

Beginning April 22, the Motorola Solutions Learning eXperience Portal will enable Optional **multi-factor authentication** along with a new login page experience with no changes to the login process. Multi-factor authentication adds an added layer of security to your login. At the moment this feature is optional but it is highly recommended that users opt in and start using it for security purposes.

### **What the experience would look like:**

#### **If users are enrolled in MFA:**

When you enable multi-factor authentication, using the same credentials you use to access Customer Hub, you will be prompted to request a one-time verification code. Okta sends the authentication code in an email message to the user's email address registered with Motorola Solutions, which helps verify that the person making the sign-in attempt is the intended user.

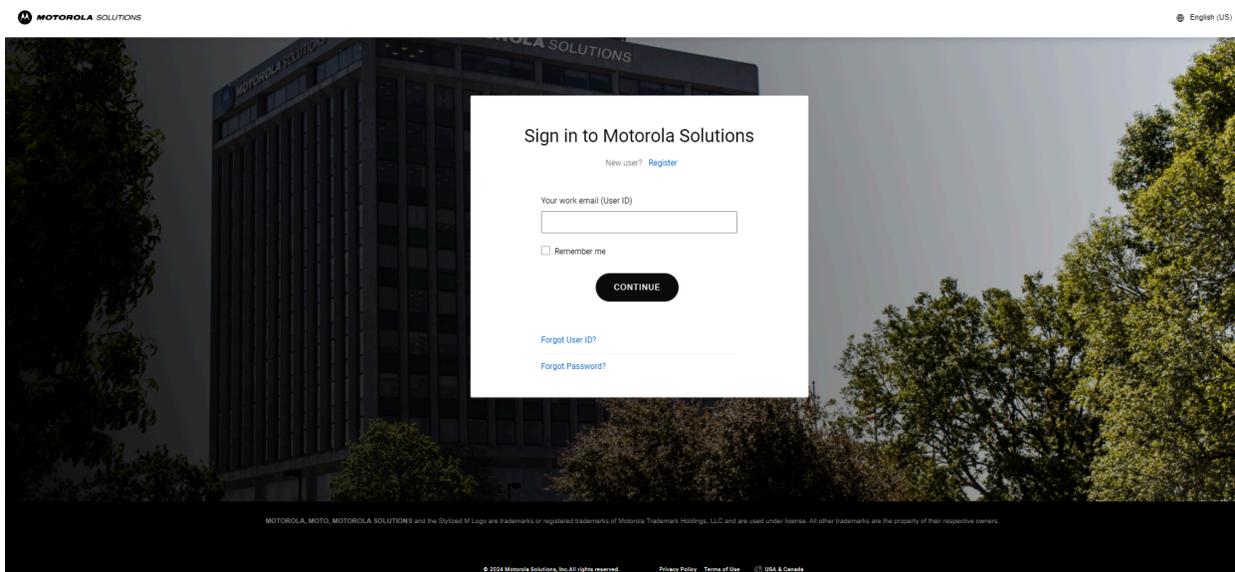
#### **If users are **NOT** enrolled in MFA:**

You will use the same credentials to access LXP (no change in the login process).

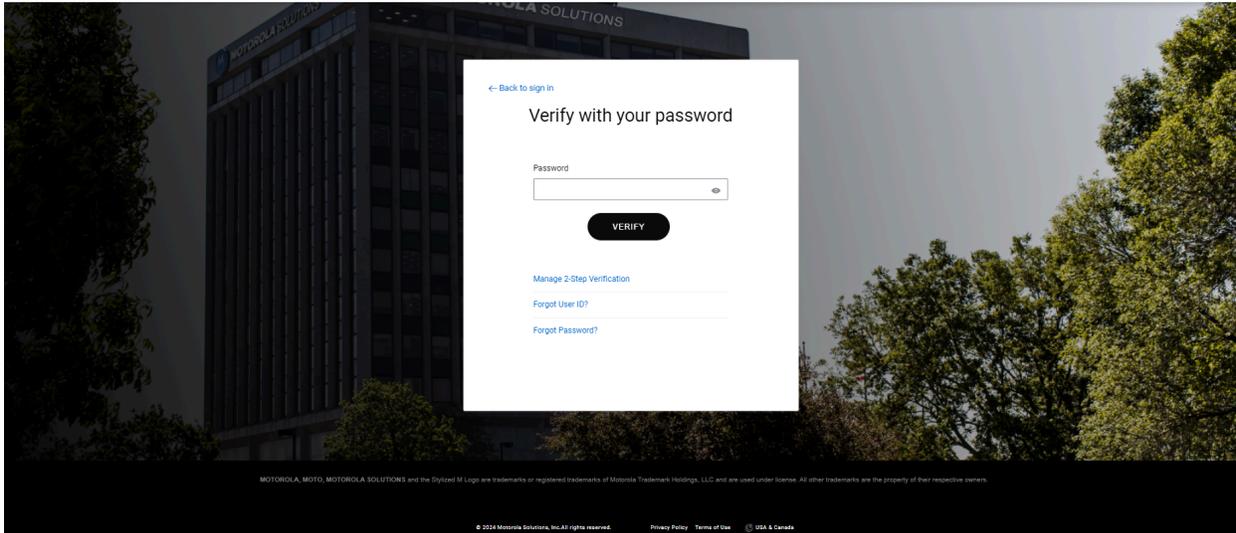
If you have any questions, please visit the **support page**.

