

# Private Help Desk Training

## Course Overview

Okta Help Desk Training prepares your help desk teams to hit the ground running in supporting your Okta Org. Students will learn what Okta is and how it will benefit them in supporting their end users. This private learning experience is designed to quickly ramp your help desk team on the key Okta end-user support processes that they will be responsible for at go-live.

Students will explore the most common issues that help desk teams encounter and how to resolve them quickly. Students will have the chance, in a hands-on training environment, to learn about creating users, groups, administrator roles, password policies and multifactor authentications (MFA) policies. This background allows them to understand how to do their job more effectively and efficiently leading to faster case resolution and more successful end users.

Two sessions are included in this package to accommodate scheduling flexibility for your help desk team. Class size is capped at 12 students and sessions must be scheduled back to back in a single day.

## Learning Topics Include:

- What is Okta and what benefit does it bring to our company?
- What do my end users see and how is that different from my administrator experience?
- What permissions do I have as a Help Desk administrator and what can I do in the system?
- How do I create people in Okta and assign Administrator privileges?
- What are Okta groups, directory groups, and application groups? How do I manage them?
- How do I configure Group rules?
- How do I configure password policies and handle password reset requests?
- How do I setup multi-factor authentication?
- What is the End User Toolkit and how do the quick reference guides work?
- How do I troubleshoot common end user issues and what are the best practices around them?
- How do I work with Okta support?

## Who Should Attend

- Help Desk Administrators
- Help Desk Managers

## Format

- Instructor-led with hands-on labs
- Duration: 4 hours
- Delivered through private virtual event (up to two deliveries in one day)
- Maximum attendees: 12 per class/ 24 per day
- Cost: \$6000

## Prerequisites

- Basic understanding of Identity and Access Management (IAM)

## Setup Requirements

- Students use their own computers.
- Okta provides access to an Okta org and software credentials to complete hands-on lab activity