



# Okta Login / Session Guide

**E:** [support@sargent-disc.com](mailto:support@sargent-disc.com)

**T:** 01753 639007 (+44 1753 639007 from outside the UK)

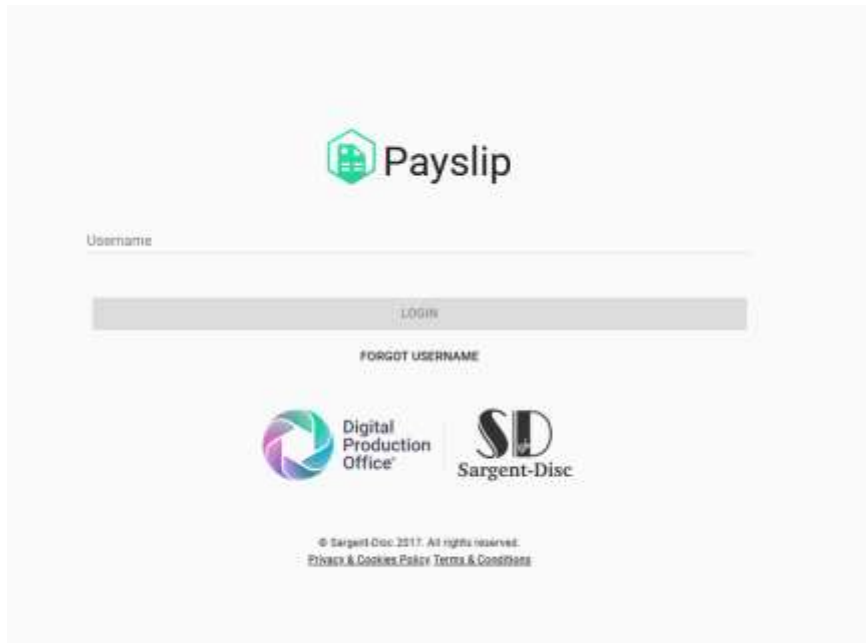
Support advisors are available 8am-8pm Monday-Friday

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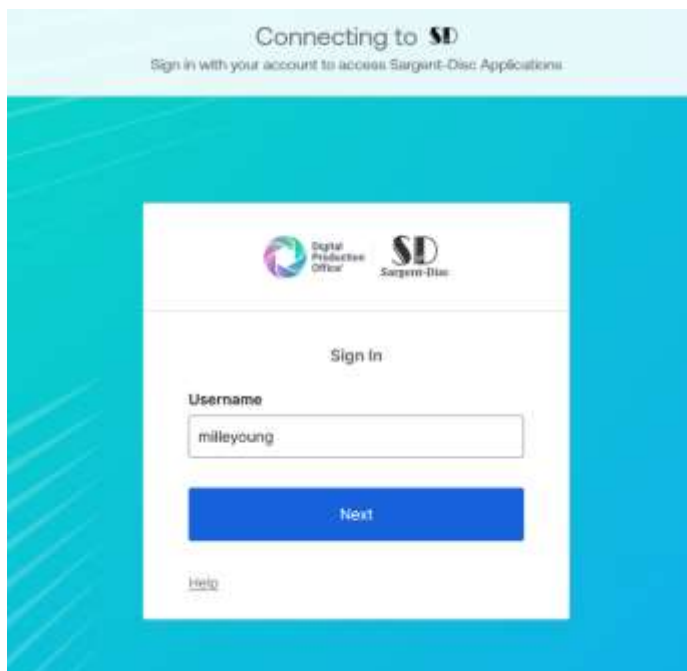
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# Log In for The First Time – Okta Not Set Up

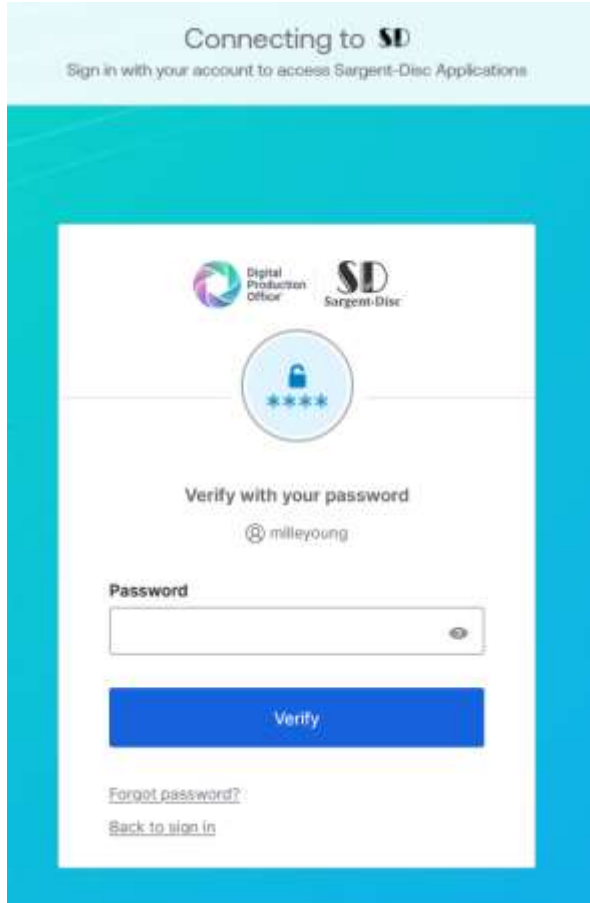
1. Enter your username into the username field and click the 'Login' button



2. On the Okta login screen, confirm your Payslip username and click on the next button

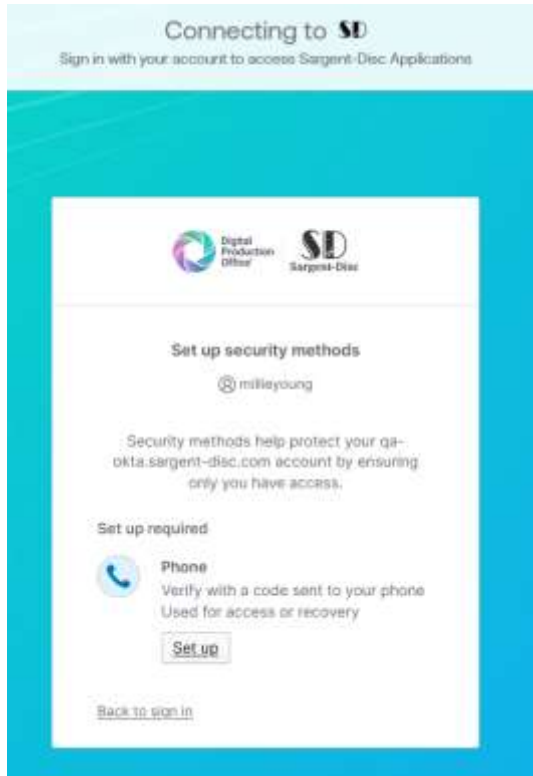


3. Enter your Payslip password and click on the 'verify' button





The screenshot shows a web interface for connecting to Sargent-Disc (SD) applications. At the top, it says "Connecting to SD" and "Sign in with your account to access Sargent-Disc Applications". Below this, there are logos for the Digital Production Office and Sargent-Disc. A central graphic features a padlock icon and five asterisks, indicating a password field. The text "Verify with your password" is displayed above the email address "milleyoung". A "Password" label is positioned above a text input field. Below the input field is a blue "Verify" button. At the bottom, there are two links: "Forgot password?" and "Back to sign in".