How to enable MFA:

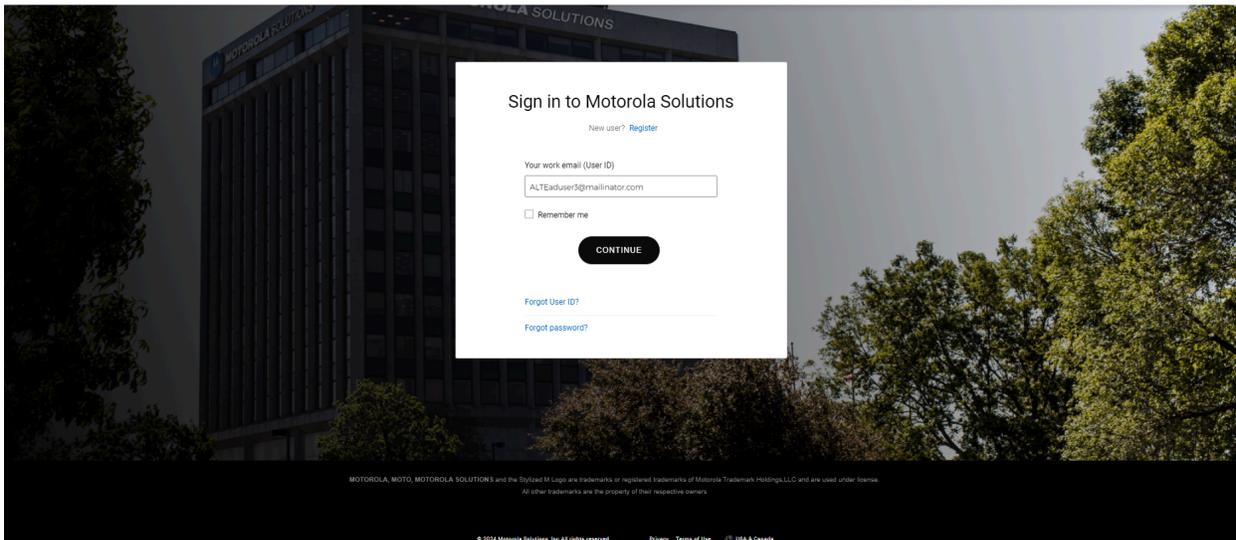
On the browser, go to Portal (URL). Enter your userID, then click "Continue".



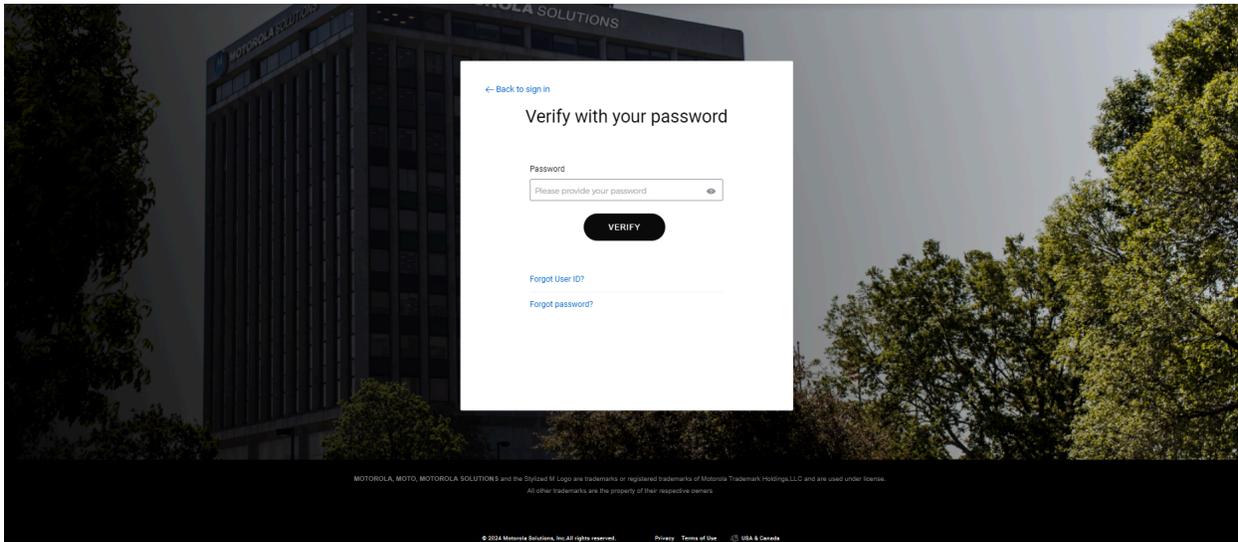
Click on "Manage 2-Step Verification".



