BeyondTrust Ideas Portal Re-Launch FAQ

BeyondTrust will be transitioning our customer’s accounts to Okta for access to the customer portal, learning management system, Ideas Portal, and other BeyondTrust offerings. This FAQ covers the BeyondTrust Ideas Portal transition to Okta customer accounts.

Common Questions

Q: Why is BeyondTrust re-launching the Ideas Portal?
A: BeyondTrust has always valued from hearing from our customers. We decided to push pause for a bit to:
   • Enhance the security of the platform (including the use of single sign on)
   • Make the ideas portal a part of the support portal user experience
   • Mitigate spam and malicious link posters

We are excited to re-launch the Ideas Portal and we are confident that the user experience is improved, as is our ability to track and respond to product feedback.

Q: What if I have submitted feedback previously?
A: Previously submitted feedback is still captured and should be visible in the portal. It’s possible that it might not align to you as a user (if your account parameters have changed), but the previously submitted feedback should be in the system.

Customer and Partner Questions

Q: How do customers access the Ideas Portal?
A: If a customer does not already have an account to login to identity.beyondtrust.com, simply email mysupport@beyondtrust.com to request one.

Q: I’m a partner. How do I access the Ideas Portal?
A: Using the same process as customers. If an account already exists to login to identity.beyondtrust.com, the Ideas Portal tile should be present. If an account does not yet exist, simply email mysupport@beyondtrust.com to request one.

Q: What happens if I have previously used a personal email to create an account or if I’m just not sure how to login?
A: Personal email accounts will no longer be valid and if you are not able to access the Ideas Portal from the Okta homepage or the Customer Portal, please contact Support.
Q: What happens if I want to log ideas but don’t have a user account?  
A: Email mysupport@beyondtrust.com, a case will be created, and a user account will be provisioned. From there, you can login to identity.beyondtrust.com and the Ideas Portal and the BT University tiles will be available.

**FAQ for OKTA Login Process**

Q: The link sent to me has expired. How can I transition my account?  
A: Please contact BeyondTrust Support mysupport@beyondtrust.com so that we can provide you with a new link to setup your user account.

Q: Can I still use my existing credentials for the BeyondTrust customer portal?  
A: Prior to July 11, 2022, existing credentials could still be used. However, you will now be required to use your identity.beyondtrust.com account to access the Customer Portal.

Q: I and my colleagues use a shared account for the portal. Can we continue to do so?  
A: For security reasons, we strongly recommend that each person who needs access to the customer portal have their own account. Please contact BeyondTrust Support to have more accounts created if needed.

Q: The email address associated with my account is a distribution list. Can I continue to use this?  
A: When converting your account to use Okta, for security reasons we strongly recommend that individual email addresses be used, not a distribution list. Please contact BeyondTrust Support to have the email address associated with your account changed if needed.
Account Request Process Overview

When you reach out to BeyondTrust Support mysupport@beyondtrust.com for a new account, you should receive an email like the below:

Hi [Name]

BeyondTrust uses Okta to manage access to our secure resources, such as our Support Portal, Partner Portal and Learning Management System. This means you can conveniently access many of our BeyondTrust.com resources using a single credential.

To activate your new BeyondTrust.com account, click the activation link below:

Activate BeyondTrust.com Account

This link expires in 30 days.

When you receive the email, click on the "Activate BeyondTrust.com Account" button, and follow the prompts to convert your account to use Okta. (Note that the link expires in 30 days.) You will need to create a new password and security question.
Welcome to BeyondTrust, [juniper]
Create your BeyondTrust account

Enter new password

Password requirements:
- At least 14 characters
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 passwords
- At least 2 hour(s) must have elapsed since you last changed your password

Repeat new password

Choose a forgot password question
What is the food you least liked as a child?
Answer

Create My Account
Once created, you will be redirected to the Okta tile page and can select "BeyondTrust Customer Portal" to log in.