4. Select the option 'Set up' under Phone



8. Select if you wish to verify via SMS or voice call. Select your country/region and enter your number, once done, select the option 'Receive a code via SMS' or 'Receive a code via voice call'

Connecting to **SD**  
Sign in with your account to access Sargent-Dice Applications



**Set up phone authentication**  
@milleyoung

Enter your phone number to receive a verification code via SMS:

SMS  
 Voice call

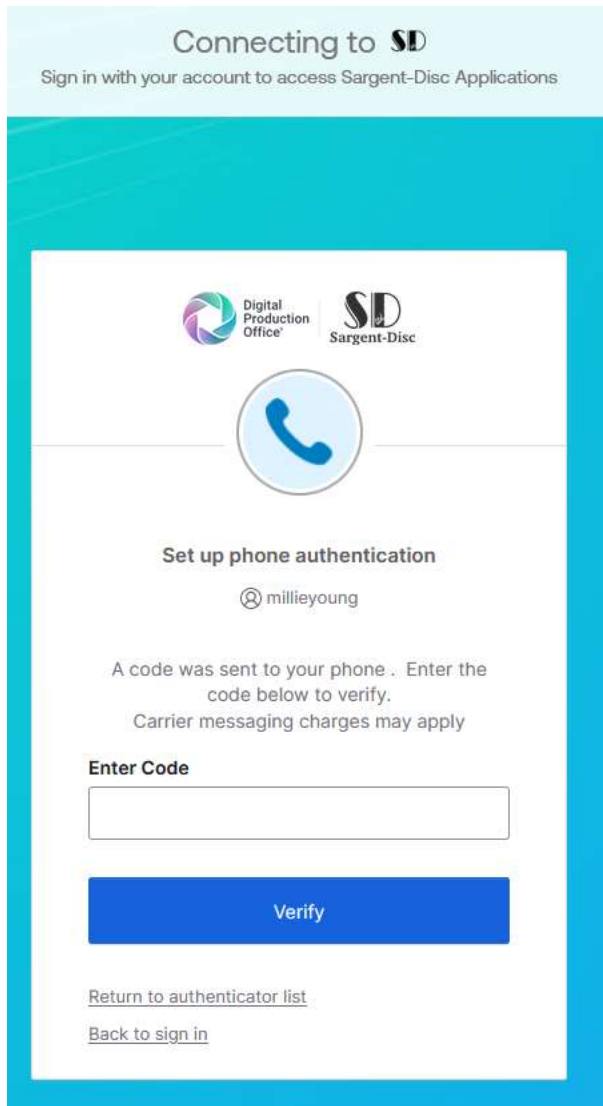
**Country/region**  
United Kingdom

**Phone number**  
+44

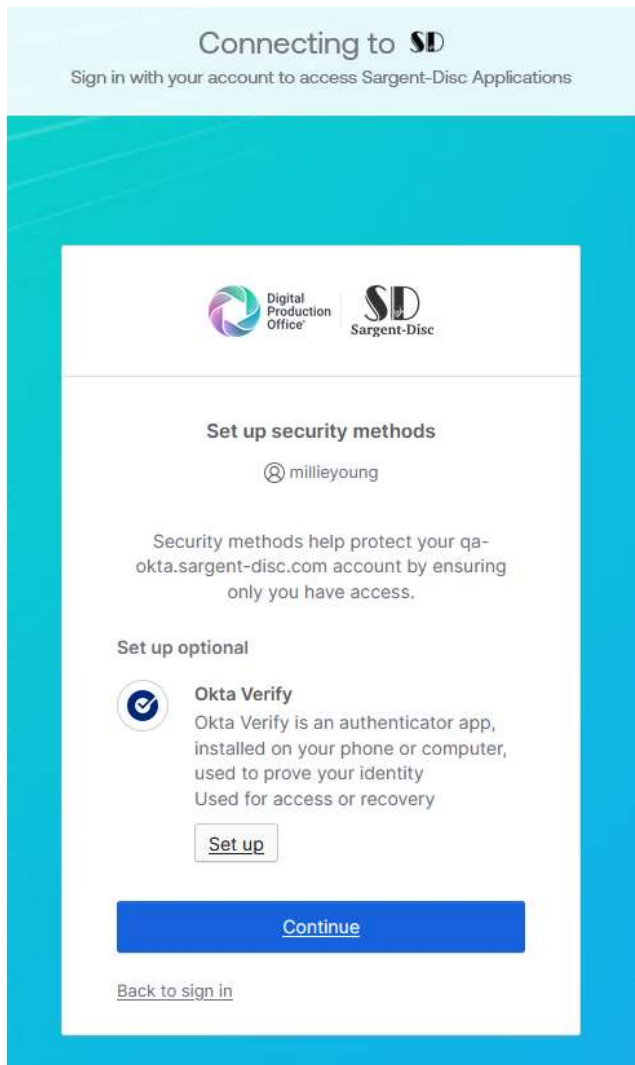
[Receive a code via SMS](#)

[Return to authenticator list](#)  
[Back to sign in](#)

9. Enter the code sent to you in the 'Enter Code' field and select Verify



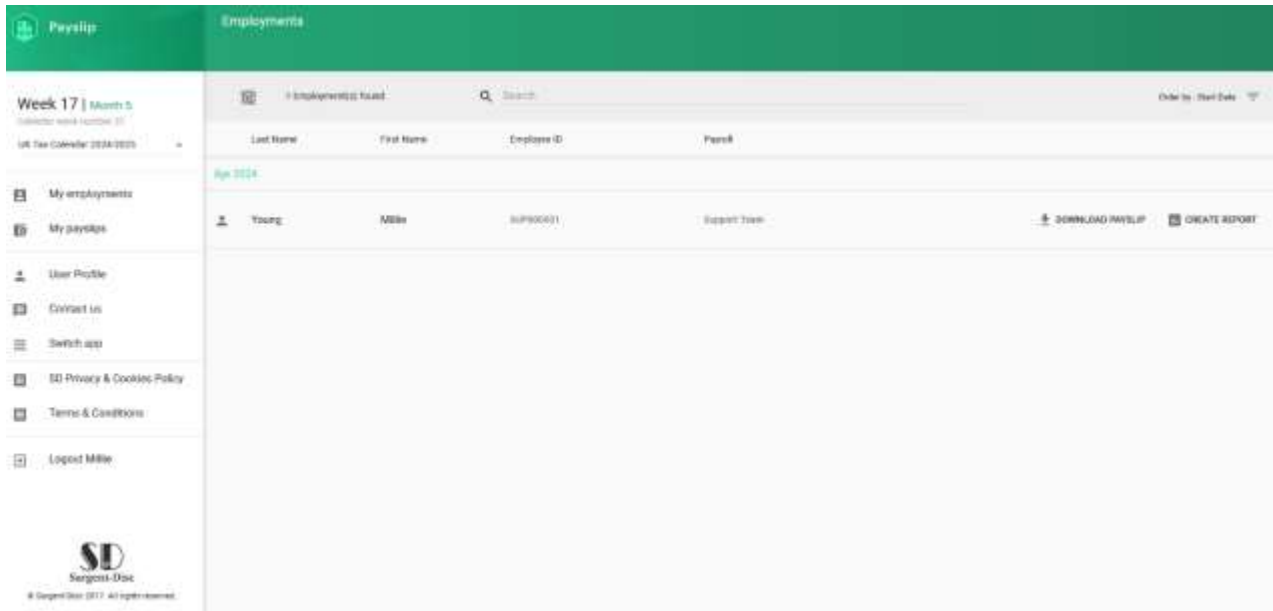
10. You will then be asked if you wish to setup Okta Verify, it is **strongly recommended** that this is setup and configured with biometrics so that you do not need to provide a password every time you log in. To set this up, select the option 'Set up' under Okta Verify



11. On your mobile device, open the Okta Verify app and scan the QR code displayed on screen. If prompted to Enable Face ID or Passcode confirmation, you can select the 'Enable' option which means you will no longer need to enter your password when logging in.