Validate the User ID, then click "Continue".



Enter your Password, then click "Verify".



On the OKTA Preferences Settings page, Click 'Edit Profile'.

- My Apps
- Notifications

Account

Edit Profile

**Personal Information**

|                     |                        |
|---------------------|------------------------|
| First name          | Ilan                   |
| Last name           | Jana                   |
| Okta username       | ilanjanat308@gmail.com |
| Primary email       | ilanjanat308@gmail.com |
| 2-Step Verification | Disabled               |

**Security Methods**

Security methods help your account security when signing in to Okta and other applications.

**Display Language**

|          |         |
|----------|---------|
| Language | English |
|----------|---------|

Last sign in: 2 minutes ago  
Privacy

|                           |   |
|---------------------------|---|
| First name                | ALTE  |
| Last name                 | eduser3                                       |
| Okta username             | alteaduser3@mailinator.com                    |
| Primary email             | alteaduser3@mailinator.com                    |
| motprmpartnermembershipid | 0182005                                       |
| 2-Step Verification       | Enabled (Email is your 2nd verification step) |

- My Apps
- Notifications

Verify with your password

Password

VERIFY

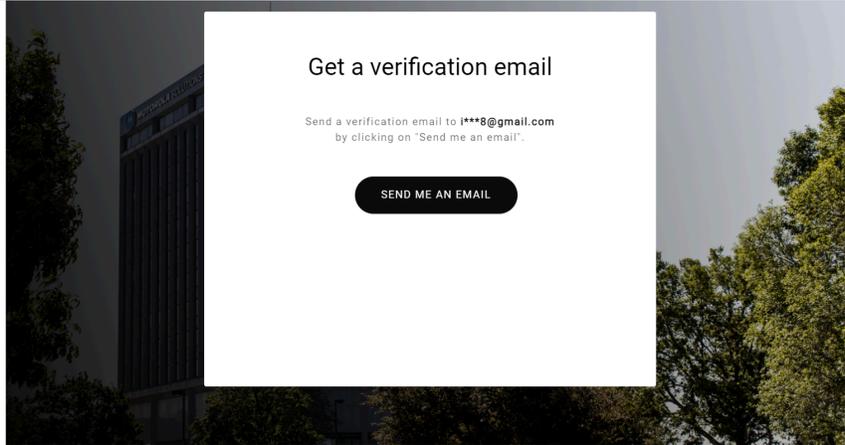
[Forgot user ID?](#)

[Forgot password?](#)

Last sign in: 2 minutes ago  
Privacy

- My Apps
- Notifications

Last sign in: 2 minutes ago  
Privacy



[← Back to sign in](#)

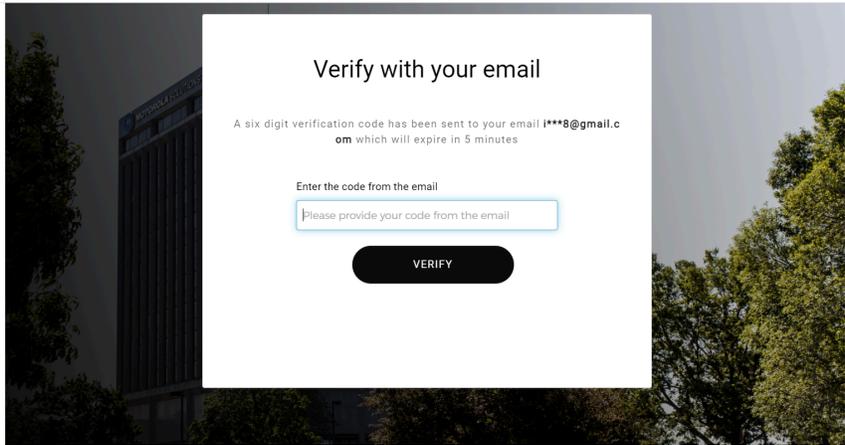
## Get a verification email

Send a verification email to a\*\*\*3@mailinator.com by clicking on "Send me an email".

