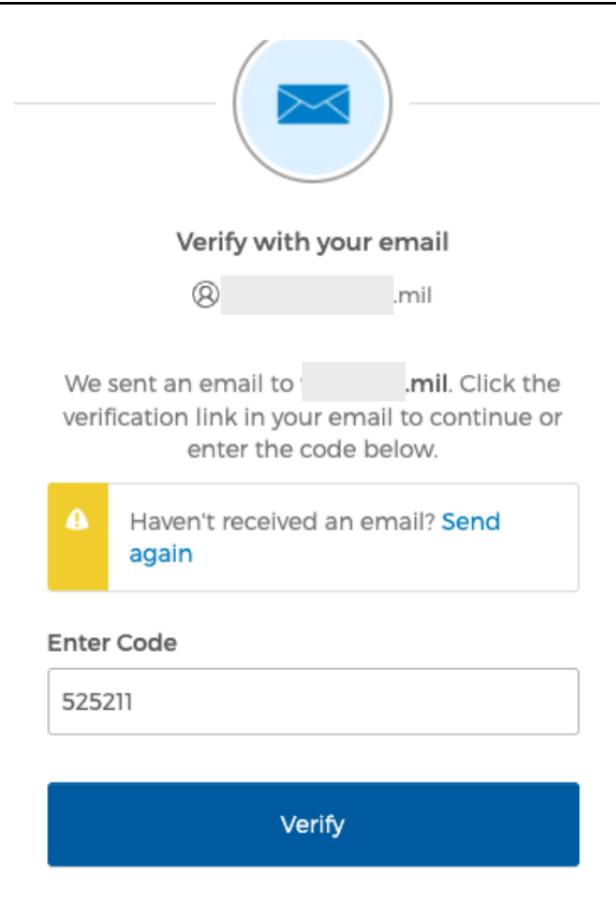


[Enter a verification code instead](#)

[Verify with something else](#)

[Back to sign in](#)

9) Enter the 6-digit code on the verification page and click "Verify"



Verify with your email

@ [redacted].mil

We sent an email to [redacted].mil. Click the verification link in your email to continue or enter the code below.

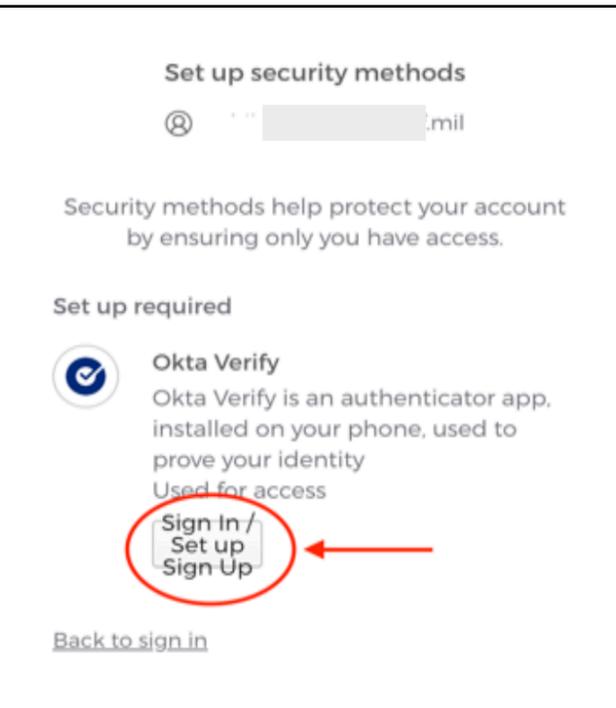
Haven't received an email? [Send again](#)

Enter Code

525211

Verify

10) Select Okta Verify "Set up"



Set up security methods

@ [redacted].mil

Security methods help protect your account by ensuring only you have access.

Set up required

-  **Okta Verify**
Okta Verify is an authenticator app, installed on your phone, used to prove your identity
Used for access

[Sign In / Set up / Sign-Up](#)

[Back to sign in](#)

- 11) With your mobile device, scan the QR code displayed on your computer using the following steps:
- a) Open the Okta Verify app
 - b) Tap "Add account"
 - c) Select "Organization"
 - d) Tap "Skip" for adding an account from another device
 - e) Tap "Yes, Ready to Scan"
 - f) Scan the QR code



