

A faint, light gray world map is visible in the background of the slide. A thick blue horizontal bar with a slight 3D effect is positioned above the main title.

Multi-Factor Authentication (MFA)

Enablement tutorial



What is it?

Multi-Factor Authentication is a process where you, as a user, are prompted during the sign-in process for an additional form of identification, utilizing something other than normal login information to authenticate yourself.



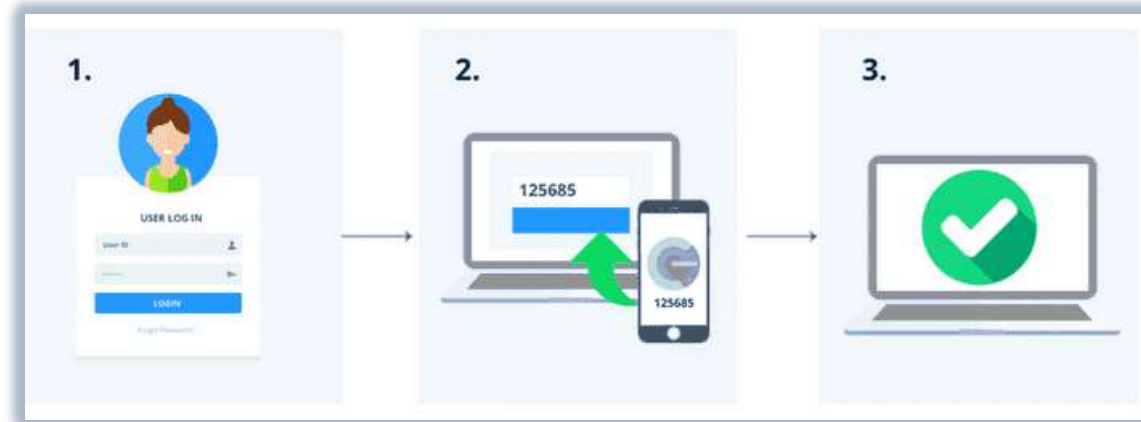
Why implement MFA?

Strong security measures are more important today than ever. Usernames and passwords are no longer sufficient protection on their own. MFA adds an additional layer of protection and establishes a value-driven standard for security across our BDSI e-commerce site.



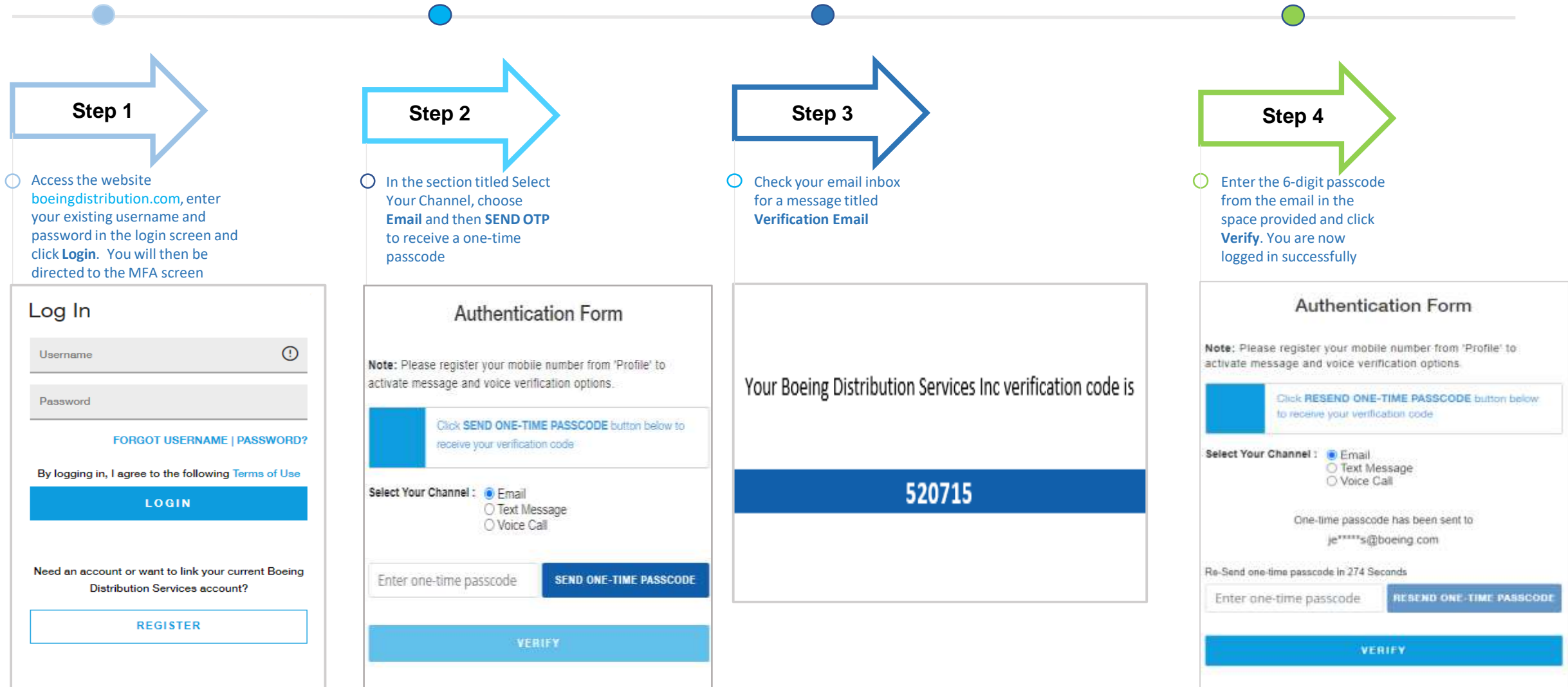
What is the implementation plan?