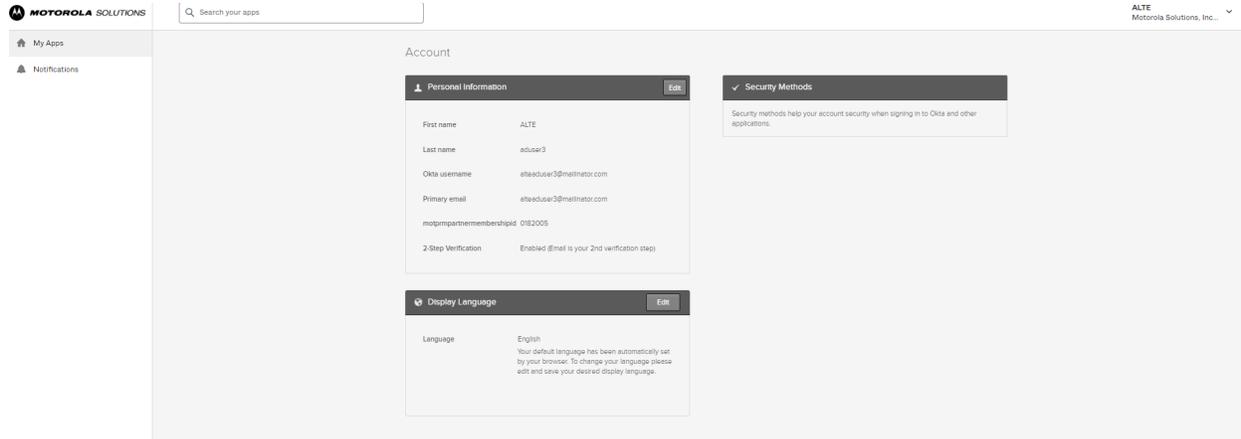
SEND ME AN EMAIL

- My Apps
- Notifications

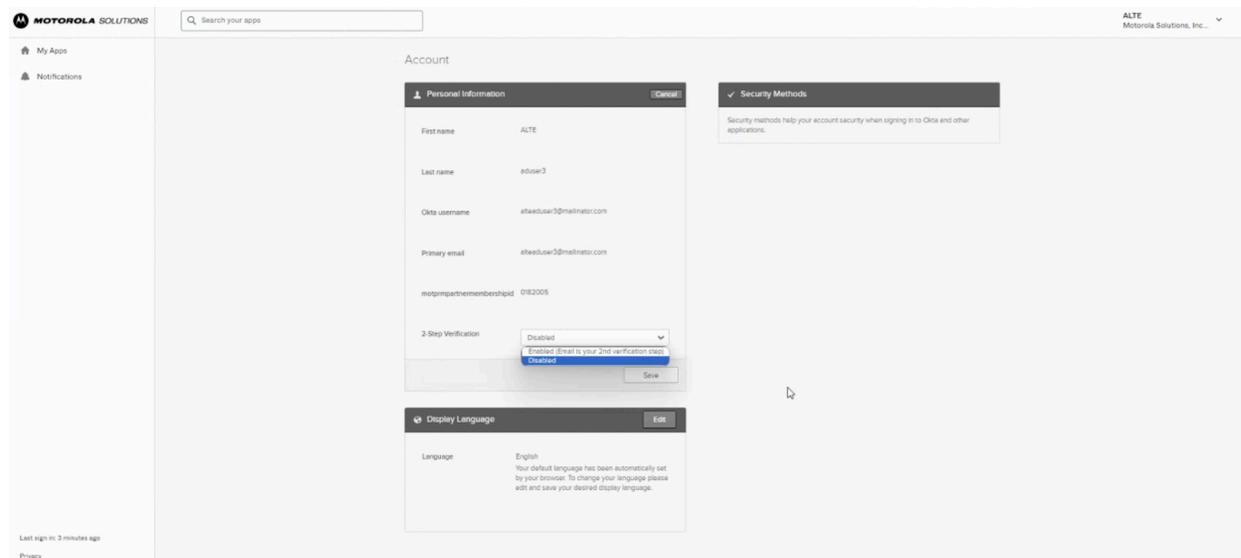
Last sign in: 2 minutes ago  
Privacy



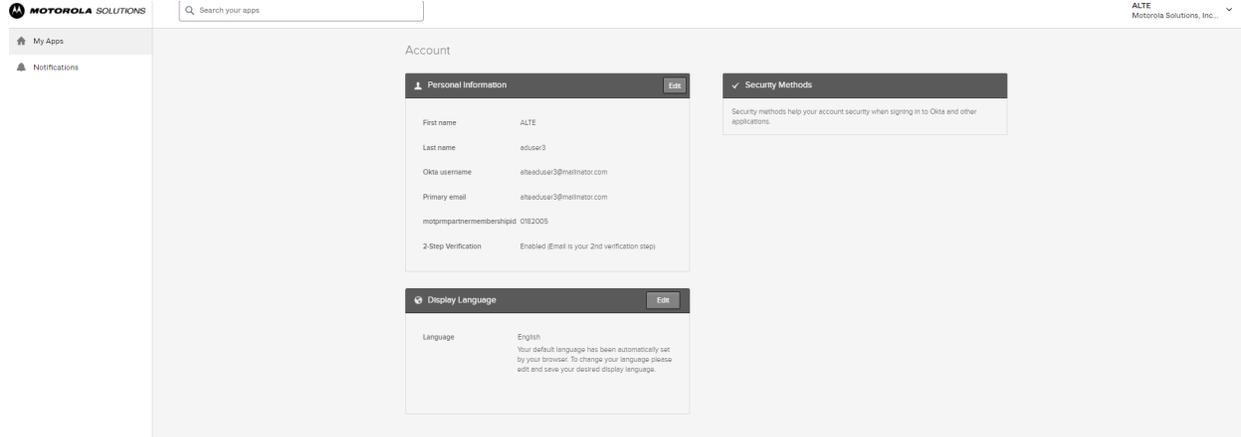
A six digit verification code has been sent to your email a\*\*\*3@mailinator.com which will expire in 5 minutes



Click on **Edit** under Personal Information and then select 'Enabled (Email is your 2nd verification step)' and click on 'Save'.

