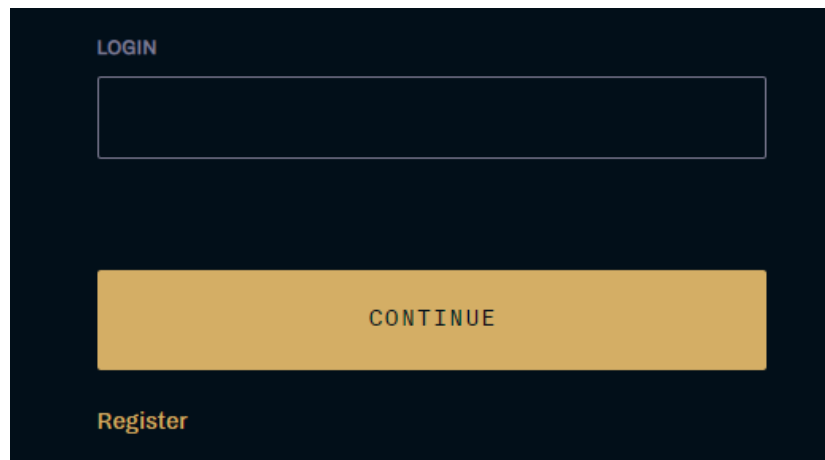

Media Services – Crew Portal Login Process

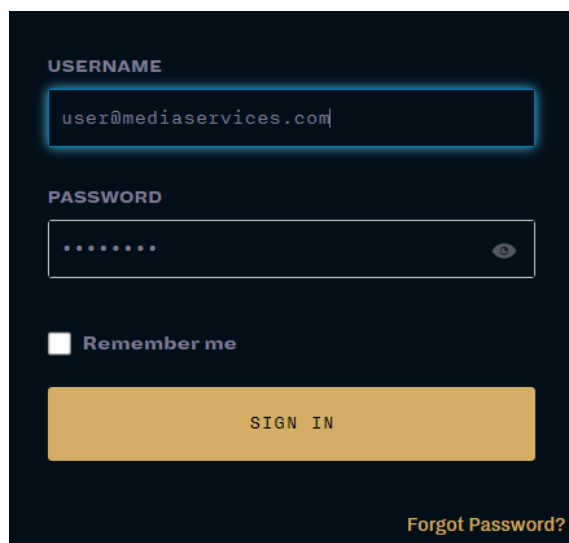
Media Services is migrating your Crew Portal login to OKTA, a new, secure access system that ties directly to your Mobile Device. You will be required to log in and create a new password and create an OKTA multi-factor verifier. This document will help guide you through the process.

I. MIGRATING TO OKTA

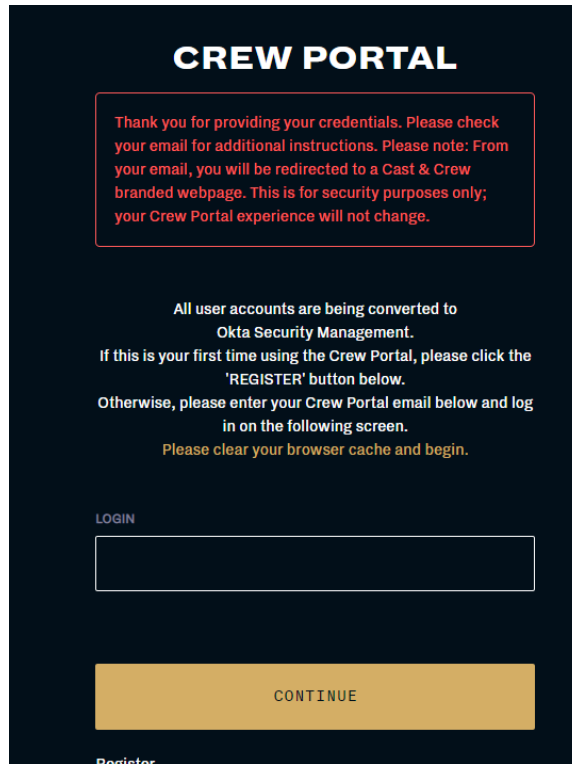
First log into: crewportal.mediaservices.com. If you are a first-time user, click the REGISTER button and enter in the required personal information. If you are a returning user, please enter your email address and click CONTINUE.



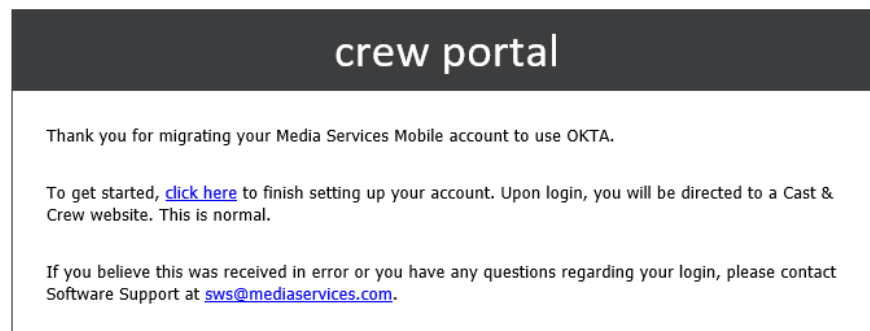
Once you've been recognized as a Crew Portal user, you will log into the standard USERNAME/PASSWORD page shown below. Please enter your email address in the USERNAME field and your current password in the PASSWORD field, click SIGN IN. If you've forgotten your password, leave the PASSWORD field blank and click FORGOT PASSWORD.



