



Okta for Emergency Remote Work

(Partner FAQs)

Offering Details

Why is Okta offering this?

Nothing is more important than the health, safety and success of the Okta community. In the past week, Okta has had several organizations reach out for advice on how to securely enable their remote workforce amid ongoing health concerns. Because Okta believes any organization that would find value in leveraging the Okta Identity Cloud for remote work during the COVID-19 health crisis should be able to do so at no cost, Okta has created resources for topics like what policies work best in remote scenarios and also extended access to Okta's Single Sign-On (SSO) and Multi-factor Authentication (MFA) for free for six months, with potential to extend pending the status of the crisis.

What is included in Okta for Emergency Remote Work?

SSO to 5 Apps for free

This includes the ability for your customers to:

1. Securely connect their users to applications in minutes with out-of-the-box integrations for 6,500+ cloud, on-prem, and mobile apps
2. Seamlessly connect to their existing directory store, whether that be AD or LDAP, with no additional hardware or changes to their firewall
3. Easily add an extra layer of security for all their users with Okta Verify OTP, a lightweight, mobile authenticator for secure MFA
4. Secure their employee's remote access with SSO and MFA for VPN

What apps can your customers use with Okta for Emergency Remote Work?

Your customers can use any apps that are a part of the Okta Integration Network as a part of the 5 app offer, as well as VPNs. Our team has listed out a number of existing Okta partners that are also offering free trials [here](#), along with links to documentation for integrating those apps with Okta. Your customers can also leverage the Okta Integration Network to see if any of our other 6,500+ pre-built integrations may be relevant for their workforce.

Is there a limit on the number of users?

No its for Okta Single Sign-On (SSO) and Okta Multi-Factor Authentication (MFA) to 5 apps for all your customers/prospect users.

Who can I offer this to?

You can offer this to net-new customers to Okta only.

How long is Okta for Emergency Remote Work offer valid for?

Six (6) month term applies to SSO for 5 apps and any additional products on the order. Additional subscription products will be negotiated in good faith per our standard process.

What will happen at the end of the six month period?

Pending the status of COVID-19 response in the early fall, Okta may choose to offer an extension to the current 6 months offer. If not, your customers will have the option to renew for a paid subscription (negotiated in good faith per our standard process), or end their contract with Okta.

Partners should communicate to their customers that Okta is closely monitoring the situation, and that currently the program will conclude at the end of six months and their options are to engage in Okta's standard sales process or end their contract with Okta.

Process to Enroll Customers

How do I enroll my customer?

If your customer is interested, log onto the [Okta Partner Community](#) and register them on the [deal registration form](#). Please see the process outline below.

My customer said they received an email from Okta, do I still enroll them?

Yes, if your customer is interested log onto the [Okta Partner Community](#) and register them on the [deal registration form](#). Please see the process outline below.

What do I include in the deal registration form?

- In the deal registration form under "*What Okta Campaign is this opportunity tied to?*" you must add "CRISIS PACK".
- Once you register you, contact your Regional Alliance Manager Partners or an Okta AE on the account to have a quote generated.
- Once you have a quote, processing the order is under the usual process.
- Important terms and conditions to add to your PO to your customer:
 - *ONE-TIME PROMOTIONAL DISCOUNT. The non-renewable promotional discount is offered to Customer for the duration stipulated on this Order Form in a special effort to support organizations during crisis and disaster events. Customer must sign this Order Form by April 30, 2020. During the Term, Customer may add additional Users of Single Sign-On, 5 app limit at no additional cost and/or purchase additional Services. After the Term, Customer may negotiate a Renewal Order Form.*

When must the opportunity be closed by?

Partner must have an approved quote by April 20th and the opportunity must close no later than April 30th. For additional information contact your Regional Alliance Manager.

What if my customer wants to negotiate terms?

Terms for this offering are non-negotiable. No redlines accepted.

Service/Support

What Okta services (PS/support) are included?

Basic support is included in all Okta licenses and Okta will be hosting a weekly getting started webinar specifically for Okta for Emergency Remote Work customers. Add-on SKUs will be calculated as a % off List price SSO+ additionally charged subscription products.

Who will implement the service for my customer?