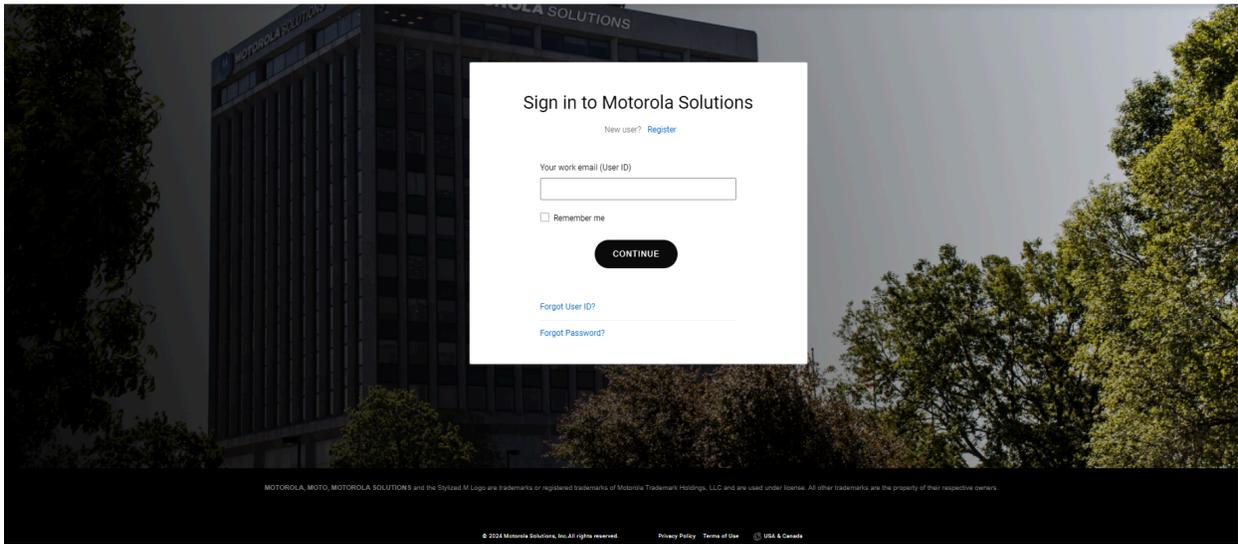


Now 2-Step Verification is enabled.