Once your username and password have been verified, you will receive a message in red noting that you have migrated your account to OKTA and you may check your email to receive a link to the PASSWORD RESET page.




Once you've received and opened the email message from Media Services, simply tap the CLICK HERE link as seen in the email message below.



II. Password Update

As soon as you click the link, you will be directed to a Cast & Crew branded webpage to enter in a new password. Below is a screenshot of the password requirements necessary for the OKTA login. This will become your new Crew Portal password moving forward. You must enter it twice in order to verify it in the system.


 Enter new password

Password requirements:


- At least 8 characters
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 20 passwords

Repeat new password

In addition to updating the password, you may also select an OPTIONAL SMS text or voice call as a secondary verifier - this is only optional and is not required to complete the set up process.


 Add a phone number for resetting your password or unlocking your account using SMS (optional)

Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.













 Add a phone number for resetting your password or unlocking your account using Voice Call (optional)

Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.

You are now required to select a personalized security image by simply clicking it - the system will mark it with a checkmark as seen below. Click CREATE MY ACCOUNT to continue the set up process.



Click a picture to choose a security image
Your security Image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

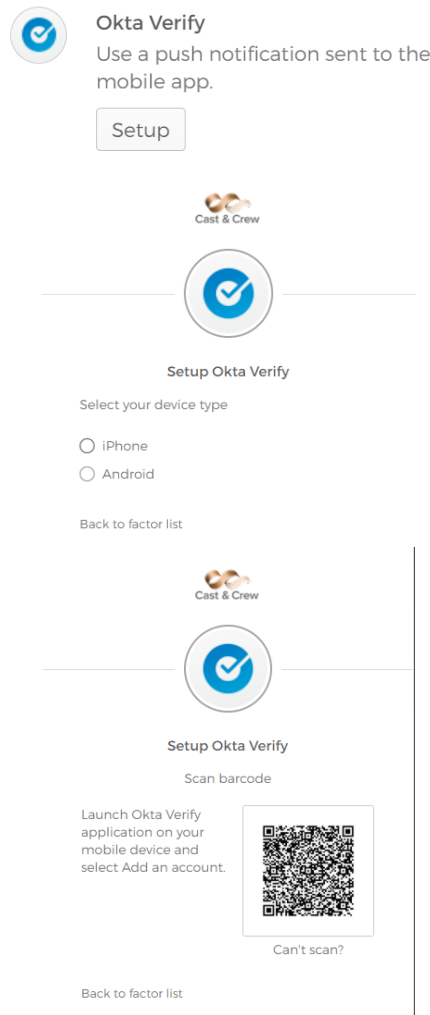
Create My Account

Once you've created your account, you will be required to create an OKTA multi-factor authentication tied directly to your Mobile device. This is an extra layer of security to protect your personal information. Proceed to Part III to set up your OKTA multi-factor.

III. Multi-Factor Authentication

You must select one method of Multi-Factor Authentication - there are three options available. This will become your default method of authentication tied directly to your phone and will be required each time you log in.


OPTION 1: The Okta Verify app may be downloaded from your phone's App Store or Google Play. This method may only be used with Apple or Android phones. If you'd like to use this, click **SET UP**, then select your device, then use your phone's camera to capture the QR code to download the app to your device.




Follow the instructions on your phone to register the device, then click **FINISH** to complete the process.


Finish

OPTION 2: The SMS text message is a 6 digit number sent directly to your phone through text. This is the easiest option of the three. Simply click set up, then select your country and enter the phone number. You must click

 **SMS Authentication**
Enter a single-use code sent to your mobile phone.

[Setup](#)





Receive a code via SMS to authenticate

United States ▾

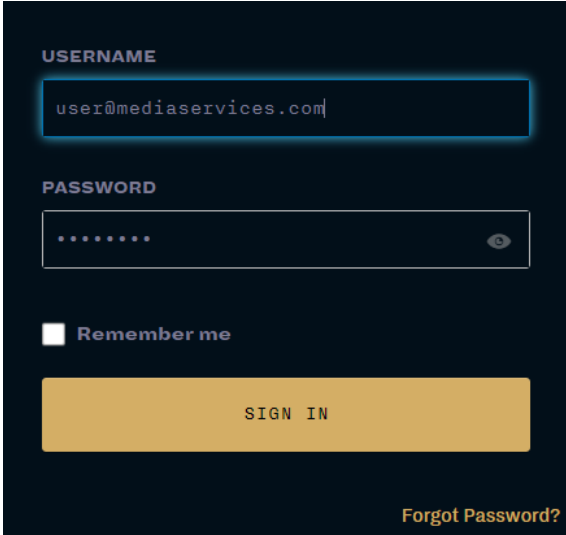
Phone number

+1

[Send code](#)

[Back to factor list](#)

Media Services will be migrating our software to using OKTA, a secure access management system. Users will be required to login and create a new, secure password for themselves. This document will help guide users through the migration process.



USERNAME

PASSWORD

Remember me

[SIGN IN](#)

[Forgot Password?](#)