- If you are a services partner and implement services, you can deploy for your customers.
- If you work with an Okta services partner, please contact the partner.
- If the customer needs Okta to deploy on their behalf they will need to purchase Professional Services.
- Or the customer can deploy on their own. Okta has a number of getting started video resources and written documentation (including integration guides for popular remote work apps) available on its website.

Specific Cell Information

If a customer needs a specific cell (i.e. EMEA, APAC cell) in order to take advantage of Okta for Emergency Remote Work, is there additional cost?

Yes. Organizations that require specific cell needs will accrue a separate cost. Again, add-on SKUs will be calculated as a % off List price SSO+ additionally charged subscription products.

Popular Collaboration Apps for your customers

Remote Work Toolkit: Free Trials

There are many tools your customers can use to improve the experience for remote workers. Okta supports over 6,500 pre-built integrations for your customers to quickly and easily get started. For a full list, visit our [Okta Integration Network catalog](#).

Here are just a few of the most popular apps Okta has seen deployed across our customer base, as well as links to their free trials so you can share with your customers today:

Video/Audio Conferencing

GoToMeeting Emergency Remote Work Kits

- [Free Trial](#) - 3 Months for Health Care Providers, Educational Institutions, Municipalities & Non-Profit Organizations
- [Integrating with Okta \(SAML\)](#)

RingCentral

- [Free Trial](#)
- [Integrating with Okta \(SAML\)](#)

WebEx

- [Free Trial](#)
- [Integrating with Okta \(SAML\)](#)

Zoom

- [Free Trial](#)
- [Integrating with Okta \(SAML\)](#)

Document Collaboration

Box Business

- [Free Trial](#) - 90 Days
- [Integrating with Okta \(SAML\)](#)

DropBox Business

- [Free Trial](#)
- [Integrating with Okta \(SAML\)](#)

G Suite Enterprise and G Suite Enterprise for Education

- [Free Trial](#) - Valid through July 1, 2020
- [Integrating with Okta \(SAML\)](#)

Office365 Teams

- [Free Trial](#) - 6 months for Office 365 E1
- [Integrating with Okta \(SWA or WS-Fed\)](#)

Chat Collaboration

Slack

- [Free Trial](#)
- [Integrating with Okta \(SAML\)](#)

Workplace by Facebook

- [Free Trial](#)
- [Integrating with Okta \(SAML\)](#)

VPNs

Cisco ASA VPN

- [Free Trial](#)
- [Integrating with Okta \(RADIUS\)](#)

F5 BIG-IP

- [Free Trial](#) - 30 days
- Integrating with Okta ([SAML](#)) or ([RADIUS](#))

Palo Alto Networks VPN - GlobalProtect

- [Free Trial](#)
- Integrating with Okta ([SAML](#)) or ([RADIUS](#))

Other Free Trials

[Atlassian](#)

- Software development tools like JIRA, Confluence etc. that can help your team track projects and collaborate. Free for 7 days
- Free Trial
 - [JIRA](#)
 - [Confluence](#)
- [Integrating with Okta \(SAML\)](#)

[CloudFlare](#)

- [Free Trial](#) - For qualified small businesses; 500 seats of Cloudflare for Teams that would be made available free of charge until September 1, 2020
- [Integrating with Okta \(SAML\)](#)

Proofpoint

- [Free Trial](#) - 30 days
- Integrating with Okta ([SAML](#)) + ([API integration for VAP list](#))

[OpenForBusiness.org](#) is another resource for additional updates on free trials specifically offered for the current crisis.

Resources

- [Partner - Okta for Emergency Remote Work Bundle](#)
 - Partner Brief Doc
 - Partner Prospecting Email
 - Partner Okta for Emergency Remote Work Offer FAQ
 - Recommended Apps for Customer
- [CDC Recommendations](#)
- [Enabling Secure Access for a Remote Workforce](#) Best practices guide
- [Okta Businesses @ Work 2020](#)
- [Putting the Health and Safety of the Okta Community First](#) | Okta's Chief People Officer

- [Our Commitment to Customer Success: People, Business, and Service Preparedness](#) | Okta's SVP Customer Success

Who should I contact with questions?

- General questions on the Okta for Emergency Remote Work Offering program: Email partners@okta.com