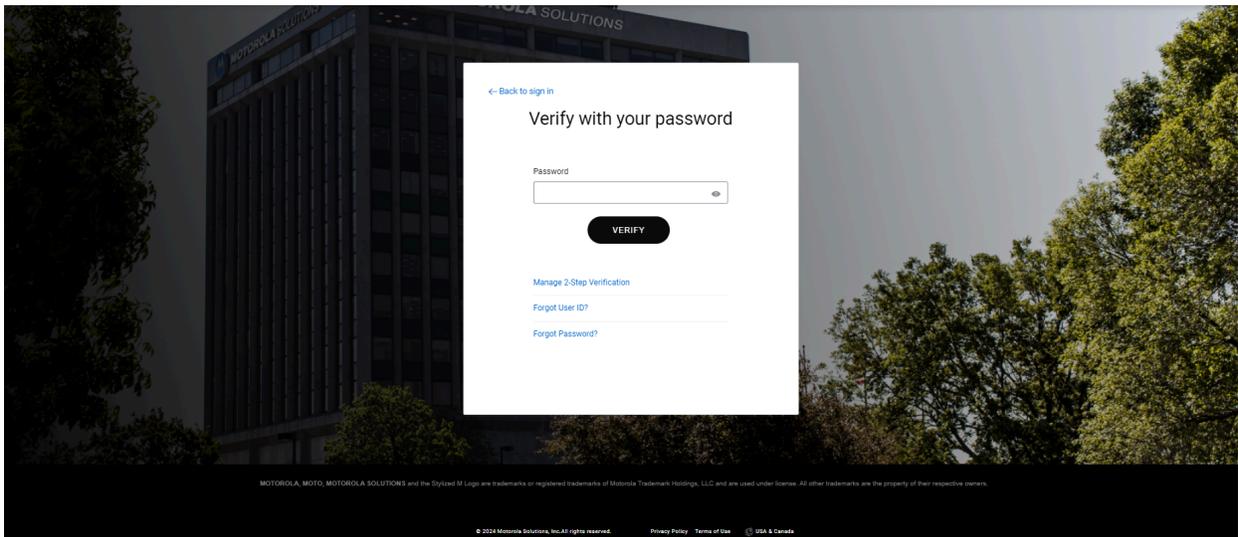


## How to disable MFA:

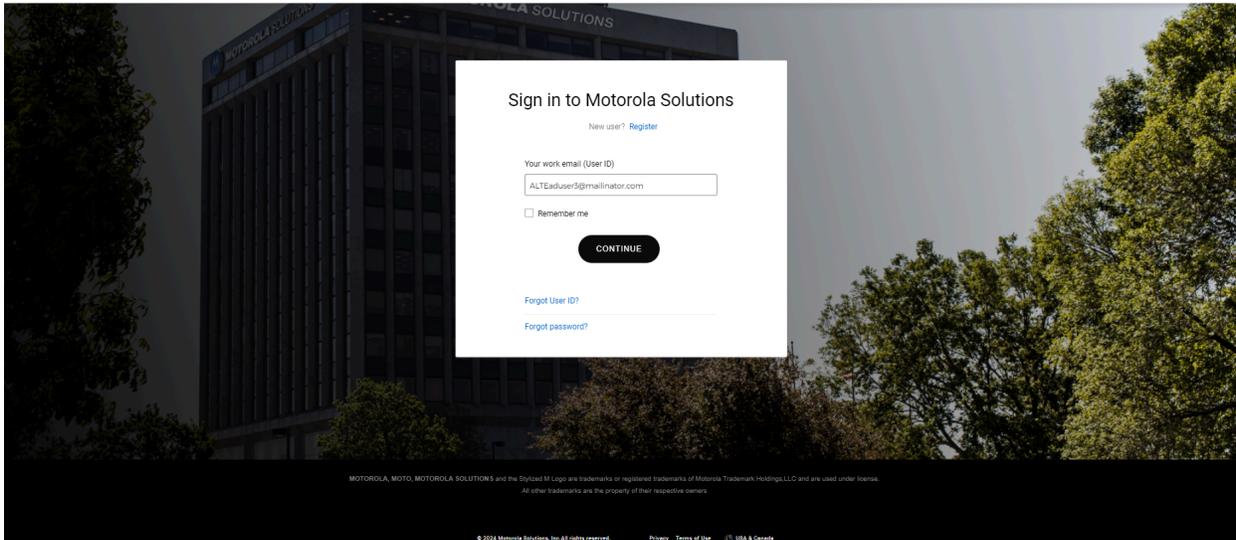
On the browser, go to the respective Portal (URL). Enter your userID, then click "Continue".



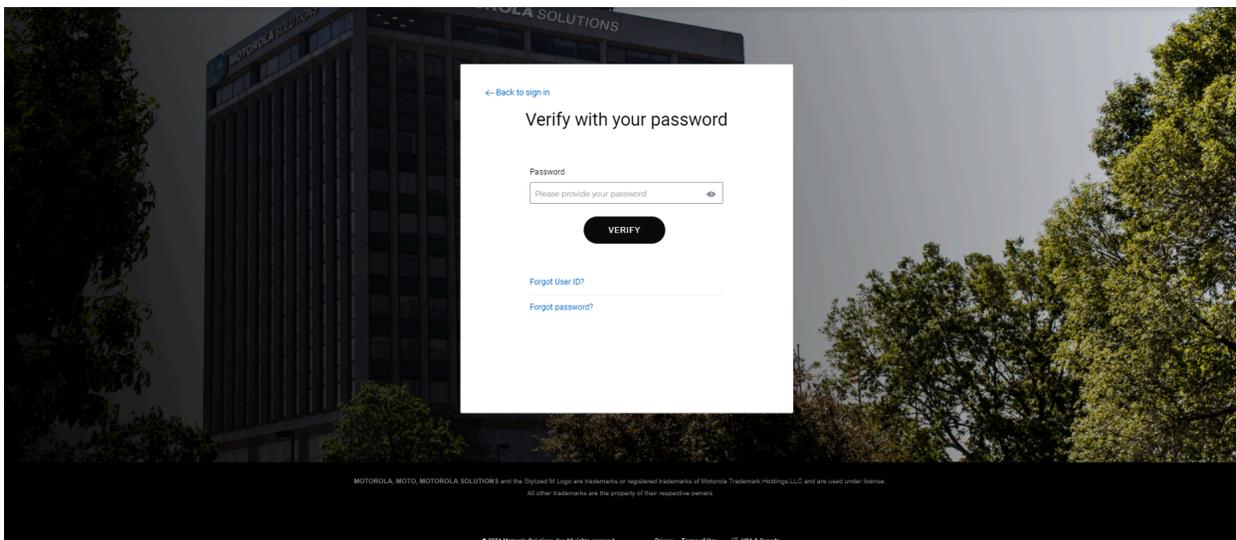
Click on "Manage 2-Step Verification".