Once you are notified that your account is enabled for MFA, you will have the option to register your phone number. Each login thereafter will include the MFA screen where you can select the desired channel of verification from SMS (text), voice, or email. Detailed instructions are included in the following slides.



First Time Login (MFA)


For the first time use, only an email-based channel will be enabled to receive a one-time passcode

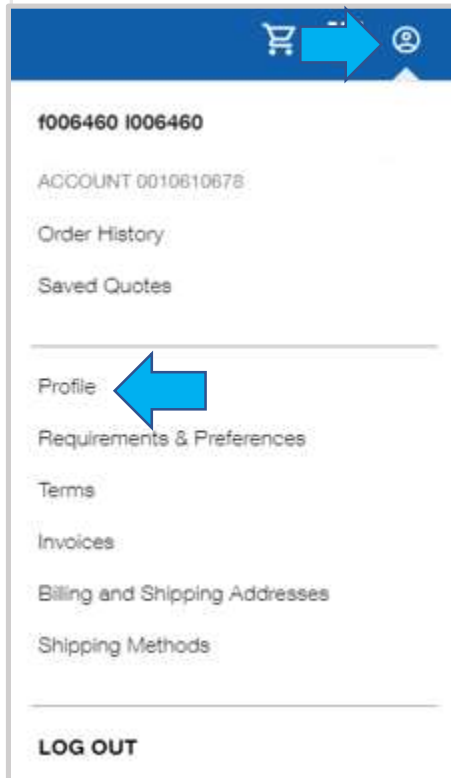


Mobile Number Registration (MFA)

A mobile number must be registered to activate the Text Message or Voice Call options

Step 1

Once logged into the account, click on the  icon in the top right corner of the screen. Then click **Profile**



1006460 1006460
ACCOUNT 0010610678
Order History
Saved Quotes
Profile
Requirements & Preferences
Terms
Invoices
Billing and Shipping Addresses
Shipping Methods
LOG OUT

Step 2

Under My Account, scroll to **MULTI-FACTOR AUTHENTICATION REGISTRATION**



MULTI-FACTOR AUTHENTICATION REGISTRATION

Select Your Default Preference

Email
 Text Message
 Voice Call

SAVE

Please Provide Your Mobile Number To Register

Note: Please enter the phone number with country code.

Phone No

REGISTER

Step 3

Enter your mobile number beginning with country code and click **REGISTER**



MULTI-FACTOR AUTHENTICATION REGISTRATION

Select Your Default Preference

Email
 Text Message
 Voice Call

SAVE

Please Provide Your Mobile Number To Register

Note: Please enter the phone number with country code.

Phone No
1-480-287-0960

REGISTER

Step 4

Now that your phone number has been registered, you can select one of the desired channels (email/text/voice) to authenticate yourself each time under **Select Your Default Preference**



MULTI-FACTOR AUTHENTICATION REGISTRATION

Select Your Default Preference

Email
 Text Message
 Voice Call

SAVE

Please Provide Your Mobile Number To Register

Your mobile number has been successfully registered

Text Message Verification (MFA)



Authentication Form

Note: Please register your mobile number from 'Profile' to activate message and voice verification options.

Click **SEND ONE-TIME PASSCODE** button below to receive your verification code

Select Your Channel : Email Text Message Voice Call

Enter one-time passcode **SEND ONE-TIME PASSCODE**

VERIFY

Authentication Form

Note: Please register your mobile number from 'Profile' to activate message and voice verification options.

