

Okta FAQ's

1) Do I need a new RN login account for my current RN to remain valid?

No. Unless you have previously cancelled your RN, your RN will still remain valid even without a login account. However, you will need to create a login account if you need to update any information or cancel the RN.

2) If I already have an RN login account, what do I need to do to access the new system?

If you had an account in the old system, you will need to register in the new system using the exact same email account you used in the old RN system. Please follow the registration instructions to securely access the system. (Link to Registration 3.1.1 in the RN System User Manual External Registration document)

3) I received a Welcome email. What do I do with it?

After registering on the RN site, you will receive a Welcome to the RN System email. This email will help you complete the final steps in your registration process by setting up Okta Verify or Google Authenticator. Click here for detailed instructions. (Link to the Account Activation 1.1.2 section in the RN System User Manual External Registration document)

4) I forgot my login password. How can I reset it?

Go to the login screen via rn.ftc.gov and click "Forgot password?" Follow the prompts to receive a password reset link via your registered email.

5) How can I install and use the Okta Verify app?

Download Okta Verify from the Apple App Store or Google Play on your mobile phone, if you don't have it already installed. Then log in to Okta on your computer, go to Settings > Extra Verification, and select Set up next to Okta Verify. Scan the QR code shown on screen with your mobile app to link your account. For more detailed information click here. (Link to the Setup Multi-Factor Authentication 3.1.3 section in the RN System User Manual External Registration document).

6) How can I install and use the Google Authenticator app?

Download Google Authenticator from the Apple App Store or Google Play on your mobile phone, if you don't have it already installed. Then log in to Okta on your computer, go to Settings > Extra Verification, and select Set up next to Google Authenticator. Open the app on your phone, tap the + icon to scan the QR code shown on screen, and enter the 6-digit code in Okta to complete setup. For more detailed

information click [here](#). (Link to the Setup Multi-Factor Authentication 3.1.3 section in the RN System User Manual External Registration document).

7) I am having trouble with setting up Multi-Factor Authentication, who can I contact?

For assistance with setting up Multi-Factor Authentication, please contact support.rnsystem@ftc.gov.

For more detailed information, you can refer to Okta's and Google's official documentation:

- [Reset a user password | Okta](#)
- [Manage self-service password reset | Okta](#)
- [User settings | Okta](#)
- [Manage account settings | Okta](#)
- [Google Authenticator](#)