

Okta and gsConnect Login Troubleshooting

Basics

What is Okta?

Okta is a system that can secure and provide single sign on for multiple cloud-based applications. Every council has an Okta site that was provided by GSUSA.

What is gsConnect?

gsConnect is a secure website used by GSUSA to publish key information such as documents, presentations, webinar records, event dates, and conference details to council staff. gsConnect is built on Microsoft's Office 365 platform.

What is gsCollaborate?

gsCollaborate is a set of secure websites used by GSUSA to collaborate with council staff. gsCollaborate is built on the same Microsoft Office 365 infrastructure as gsConnect.

Do I have an Okta account?

All council staff *should* have an OKTA account. Your council Okta admins should have set that up for you when we rolled out OKTA in 2019, OR – if you were hired after the rollout – when your council email account was created. If you don't know if you have an Okta account, please start by contacting your council Okta Admins.

Who are the Okta Admins for my Council?

If you don't know who your Okta Admins are, you can start by asking the person or people who oversee IT at your council. If that doesn't work or they are not available, send an email to gsconnectsupport@girlscouts.org.

Can I get to gsConnect without an Okta account? What is the relationship between Okta and gsConnect?

gsConnect is set up so that you must have an Okta account to access it. In technical terms, Okta is the "authentication provider" for gsConnect.

How do I log into Okta?

Your council's Okta site can be found at:

<https://gscouncilXXX.okta.com> <replace XXX with your council's 3-digit code>

Do I always have to go there to log into gsConnect?

No, you can also go directly to www.girlscoutsconnect.org. From there you will be redirected to Okta to log in.

What is my Okta username and password? Is it the same as the one I use to log in to my council email and computer?

Your USERNAME is the same as your council email. But other than that, the two accounts are not connected. You chose a password when you set up your Okta account initially, and that password may or may not be the same as your council account password, depending on what you chose.

OKTA Account Troubleshooting

I forget my Okta password. What do I do?

From the Okta sign in page, click “Need help signing in” and then click “Forgot password”.

I am sure my password is right, but it’s not working. Do Okta passwords expire?

If you do not log into Okta for 60 days, your account becomes ‘inactive’ and you can’t log in again until your Okta Admin reactivates your account.

It’s asking me to answer a security question, but I don’t remember what I set up!

Contact your Okta admin. They can give you a temporary password, and once you are logged in, they can show you how to reset your security question.

I can log into Okta, but I don’t see the gsConnect link

Please notify your Okta admin. If they can’t resolve the issue, they will contact us.

gsConnect Access Troubleshooting

I can log into Okta and I see the gsConnect link, but when I click it, I get a message saying “Access Denied”

Please notify your Okta admin so they can work with us to resolve.

I can log into Okta and I see the gsConnect link, but when I click it, I get a message saying I’m “not found in the directory”.

Usually, this is an issue with your internet browser (Chrome, IE, Edge, Firefox, Safari, etc.) sending the wrong stored credentials to gsConnect. It happens mostly to those councils that use Microsoft Office

365 for their own email, OneDrive, SharePoint, and Teams. If this happens to you, it's an easy fix. Simply open an incognito or private browsing session (see the [APPENDIX](#) for instructions) and navigate to Okta or www.girlscoutsconnect.org from there.

I can get to gsConnect, but I can't see content that I'm supposed to see based on my role.

Please send a ticket to gsconnectsupport@girlscouts.org and we'll sort it out for you.

gsCollaborate Access Troubleshooting

I got invited to a gsCollaborate site, but I lost/deleted the email. How do I get back to it?

From the home page of gsConnect, click the "gsCollaborate" link on the top navigation. You'll then see all the gsCollaborate sites you have access to.

TEAMS and gsCollaborate Troubleshooting

My council uses Microsoft TEAMS, and when I try to go to a TEAM connected to gsCollaborate I end up on my council's TEAMS page, instead of the gsCollaborate one.

How do I fix this?

If your council uses TEAMS, always open your council TEAMS in the DESKTOP CLIENT for TEAMS. Always open the gsCollaborate TEAMS in the 'web app' – that is, the browser. This way, your credentials for the two platforms don't get mixed up.

APPENDIX

How to Open a Private Browsing Session

The instructions below assume you are running the most recent version of each browser.

How to Open Incognito Mode in Google Chrome

- Open the Google Chrome Browser on your device.
- Click on the three dots located on the upper-right corner of your screen.
- Select " New incognito window " option.
- This will activate the incognito tab for you and will open a new incognito window

How to Open Private Browsing in Microsoft Edge

- Open the Microsoft Edge Browser on your device.
- Click on the three dots location on the upper-right corner of your screen
- Select "New InPrivate window" option
- This will activate the InPrivate option for you and will open a new private window

How to Open Private Browsing in Microsoft Internet Explorer

- Open the Internet Explorer Browser on your device
- Click on the gear on the upper-right corner of your screen
- Select "Safety" then "InPrivate Browsing"
- This will activate the InPrivate option for you and will open a new private window

How to Open Private Browsing in Mozilla Firefox

- Open the Firefox Browser on your device
- Click the menu button (looks like three horizontal lines stacked on each other) on the upper-right corner of your screen
- Select "New Private Window"
- This will activate the Private option for you and will open a new private window

How to Open Private Browsing in Safari

- Open the Safari Browser on your device
- Click "File" from the top menu
- Select "New Private Window"
- this will activate the Private option for you and will open a new private window