Set up Okta Verify

@ [redacted].mil

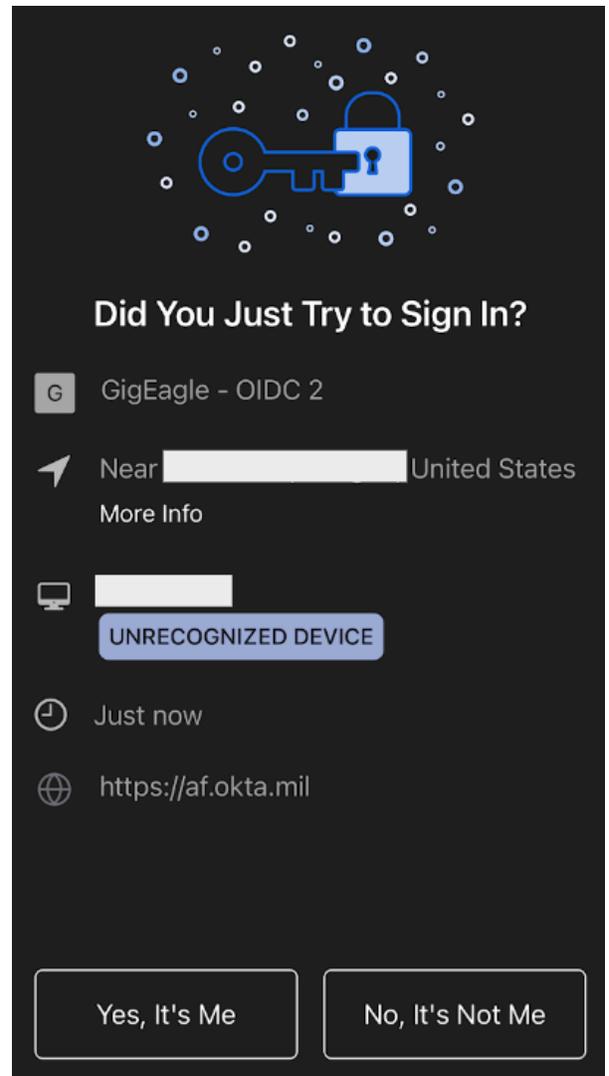
1. On your mobile device, download the Okta Verify app from the App Store (iPhone and iPad) or Google Play (Android devices).
2. Open the app and follow the instructions to add your account
3. When prompted, tap Scan a QR code, then scan the QR code below:



- 12) On your mobile device, setup biometric authentication for Okta Verify
- a) Tap "Enable" for biometrics
 - b) Authenticate with your face or fingerprint
 - c) Tap "Done" in the Okta Verify app
- 13) On your computer, the browser will redirect you to the USAF Okta portal
- 14) Enter your .mil email address as your username and click "Next"

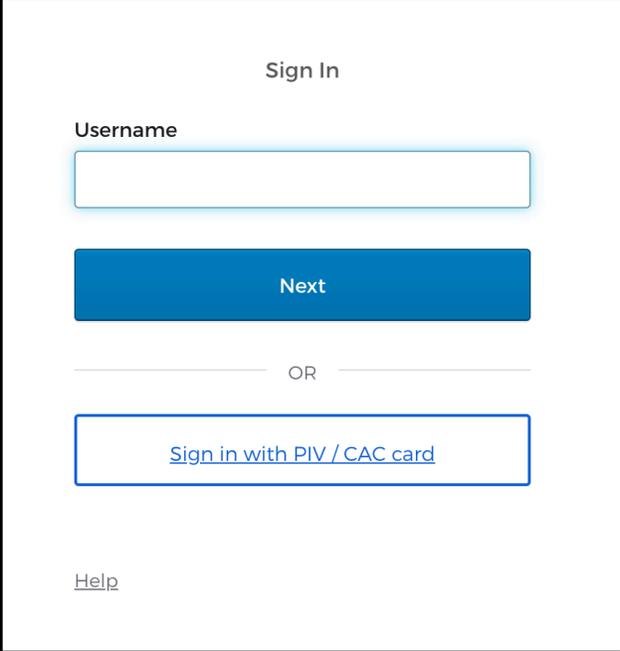
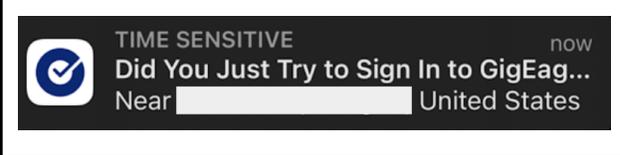
<p>15) Select "Get a push notification - Okta Verify"</p>	<p>Verify it's you with a security method</p> <p>Ⓜ [redacted].mil</p> <p>Select from the following options</p> <p> Get a push notification Sign In / Select Sign Up Okta Verify</p> <p> Smart Card IdP Sign In / Select Sign Up</p> <p>Back to sign in</p>
<p>16) On your mobile device, click the notification to open the Okta Verify app</p>	<p> TIME SENSITIVE now Did You Just Try to Sign In to GigEag... Near [redacted] United States</p>