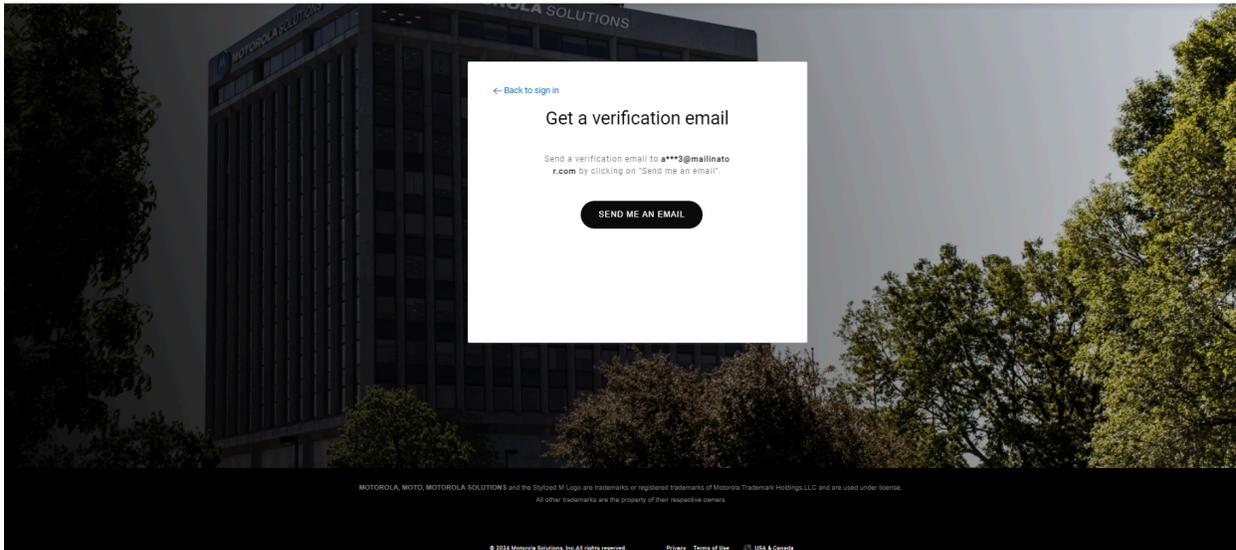
Validate the User ID, then click "Continue".



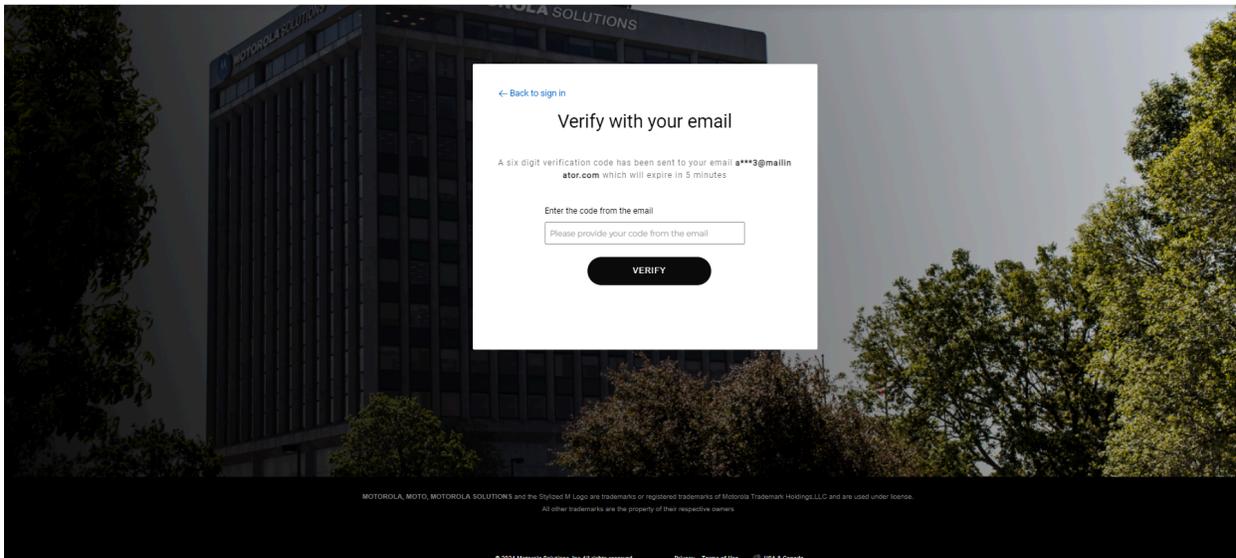
Enter your Password, then click "Verify".



