# media services
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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.
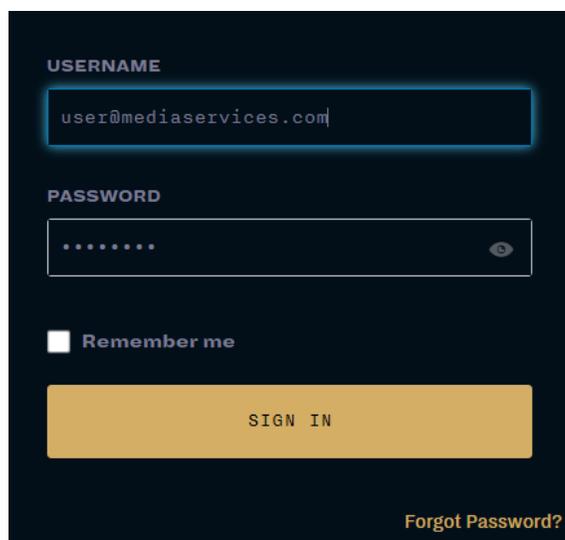
I. MIGRATING TO OKTA

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.
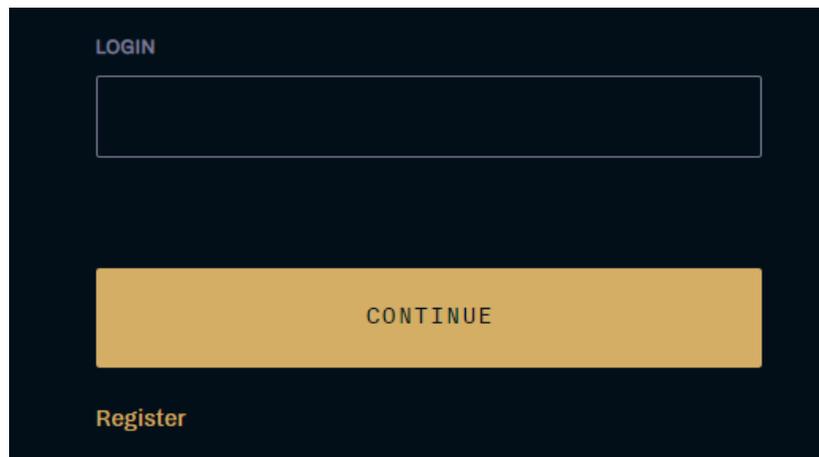
LOGIN

CONTINUE

Register

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.

USERNAME

user@mediaservices.com

PASSWORD

········

☐ Remember me

SIGN IN

Forgot Password?

Once your username and password have verified, you will receive a message in red notating that you have migrated your account to OKTA and you may check your email to receive a link to the PASSWORD RESET page.
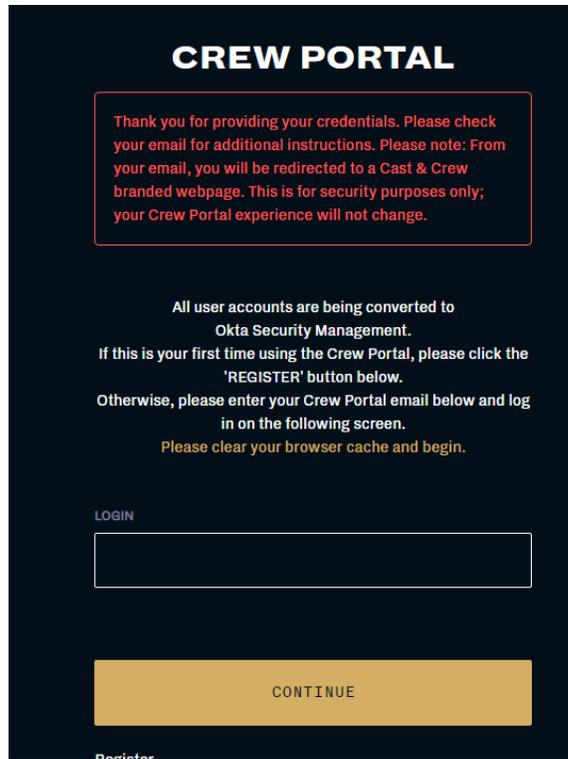
Once you've received and opened the email message from Media Services, simply tap the CLICK HERE link as seen in the email message below.