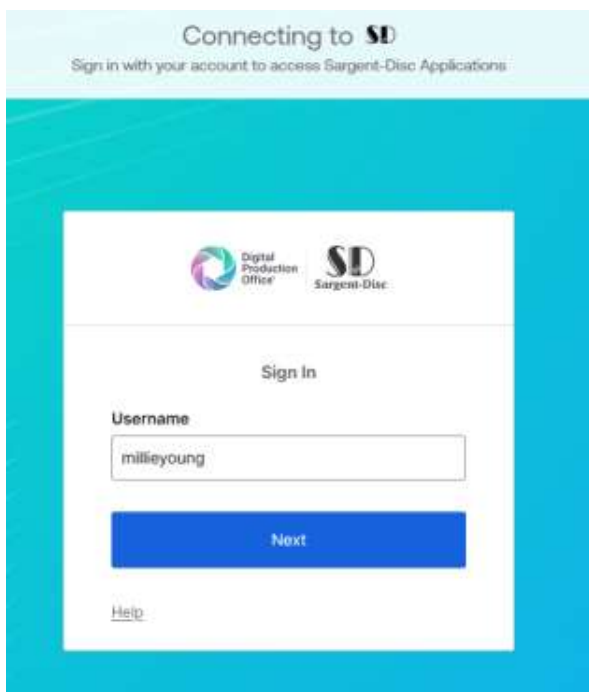
12. You will then be logged into the Payslip application with Okta setup successfully.





## Login with Okta Verify app setup - with biometrics or facial recognition

1. On the SD login screen, enter your username and click on the login button
2. On the OKTA login screen, enter your username and click on the next button



3. If this is your first time signing back in after your account has been migrated, you will be prompted how you wish to verify. Select the option 'Get a push notification'. If you have already logged in via Okta Verify with biometrics/ facial recognition, you will receive a notification that a push notification has been sent to your mobile device. By verifying this way, you will not need your password to sign in.

*\*Note, you can also verify an alternative way to sign in at any time by clicking 'Verify with something else' see the below options:*

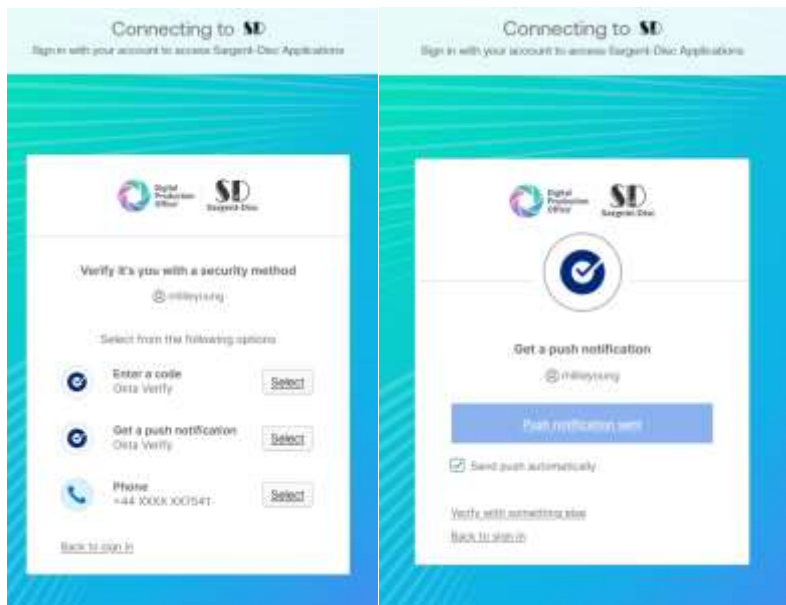
- Enter a code – Okta Verify

Open the Okta Verify app and enter the code shown on your mobile device. You will then be asked to either verify via a push notification or password. If you select push notification, accept the push notification sent to your phone and you will be signed in.

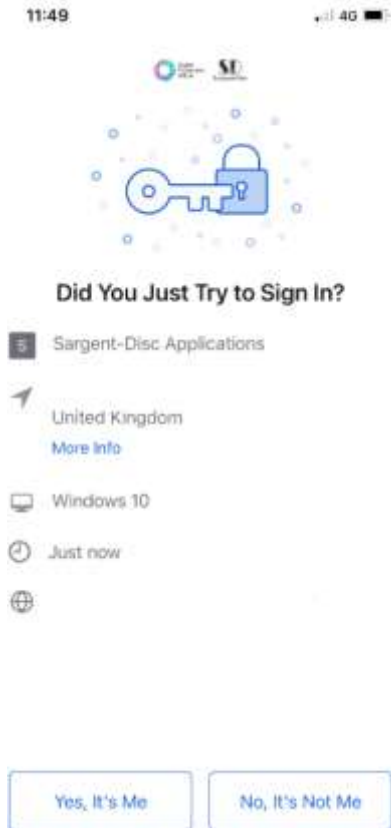
If you select password, enter your password and you will be signed in.

- Phone

Select how you wish to receive a code, via SMS or via voice call. Then enter the code sent to you. You will then be required to enter your password and you will then be signed in.



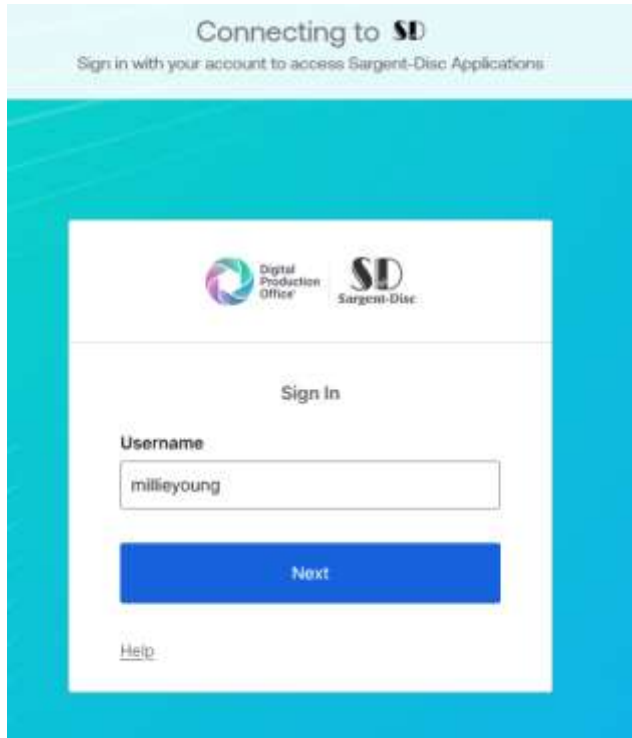
4. Open the notification you have received on your mobile device from Okta verify or open the Okta verify app on your phone. On the prompt that is displayed, select the option 'Yes, it's Me'



6. You will then be logged into the application.

## Login with Okta Verify app setup - without biometrics or facial recognition

1. On the SD login screen, enter your username and click on the login button
2. On the OKTA login screen, enter your username and click on the next button



2. If this is your first time signing back in after your account has been migrated, you will be prompted how you wish to verify. Select the option 'Get a push notification'. If you have already logged in via Okta Verify push notification, you will receive a notification that a push notification has been sent to your mobile device.