17) On your mobile device, in the Okta Verify app, click "Yes It's Me"

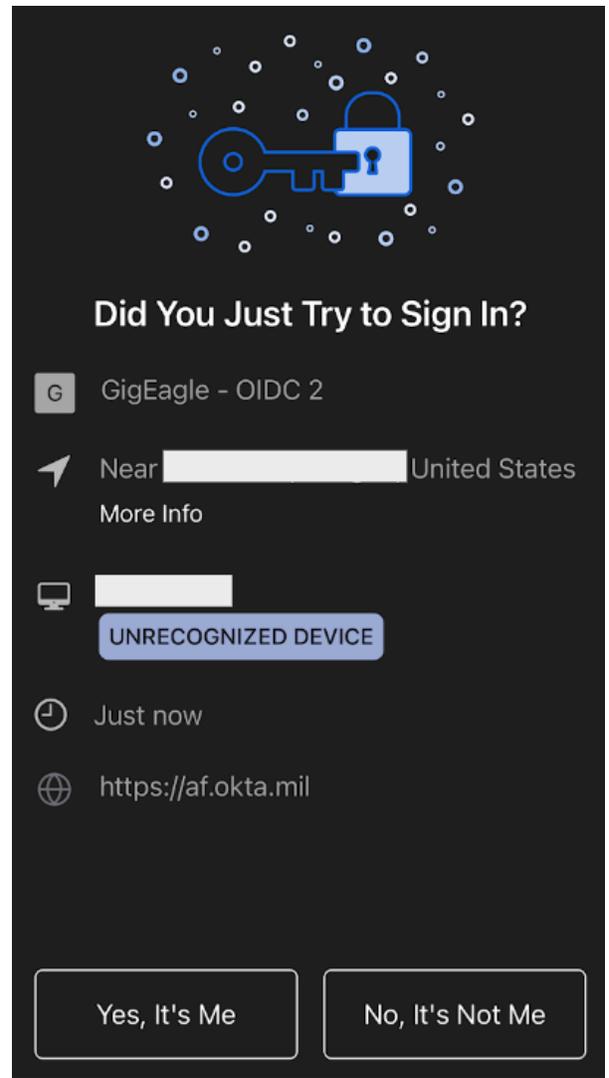


Phase C: Login to GigEagle (computer and mobile device)

18) On your computer, browse to gigeagle.mil/login

<p>19) Enter your .mil email address as your username and click "Next"</p>	
<p>20) On your mobile device, click the notification to open the Okta Verify app</p>	

21) On your mobile device, in the Okta Verify app, click "Yes It's Me"



22) On your computer, you should be logged in to GigEagle. If you are prompted to login again, repeat steps 19-21 (to prevent this in the future, allow third-party cookies in your browser)

Troubleshooting

- 23) Clear browser cookies or open a new Private / Incognito session and try again
- 24) Try on different networks (home and NIPR)
- 25) Try with and without a VPN / virtual desktop
- 26) Try to login 2-3 times, clearing cookies or opening a new Private / Incognito session for each attempt (some non-USAF/USSF members have encounter issues during their first login, but it resolves upon login attempt 2 or 3)
- 27) Contact the USAF A1 Okta Help Desk. If you have a dual persona (you are a reservist or guardsman AND a DoD contractor or civilian), Okta may not recognize your servicemember persona, preventing you from logging in or accessing GigEagle features for servicemembers. Check this by going to af.okta.com and observing which persona / email it recognizes in the upper right corner of the screen.
 - a) Phone: 800-525-0102, option 6
 - b) Email: a1dta.a1.sd@us.af.mil - template message below
 - i) I am both a <enter military servicemember status (.mil email)> and <enter civilian status (.mil email)>. When I attempt to login to GigEagle, Okta is not recognizing that I am a <enter military servicemember status>. Can you please flush / recreate my account so I can use <enter military servicemember email> to login to GigEagle?
- 28) Ensure your email is correct on your CAC. See <https://idco.dmdc.osd.mil/idco/> for details and, to update your CAC email, visit a CAC office in-person (note that our understanding is that the online method to update a CAC email no longer works)
- 29) Contact GigEagle support: gigeagle-helpdesk@diu.mil