Getting Started with My Downer Apps (Mobile)

ℹ️ *Mobile screens captured in this QRG are based on an Apple device. Process variations for Android devices are noted.*
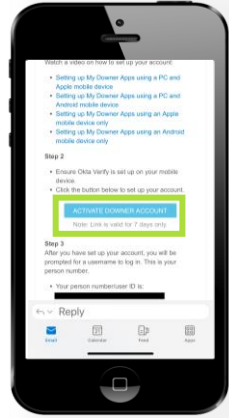
Core **People** Processes

This guide will **help you get started with My Downer Apps**. Using Okta Verify, My Downer Apps provides a secure way for employees without Downer Technology to access HRCore and Downer Learning. Okta Verify is an authentication app used to prove your identity.

1 Install Okta Verify on your mobile device

To get started with **My Downer Apps**, install the **Okta Verify** app using your mobile app store.

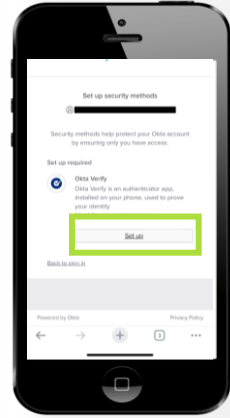**2** Go to your *Welcome to My Downer* Apps email

From your mail app, locate your **Welcome** email, then tap **Activate Downer Account**.

Hint: This email includes links to quick reference videos on how to set up My Downer Apps.
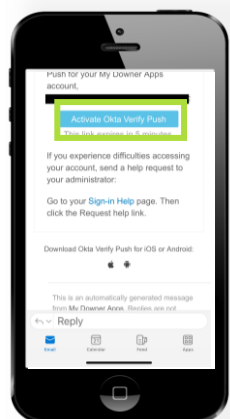
3 Set up a password

Tap **Set up**.

Enter, then re-enter that password.

Tap **Next**.

4 Set up Okta Verify

Tap **Set up**.

Tap **Email me a set-up link**. Tap **Next**.

Enter your email address. Tap **Send me the set-up link**.

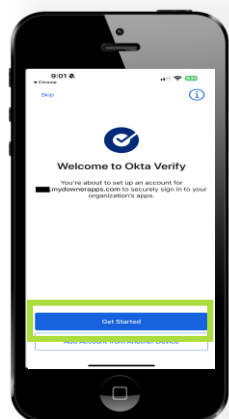*Note: Must be the email address the Welcome email was sent.*
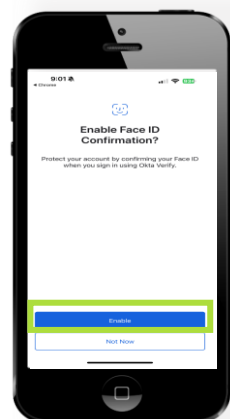
5 Activate Okta Verify Push

From your mail app, locate the **Push Verify Activation** email.

Tap **Activate Okta Verify Push** and complete these steps.

Note: Can't locate? Check junk. Expired link? Contact manager.

6 Get started with Okta Verify

When prompted to open another application, tap **Open** or **Allow**.

The **Welcome to Okta Verify** page displays.

Tap **Get Started**.

7 Enable Face ID confirmation?

Ensure you are looking at your screen.

Tap **Enable**.

Note: Step may default to fingerprint. Don't want to activate? Tap Not Now.

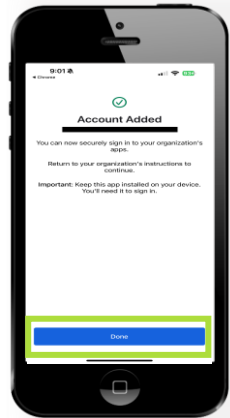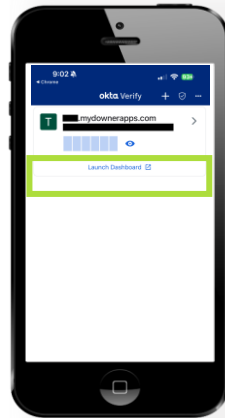ℹ️ *Android device | Screen is called Biometric.*

8 Set as default Okta FastPass account?

Tap **Skip**.

ℹ️ *Android device | Step not required.*

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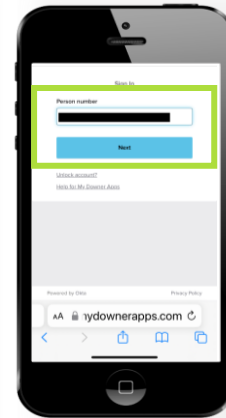
Core **People** Processes

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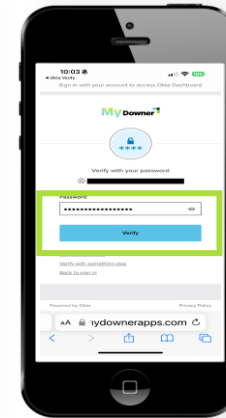
9 Account is now added!

Tap **Done**.

10 Launch Dashboard from Okta Verify

Tap **Launch Dashboard**.

My Downer Apps displays.

11 Enter your person number

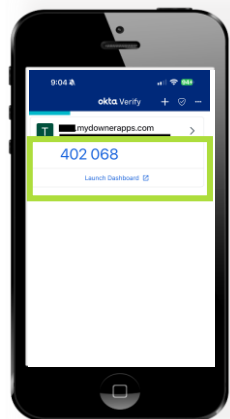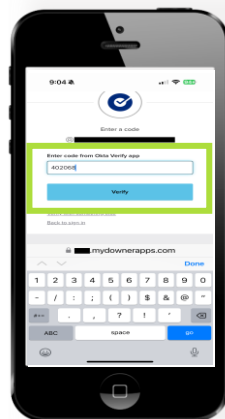
Enter your person number.

Tap **Next**.

Hint: This may be pre-populated. If not, note that your person number is noted in your Welcome email.

12 Enter your password

Enter your password.

Tap **Verify**.

13 Get your One-Time Password (OTP)

Toggle back to the **Okta Verify** app.

Tap 👁.

Take note of the six-digit code that displays.

Tap **Launch Dashboard**.

14 Enter your OTP

Toggle back to the **My Downer Apps** page.

Enter your one-time password.

Tap **Verify**.

15 Access HRCore & Downer Learning via My Downer Apps

From My Downer Apps, tap an app to get started.

? Need help?

1 Visit https://www.downergroup.com/supportmydownerapps for guides and videos on My Downer Apps and HRCore.

2 Can't find what you're looking for? Ask your direct manager.