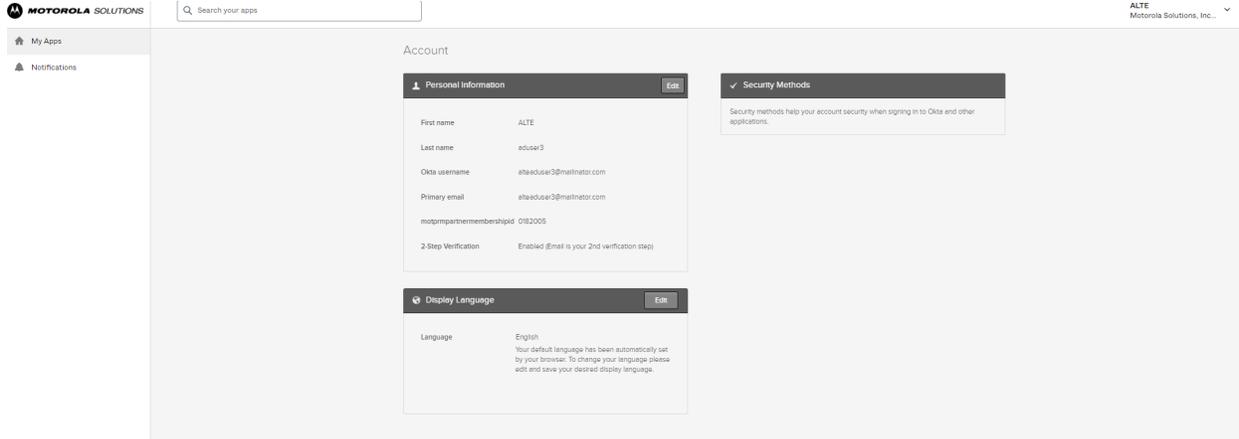
Click on 'Send me an email' to get a verification email.



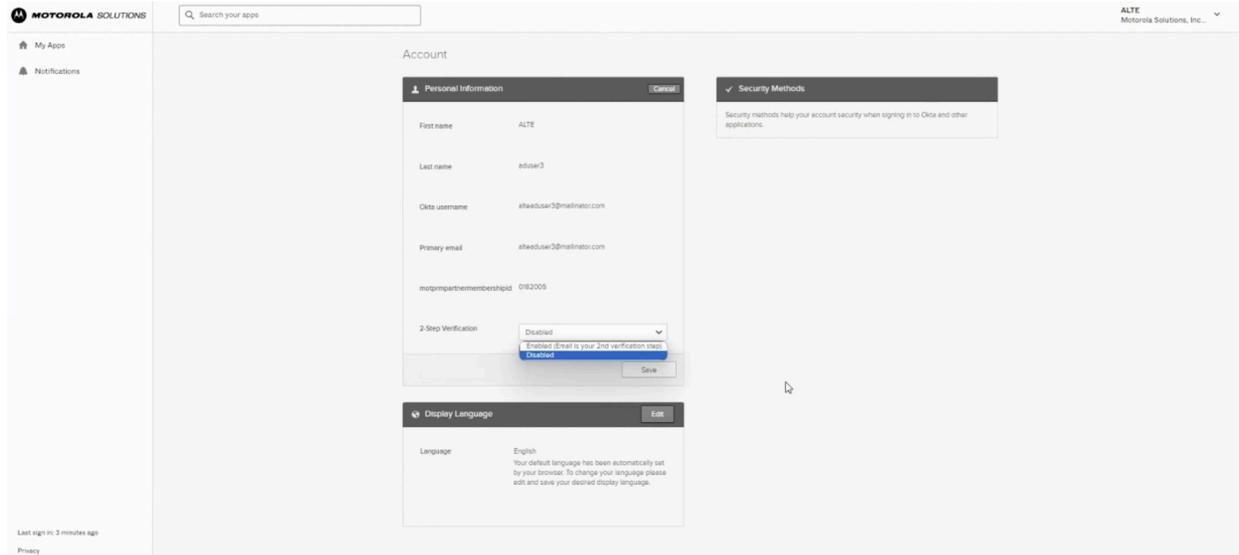
Enter the code from the email you received.



On the OKTA dashboard, Click 'Edit' on Personal Information.



Select 'On 2-Step Verification' and click on 'Disabled', then 'Save'.



2-Step Verification is now Disabled.

- My Apps
- Notifications

### Account

**Personal Information** Edit

|                       |                          |
|-----------------------|--------------------------|
| First name            | ALTE                     |
| Last name             | eduser3                  |
| Okta username         | alteuser3@mailinator.com |
| Primary email         | alteuser3@mailinator.com |
| motprpartnembershipid | 0182005                  |
| 2-Step Verification   | Disabled                 |

**Security Methods**

Security methods help your account security when signing in to Okta and other applications.

**Display Language** Edit

|          |         |
|----------|---------|
| Language | English |
|----------|---------|

Your default language has been automatically set by your browser. To change your language please edit and save your desired display language.