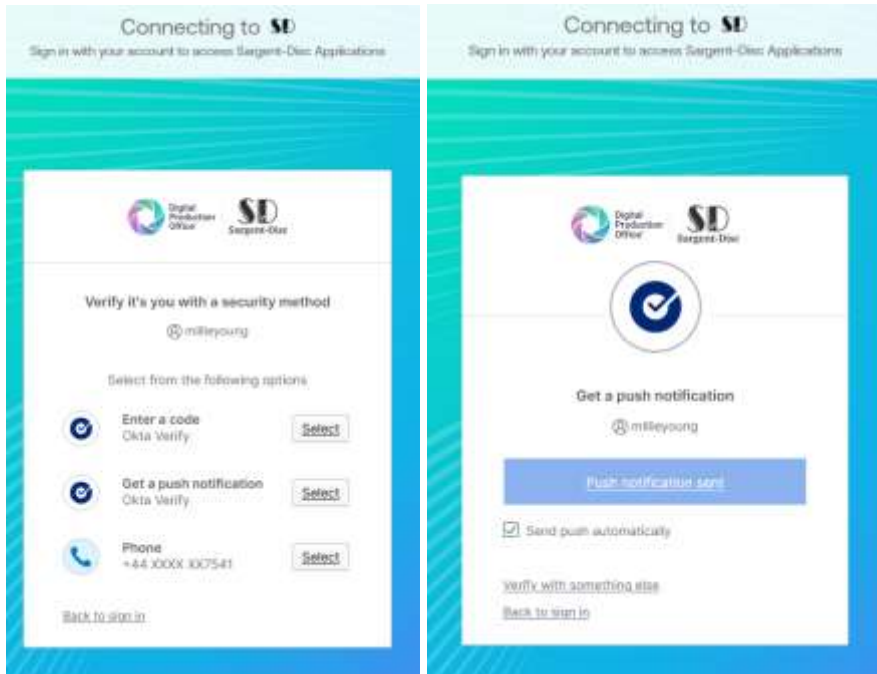
*\*Note*, you can also verify an alternative way to sign in at any time by clicking 'Verify with something else', see the below options:

- Enter a code – Okta Verify

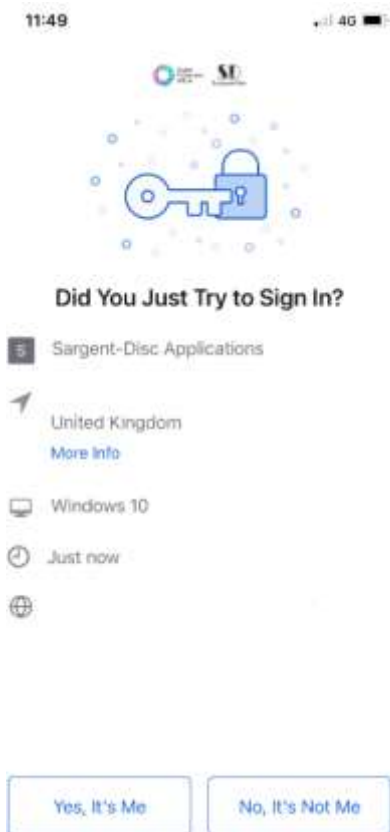
Open the Okta Verify app and enter the code shown on your mobile device. Once this has been done, skip to step 4.

- Phone

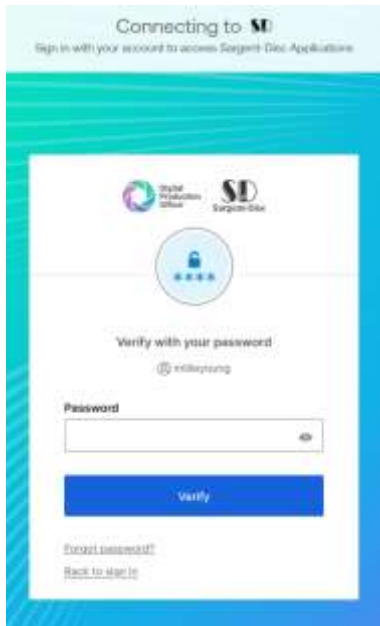
Select how you wish to receive a code, via SMS or via voice call. Then enter the code sent to you. Once this has been done, skip to step 4.



3. Open the notification you have received on your mobile device from Okta verify or open the Okta verify app on your phone. On the prompt that is displayed, select the option 'Yes, it's Me'



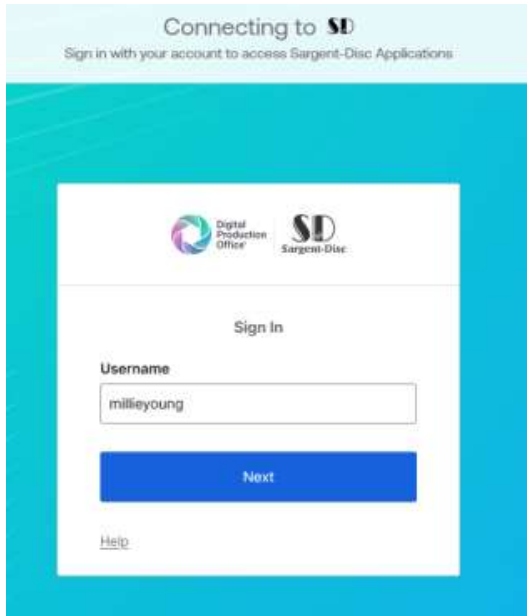
4. You will then be prompted to enter your password for the application, enter your password and select Verify



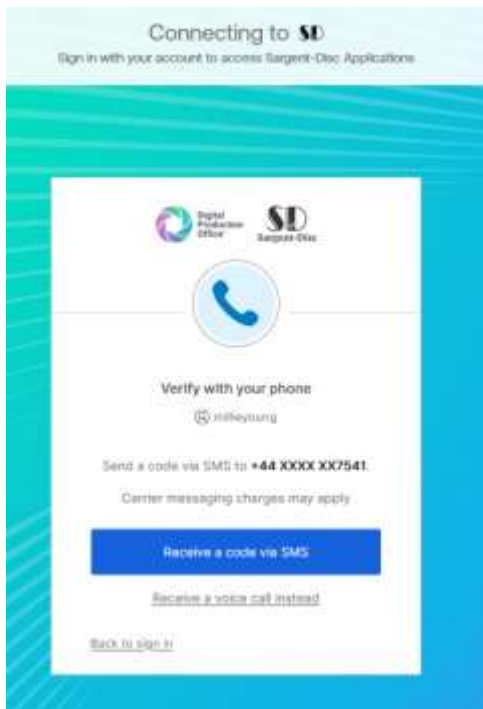
5. You will then be logged into the application.