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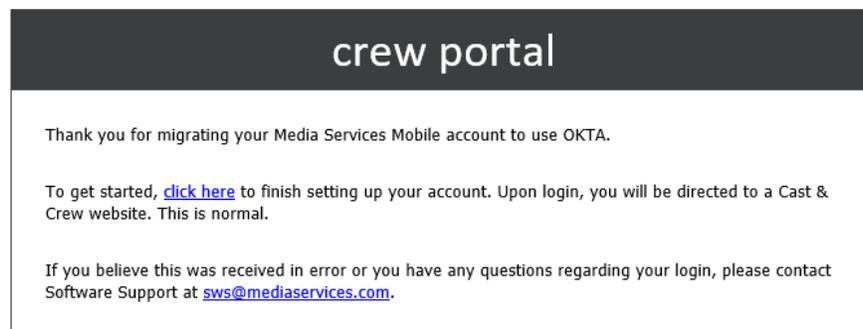
II. Password Update

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 Phone Number

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.

⊕ Add Phone Number

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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.

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 Step III to set up your OKTA multi-factor.

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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 would like to use this method, click SETUP, then select your device, now use your phone's camera to capture the QR code and download the app to your device.

Okta Verify
Use a push notification sent to the mobile app.

Setup

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Setup Okta Verify

Select your device type

○ iPhone
○ Android

Back to factor list

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Setup Okta Verify

Scan barcode

Launch Okta Verify application on your mobile device and select Add an account.

Can't scan?

Back to factor list

Follow the instructions on your phone to register with the OKTA app, then click FINISH to complete the process.

Finish

OPTION 2: The SMS AUTHENTICATION is a 6 digit number sent directly to your phone through text. This is the easiest option of the three. Simply click SETUP, then select your country and enter your cell phone number. ***You must click SEND CODE to receive the code to your phone.***

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

Setup

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Receive a code via SMS to authenticate

United States

Phone number
+1

Send code

Back to factor list

Enter in the code, click VERIFY and click FINISH to complete the process.

Finish

OPTION 3: The VOICE CALL AUTHENTICATION is an auto-call directly to your phone which audibly reads the 5 digit code to you. Simply click SETUP, then select your country and enter your cell phone number. ***You must click CALL to receive the call to your phone.***

Voice Call Authentication
Use a phone to authenticate by following voice instructions.

Setup

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Follow phone call instructions to authenticate

United States

Phone number   Extension
+1

Call

Back to factor list

Enter in the code, click VERIFY and click FINISH to complete the process.

Finish

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IV. OKTA TIPS

TIP 1: When entering in your multi-factor authentication, click the DO NOT CHALLENGE ME ON THIS DEVICE FOR THE NEXT 12 HOURS box and you will not need to re-enter your multi-factor for 12 hours as long as you use the same device.

TIP 2: If you need to REGISTER for a new account to retrieve your payslips, please be prepared to enter in your social security number, date of birth, last name and current email address. If any of these pieces of personal data is incorrect in our system, you will not be permitted to register. In this case, simply contact the Media Services help desk at: sws@mediaservices.com to resolve this with our support staff.

TIP 3: Once you've registered with OKTA and set up your multi-factor authentication, you will no longer need to register again. However, if you would like to change your multi-factor (such as you receive a new phone or a new phone number), kindly contact the Media Services help desk at: sws@mediaservices.com and they will be able to reset the authentication for you.

TIP 4: If you are having issues logging into your Crew Portal account or OKTA multi-factor, first try clearing your cache and browsing history on your computer or mobile device.

TIP 5: If you already have an OKTA account through our Client Portal, you may enter your same credentials into the Crew Portal and migrate it. It will then be linked together and you will not have to complete the account activation again.

TIP 6: If you have any other comments, questions or concerns regarding the Media Services-Crew Portal, or any other Media Services product, please contact us at: crewportalhelp@mediaservices.com.

Thank you!