Click **RESEND ONE-TIME PASSCODE** button below to receive your verification code

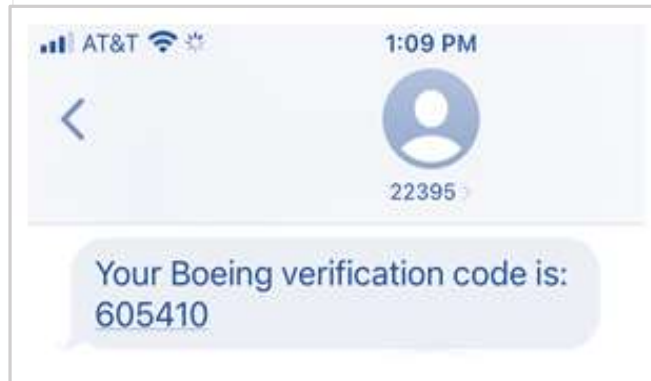
Select Your Channel : Email Text Message Voice Call

One-time passcode has been sent to +1-480*****960

Re-Send one-time passcode in 288 Seconds

Enter one-time passcode **RESEND ONE-TIME PASSCODE**

VERIFY



Authentication Form

Note: Please register your mobile number from 'Profile' to activate message and voice verification options.

Click **RESEND ONE-TIME PASSCODE** button below to receive your verification code

Select Your Channel : Email Text Message Voice Call

One-time passcode has been sent to +1-480*****960

Re-Send one-time passcode in 230 Seconds

605410 **RESEND ONE-TIME PASSCODE**

VERIFY

Voice Call Verification (MFA)

Step 1

- In the section titled Select Your Channel, select **Voice Call** and then **SEND OTP** to hear the one-time passcode on your phone

Authentication Form

Note: Please register your mobile number from 'Profile' to activate message and voice verification options.

Click **SEND ONE-TIME PASSCODE** button below to receive your verification code

Select Your Channel : Email
 Text Message
 Voice Call

Enter one-time passcode **SEND ONE-TIME PASSCODE**

VERIFY

Step 2

- Only part of the mobile number will appear to show and a voice call will simultaneously be received at this number

Authentication Form

Note: Please register your mobile number from 'Profile' to activate message and voice verification options:

Click **RESEND ONE-TIME PASSCODE** button below to receive your verification code

Select Your Channel : Email
 Text Message
 Voice Call

One-time passcode has been sent to
+1-480*****960

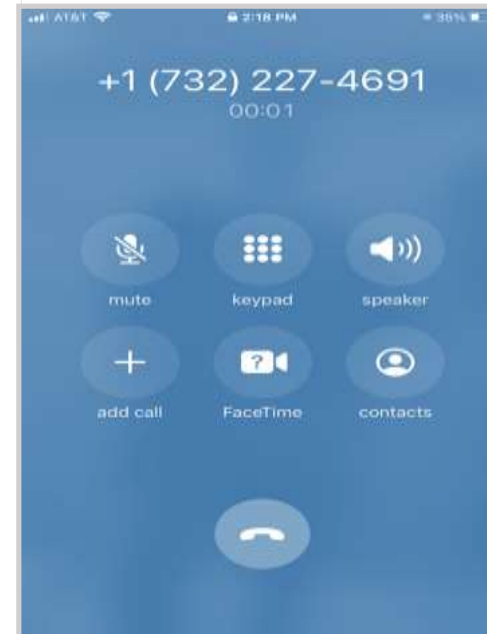
Re-Send one-time passcode in 291 Seconds

Enter one-time passcode **RESEND ONE-TIME PASSCODE**

VERIFY

Step 3

- Once the call is answered, you will be verbally prompted to press a specific number on your phone's keypad to verify your identity before being given the passcode. This passcode will repeat 3 times



Step 4

- Enter the 6-digit passcode in the space provided and click **Verify**. You are now logged in successfully

Authentication Form

Note: Please register your mobile number from 'Profile' to activate message and voice verification options.

Click **RESEND ONE-TIME PASSCODE** button below to receive your verification code

Select Your Channel : Email
 Text Message
 Voice Call

One-time passcode has been sent to
+1-480*****960

Re-Send one-time passcode in 256 Seconds

548283 **RESEND ONE-TIME PASSCODE**

VERIFY

What if I don't receive a One-Time Passcode?

If you do not receive a passcode via email, text message, or voice call, you can re-generate a new One-Time Passcode by clicking on the "RE-SEND One-Time Passcode" button. You also may want to check your spam or junk email folder.

What if I enter the wrong code or don't have enough time to enter the code?

If the One-Time Passcode is invalid, you can re-generate a new passcode by clicking on the "RE-SEND One-Time Passcode" button. Please note that the "SEND One-Time Passcode" button has a 5-minute time interval & will be disabled if you click on the "RE-SEND One-Time Passcode" button before this period.

How do I choose a different channel to receive the One-Time Passcode?

If you want to choose a different channel for receiving the OTP or retrigger the OTP, you must wait 300 seconds for the "click here" button to become available again after the first OTP is sent. If you try to click the "click here" button before 300 seconds have elapsed, an icon appears over the button to indicate that it is unavailable right now.

What if I don't register my mobile number?

If a mobile number is not authenticated, only the email-based channel can be used for verification.

How do I change my mobile number?

A mobile number can be changed in the Profile section of the account once you are logged in.