## Login without OKTA Verify App

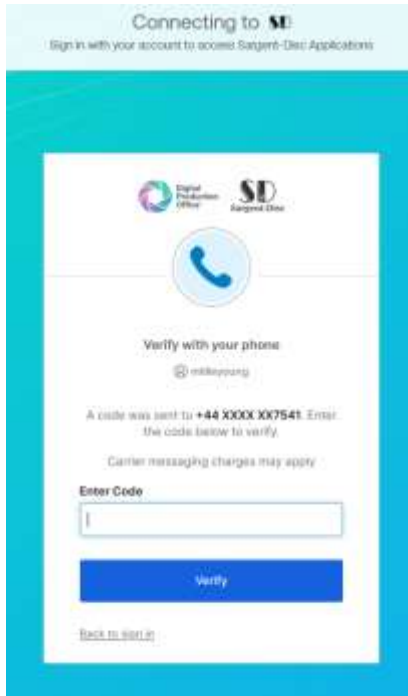
1. On the SD login screen, enter your username and click on the login button
2. On the OKTA login screen, enter your username and click on the next button



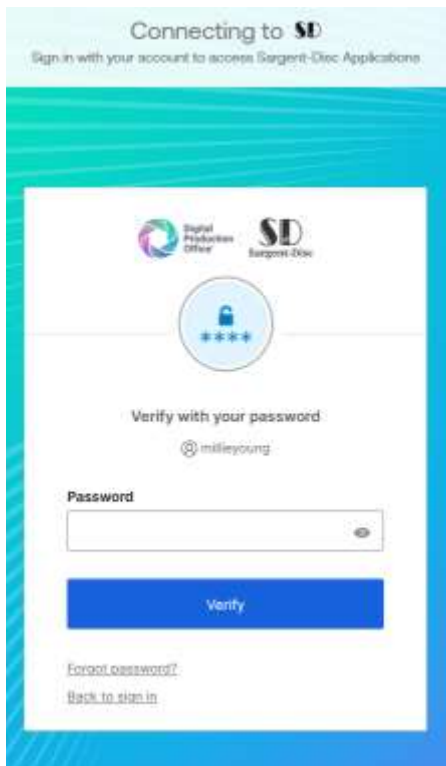
3. You will then receive a prompt to verify the login via SMS, select the option to receive a code via SMS, alternatively, you can use the option to receive a voice call



4. Enter the code that has been sent to you back on the Okta screen and select Verify



5. Enter your password and select Verify



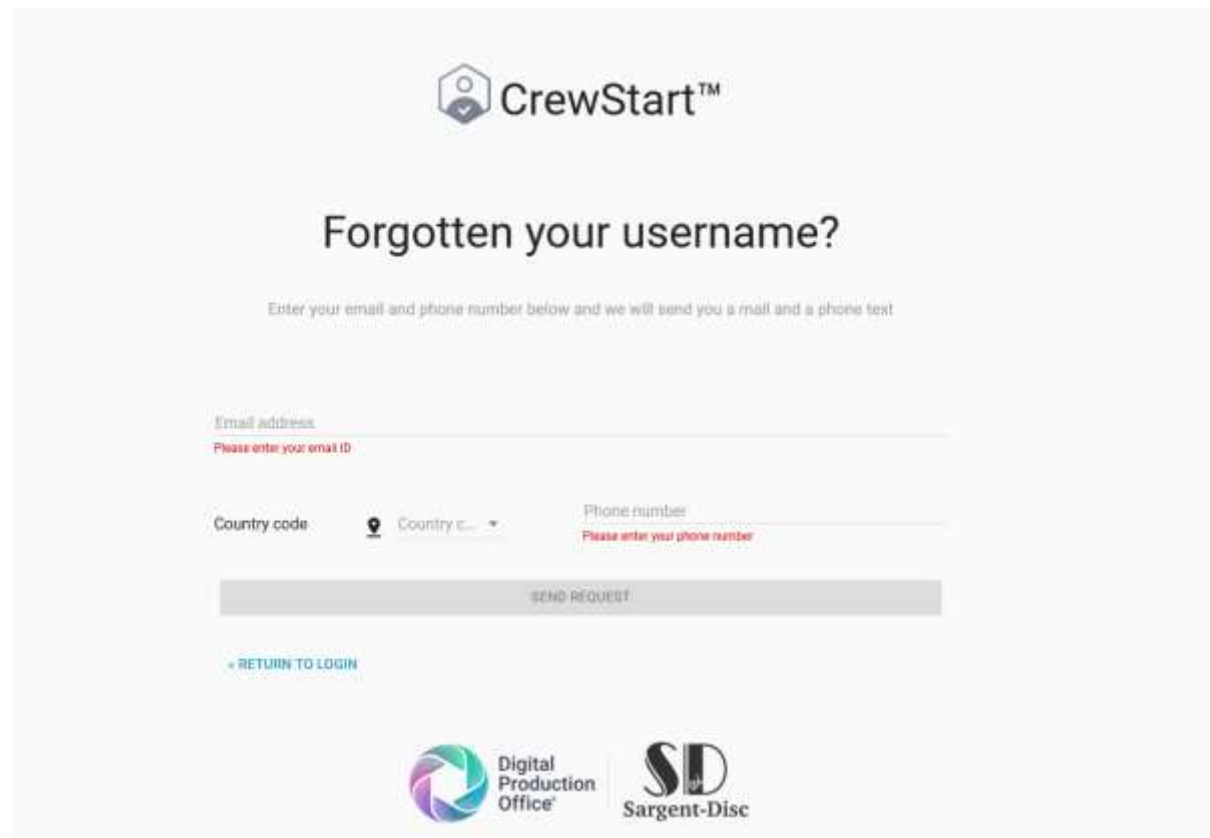
5. You will then be logged into the application.




# CrewStart Forgot Username

If you have forgotten your username you can request a reminder by going to the following site:

<https://crewstart.digitalproductionoffice.com/sdw/#/forgot-username-page>



 CrewStart™


## Forgotten your username?

Enter your email and phone number below and we will send you a mail and a phone text

Email address

Please enter your email ID

Country code


 Country c... ▾


Phone number

Please enter your phone number

SEND REQUEST

+ RETURN TO LOGIN

 Digital Production Office

 Sargent-Disc

Enter the email address associated with your CrewStart Account, your Country Code and Phone number

Once the details have been added, select the 'Send Request' option on screen, you will then receive a prompt that a username reminder has been requested



## Username reminder requested

Thank you for requesting your username reminder. If information is entered correctly, a link will be sent to your email address and an SMS text message containing a PIN code to your phone.

If you do not receive these please contact [support@sargent-diac.com](mailto:support@sargent-diac.com) or call support on [+44 1753 630 300](tel:+441753630300)

[• RETURN TO LOGIN](#)



After you have entered your details, a username reminder will be sent to your email. Please also check in your junk/ spam folder if this does not appear in your inbox

Click on the link sent to you via email and enter the passcode sent to your mobile phone

## Recover your Username

Digital Production Office - CrewStart™

We value your privacy and require a passcode before you can see usernames linked to your email.

Enter your Passcode

A passcode has been sent to your mobile ending '8025'

If you do not receive a passcode within a few minutes, you can go to the forgot username page and request a new mail



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You will then be presented with your username on screen.

