

FAQ – Global Multi-Factor Authentication (MFA) – June 2020

What is Multi-Factor Authentication (MFA)?

Multi-Factor Authentication (MFA), also known as two-factor authentication (2FA) or two-step verification, is an extra layer of security to protect our systems and applications that contain sensitive and confidential data. MFA is used to verify a user's identity for a login by using two (or more) independent factors: something you know (such as a password), and something you own (such as a mobile phone). Using an extra factor prevents others from logging in, even if they know your password. It is comparable to installing a second lock on your front door to better secure your home.

In other words, MFA is a security method that strengthens the access to a system of application with a second factor. After entering your username and password (first factor), you will be asked to verify your identity with a second factor to log in to a system or application. There are various MFA methods that can be used as a second factor, for example a notification pushed to an application on your smartphone where you have to select "Approve" to verify your identity, or a temporary verification code generated by an application on your smartphone or sent in a text message to your phone, which you have to enter in your login screen.

Within Ahold Delhaize some applications and systems are secured with MFA, which means that you will have to log in with two verification factors:

- Factor 1: First you log in with your username and password (something you know).
- Factor 2: Secondly, you log in with a (push) notification or a verification code, which will be delivered to your mobile device (something you own). You can choose to use a mobile application on your smartphone or text message (SMS) to receive these notifications or verification codes.

Why is Multi-Factor Authentication (MFA) important?

Digital attackers and hackers keep getting smarter, so our systems and applications need an extra layer of security to protect sensitive data. The Multi-Factor Authentication (MFA) security method helps to safeguard access against malicious entities by strengthening and maintaining the high-level security that is required for accessing our systems and applications with sensitive data.

MFA is using notifications or verification codes (next to passwords) to make it difficult for others to log in to our systems and applications, because passwords can be forgotten, stolen, or compromised. Key to notifications or verification codes is that they can only be used once, as they are pushed or generated each time you log in. This prevents someone from looking over your shoulder and trying to use it later. Even if that person knows your password (first factor), they can't log in without a notification or verification code (second factor). It is comparable with installing a second lock on your front door to better secure your home.

MFA is also important to comply with the regulations and policies of Ahold Delhaize.

When do I need to log in with a second factor?

Normally you log in to an application using your username and password. However, in some situations you also need to log in with a second factor (e.g. with a notification or a verification code). When an application or system requires a second factor to log in, a notification is pushed to your smartphone where you can select “Approve”, or a new screen will automatically appear where you can enter a verification code.

A second factor is required when an application or system contains sensitive data. You may also need to use a second factor when you are trying to login to the Ahold Delhaize environment, when you are not on the Ahold Delhaize network (e.g. from another country, from home without VPN).

How can I register for MFA to receive notifications or verification codes?

Please find the instructions how to register for Global MFA on the [MFA SharePoint page](#).

Please note: even if you are already using MFA, you need to register again because Global MFA will replace formerly used MFA tools.

Recommended: Register a back-up MFA method

You can register more than one MFA method. In addition to the method you registered, we recommend that you register for another method listed in the user manual. Your second method can then be used as a back-up method in case your default method doesn't work.

Can I change my MFA method or phone number for receiving verification codes?

You are able to switch the preferred MFA method or to change your phone number for receiving verification codes via this [link](#). For changing your MFA method or phone number, you don't have to be connected to the Ahold Delhaize (company) network. For more information on how to change your MFA method, please refer to the MFA user manual (chapter 4), which you find on the [MFA SharePoint site](#).

What can I do if I encounter issues during registering for MFA or changing my MFA method or phone number?

- If you are registering for the first time, and you are **not yet using MFA**, please make sure that you are **connected to the company network**, either directly or via a VPN connection. If that is not possible, please contact your local IT helpdesk. In other situations, you don't have to be connected to the company network.
- If you are registering for MFA or changing your MFA method or phone number and encounter issues, please make sure that:
 - You **use a laptop or computer**, instead of another mobile device. If you are a Store employee, you can also use a computer in your store to register or change.
 - You use the internet browser **Google Chrome**, instead of another browser like for example Internet Explorer or Safari.

- If you are still encounter issues, please **restart your laptop or computer** and try to register or change again.

Why do I need to use a mobile phone to log in with a second factor?

The MFA verification methods to prove your identity when signing into an application will be delivering notifications or verification codes through a mobile phone, because your mobile phone serves as a second factor. A mobile phone is something you own and therefore counts as an extra factor to verify your identity.

What are the requirements for my mobile phone?

If you choose for the **Mobile app method** to receive notifications or generate verification codes via an application on your mobile phone, your mobile phone must meet the following requirements:

- Your mobile phone is a smartphone and runs on the latest versions of iOS or Android;
- Is able to install a Mobile app on your mobile device (see “Which Mobile app can I use?”);
- Has a working camera (this is needed when setting up your Mobile app method).

If you have a mobile device that is not capable of installing an application, verification codes can still be offered using SMS delivery. It does require you to register your mobile phone number.

Which Mobile app can I use?

For the Mobile app method, we highly recommend using the **Microsoft Authenticator app**. This application enables the use of (push) notifications (see nr. 1 below), which is the most user-friendly MFA method. You can find the application by looking for the app in your application store on your smartphone.

With the Microsoft Authenticator app, you can choose between two methods (see described below). We recommend using the first method; Receive notifications for verification.

1. **Mobile app – Receive notifications for verification:** With this option, a notification is pushed to the application on your smartphone. View the notification and select “Approve” in the app if it is valid. After this, a verification code is automatically sent to your login screen.
2. **Mobile app – Use verification code:** With this option, a verification code will be generated by the application on your smartphone. The Mobile app generates a new verification code every 30 seconds. Enter the most recent verification code in the login screen.

Please note: If you have registered for one of the methods above, you can find your account by opening your Microsoft Authenticator app. When you click on your account, an overview of your account is displayed. Please **do not click on “Enable phone sign-in”** in your overview. This option is currently not available within Ahold Delhaize. We will inform you as soon as this option

is available.

I'm not getting messages to “approve” when using the Mobile app – (push) notifications method

If you receive a notification on your smartphone, but you are not getting the message to approve when you click on it or opening the Microsoft Authenticator app, please close your app and reopen your app again and the message will appear.

How fast will I be able to receive a verification code via SMS?

You should receive a verification code within a few seconds to your registered mobile phone number. When the verification code is delivered through an SMS, it is dependent on the mobile operator's network and traffic condition how fast you will receive the message (be aware: charges may apply).