# PPP Forgot Username

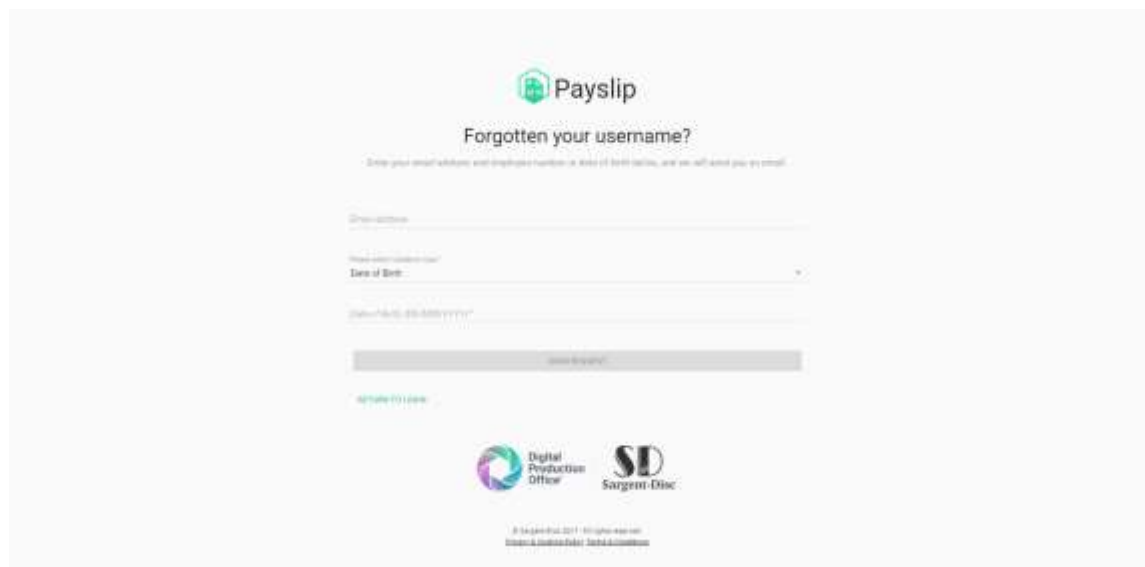
If you have forgotten your username you can request a reminder by going to the following site:

<https://payslip.digitalproductionoffice.com/#/forgot/username>

There will be two validation types: Date of Birth **OR** Employee Number.

\*\*If you wish to use the 'Employee Number' option then only the accounts department on the production can supply you with this.

\*\*If you are an agent you will need to enter the DOB of the client you are representing.



The screenshot shows a web form titled "Payslip" with the heading "Forgot your username?". Below the heading is a small instruction: "Enter your email address and either your Employee Number or Date of Birth below, and we will email you a reset." The form contains three input fields: "Email Address", "Date of Birth" (with a calendar icon), and "Employee Number (0000000000)". A "Forgot Username" button is positioned below the fields. At the bottom of the form, there are logos for "Digital Production Office" and "SD Sargent-Diaco".

After you have entered either your DOB or employee number and email address a username reminder will be sent to your email. Please also check in your junk/ spam folder if this does not appear in your inbox.

Subject: ID Digital Production Office User Details  
Date: Wed, 29 Aug 2018 10:31:24 +0100 (BST)  
From: [info@digitalproductionoffice.com](mailto:info@digitalproductionoffice.com)

Date:

Your username for your ID Digital Production Office account is:

SargentDisc

Please note that this is case sensitive.

If you have any further questions or comments about ID Digital Production Office, please do not hesitate to contact [support@sargent-disc.com](mailto:support@sargent-disc.com)  
<https://www.digitallproductionoffice.com>

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Payslip - Production Accounting - IT - Software - Training

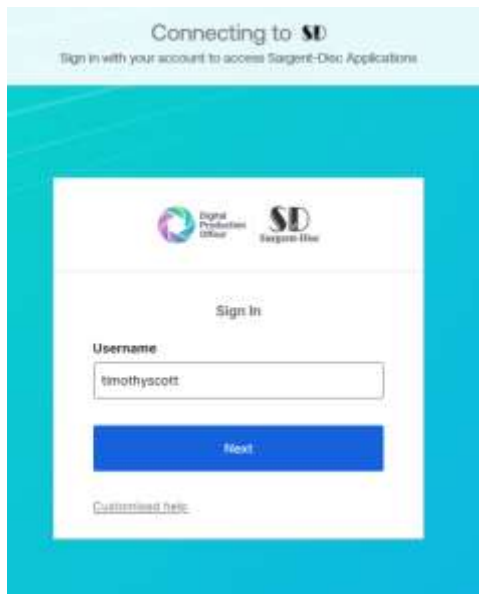
Once you have then received your username you can log into the Payslip website: <https://payslip.digitalproductionoffice.com/#/login>

If you cannot retrieve your username via our website we can send you a username reminder however we do require some form of photo ID to be able to send this to you (Passport or a Driving license) Please email the photo ID to [support@sargent-disc.com](mailto:support@sargent-disc.com)

\*If you are an agent, we would need a signed letter headed document from the company director requesting a reminder.

## Forgot Password - with OKTA verify app

1. Enter your username and click the login button
2. Re-enter your username to the Okta log in screen and select Next



3. If this is the first time signing into your account after you have migrated, you will be prompted how you wish to verify, select one of the options:

- Enter a code – Okta Verify

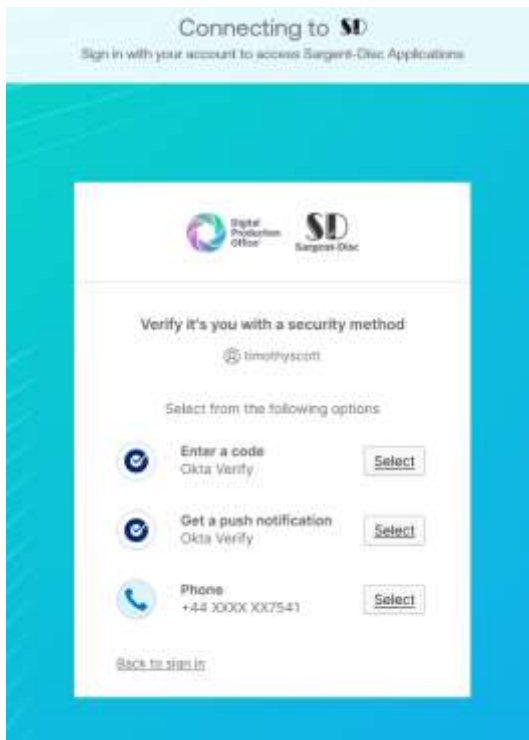
Open the Okta Verify app and enter the code shown on your mobile device. Once done, skip to Step 5

- Get a push notification

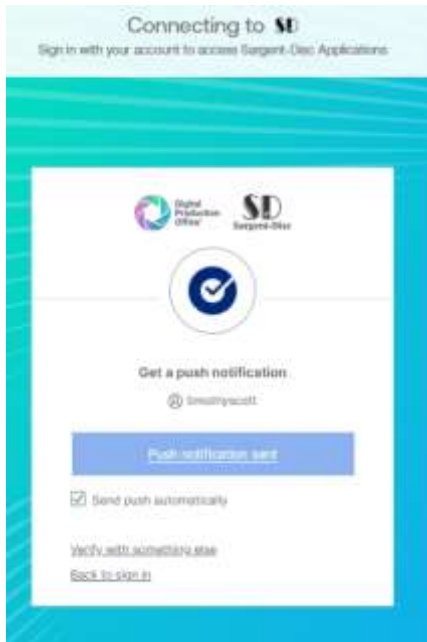
Open the Okta Verify app and accept the push notification

- Phone

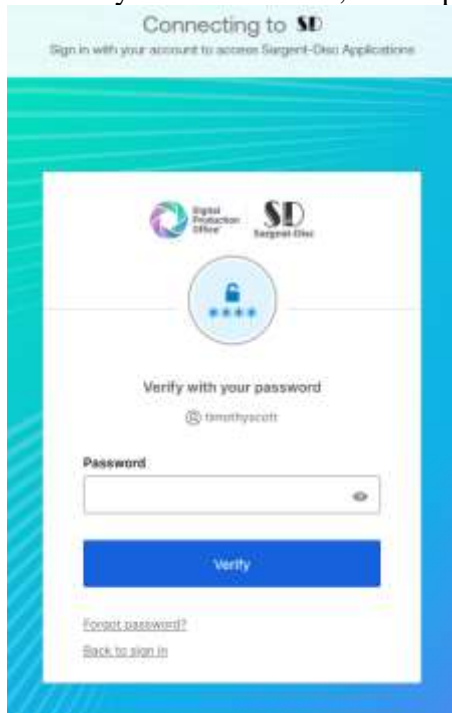
Select how you wish to receive a code, via SMS or via voice call. Then enter the code sent to you. Once done, skip to Step 5



4. If you have logged in previously with *i.e.* push notification, this will be the default option when signing in, like shown below.  
If you wish to verify another way, select the option: 'Verify with something else' and select the relevant option as above.

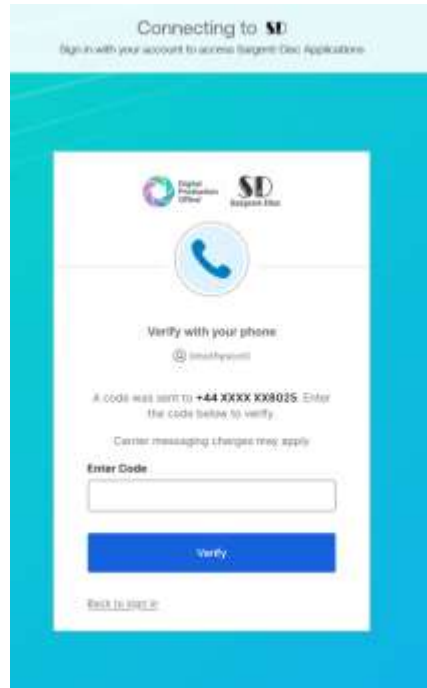
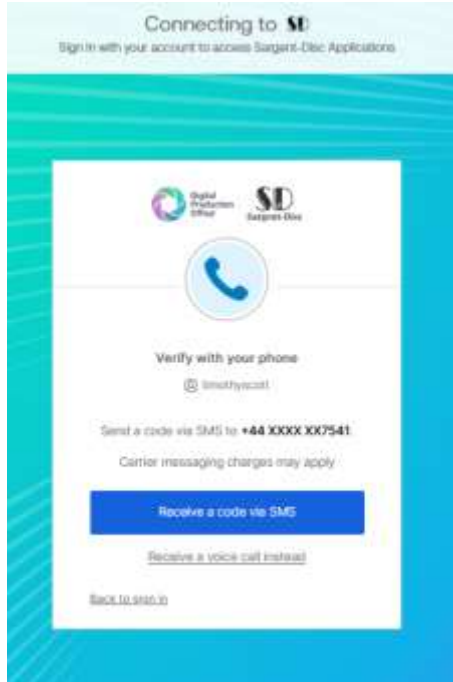


5. Once you have verified, on the password screen, select 'Forgot Password'



6. If you had previously requested to verify via Okta Verify Code or via Phone (Step 3), you will be asked to re-verify via email or via push notification, select the relevant option and go through the verification process.

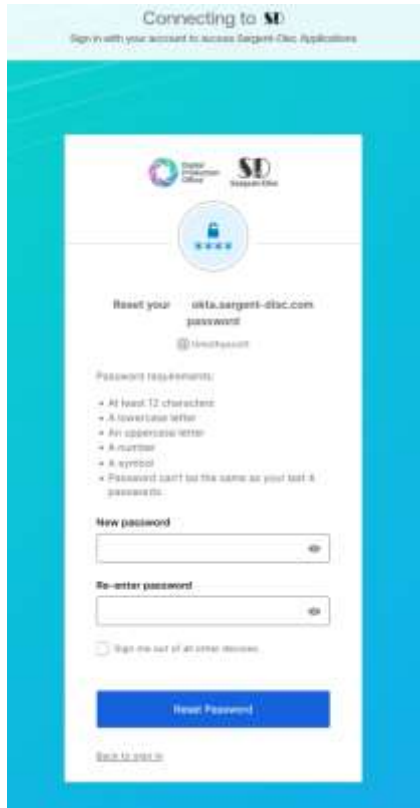
If you have requested to verify via push notification (Step 3), select the option to receive a code via SMS or voice call and enter the code sent to you



7. You will then be prompted to change your password, you will need to set a password meeting the following requirements:

1. At least 12 characters
2. A lowercase letter
3. An uppercase letter
4. A number
5. A symbol
6. Password can't be the same as your last 4 passwords

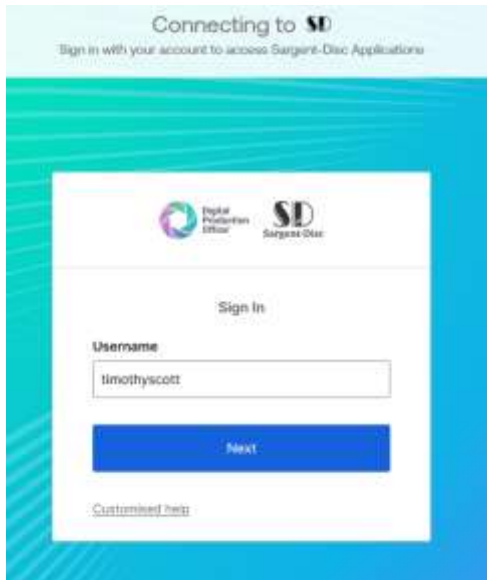




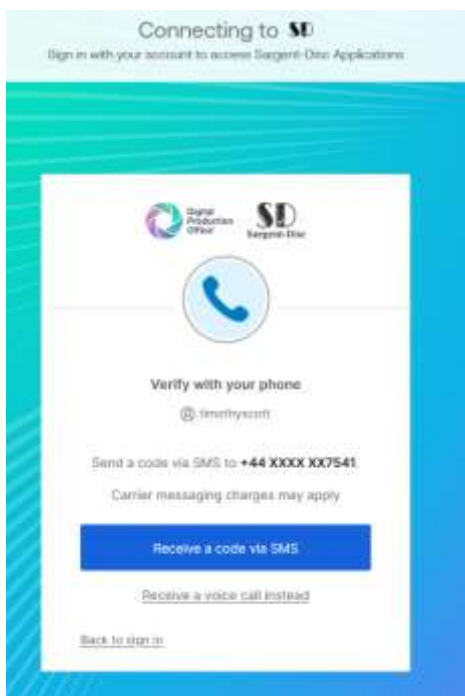
8. Once done, select 'Reset Password' and you will then be signed into the application

## Forgot Password - without OKTA verify app

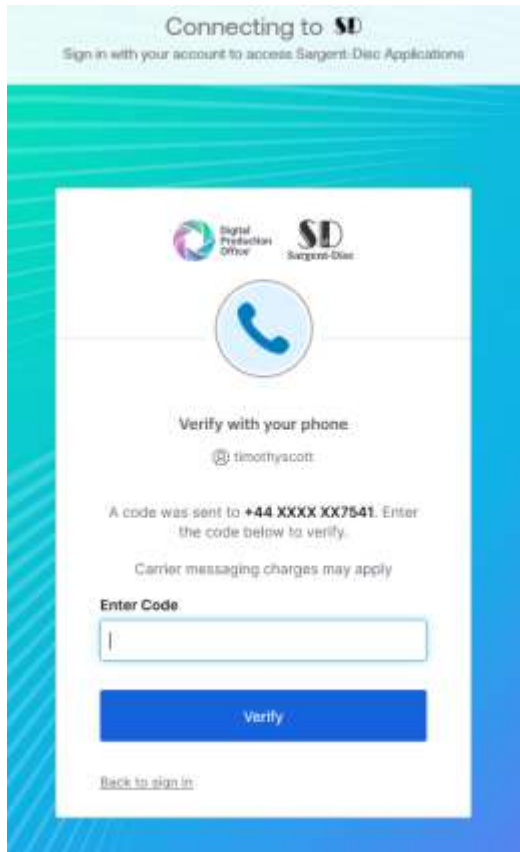
1. Enter your username and click the login button
2. Re-enter your username to the Okta log in screen and select Next



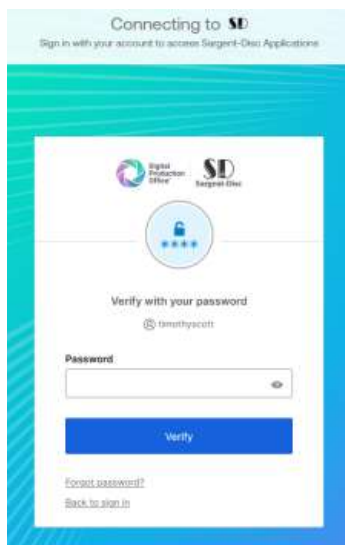
3. You will then be prompted to verify with your phone, select the option 'Receive a code via SMS' or 'Receive a voice call instead'



4. Enter the code sent to your phone

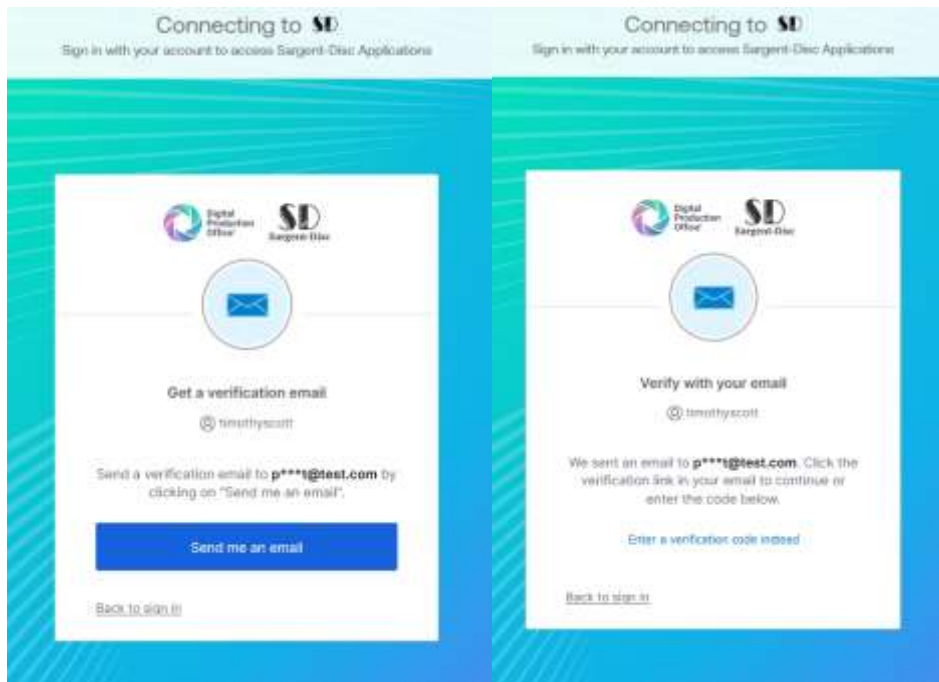


5. On the password screen, select 'Forgot Password'



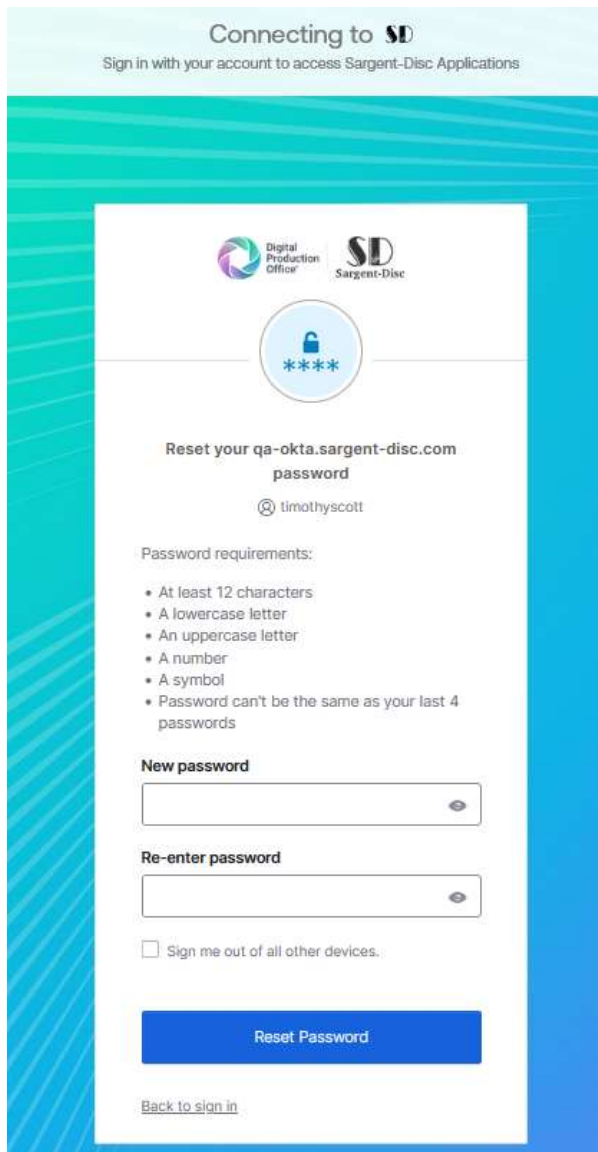
6. Select the option 'Send me an email', you will then be prompted that an email has been sent.

If you wish to enter a verification code, select this option on screen. An email will be sent to you with the verification code for you to enter.



7. Open up the email sent to you and you will then be prompted to set a new password. You will need to set a password meeting the following requirements:

1. At least 12 characters
2. A lowercase letter
3. An uppercase letter
4. A number
5. A symbol
6. Password can't be the same as your last 4 passwords



8. Once done, select 'Reset Password' and you will then be signed into the application