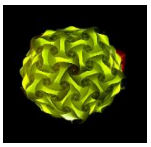
Deloitte.



Deloitte OnLine eRoom
Global Technology Services

December 2017

Multi-factor authentication enrollment guide for Deloitte client or business partner user

What is multi-factor authentication (MFA) and how does it impact the way I sign into my account or applications?

MFA is a security feature to provide an additional level of identity verification to help prevent unauthorized access to Deloitte's applications. When an application is enabled with MFA, a second authentication process is required to access the application.

Before using MFA to access DOL eRoom, a one-time enrollment is necessary. When enrolling, you will select your authentication method. Until enrollment is completed, access will be denied to your eRooms.

DOL eRoom will be using a customized MFA solution that requires all users to enroll in MFA, even if you have already enrolled in MFA for another application because it uses a separate underlying technology to manage user credentials. You may use your mobile device to enroll in MFA and to authenticate when accessing eRooms.

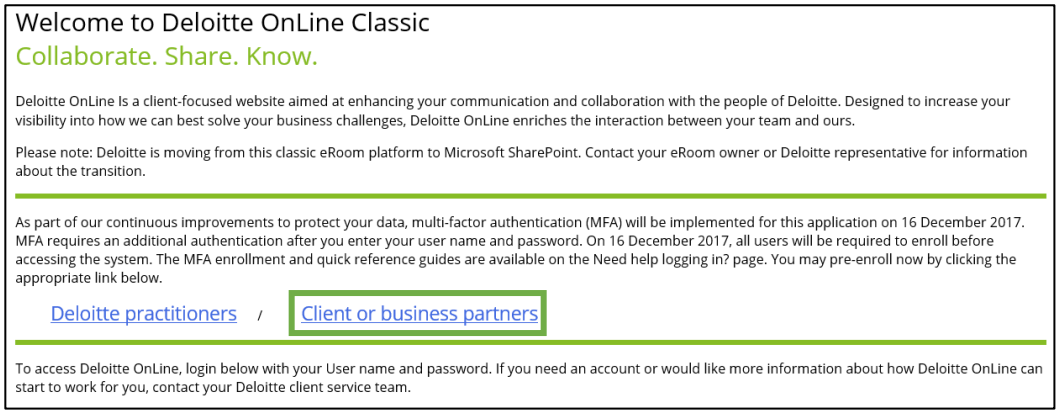
If you are a newly added user to DOL eRoom, please allow at least 30 minutes for your login credentials to be synchronized with MFA.

This document provides information on:

- Enrolling in MFA and selecting an authentication method
  - Receiving a prompt to authenticate via mobile application
  - Receiving a phone call to a number of your choosing
- Adding or updating security questions to be used for authentication if you are unable to authenticate via mobile application or phone call
- Updating your MFA preferences
- Authentication failure resolution

Enrolling in MFA

1. On the eRoom login page, select **Client or business partners**.



2. On the resulting **Multi-Factor Authentication User Log In** page, enter your eRoom **Username** and **Password** into the appropriate fields and select **Log In**. *The **Multi-Factor Authentication Set-up** page will appear next.*

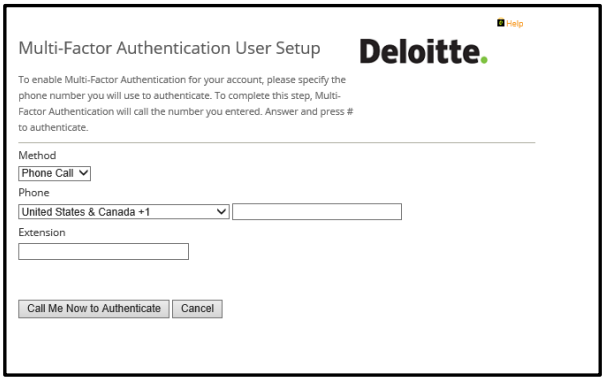
Selecting an authentication method

From the **Method** dropdown menu, select your preferred method of authentication.

- **Phone Call** – the system will authenticate your identity via a phone call to the number you provide
- **Mobile App** – you will authenticate using the **Microsoft Authenticator app**. The **Microsoft Authenticator app** is the recommended method for frequent travelers and allows for users to authenticate via Wi-Fi when traveling on an aircraft without cellular service.

Authenticating via Phone Call

If you choose **Phone Call**, enter your phone number and any needed office extension number (office extension number is not required). Select **Call Me Now to Authenticate**. You will receive a phone call to the number you provided and to authenticate by pressing the pound/hashtag key (#).

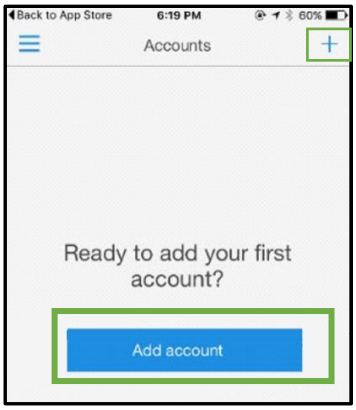


Authenticating via Mobile App

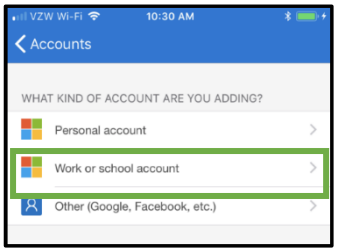
In order to select **Mobile App** as your method, first download the **Microsoft Authenticator app** onto your mobile device. The app is available from Apple, Google, and Windows application stores.

Note: If your mobile device does not support the **Microsoft Authenticator app**, you must select the **Phone Call** method.

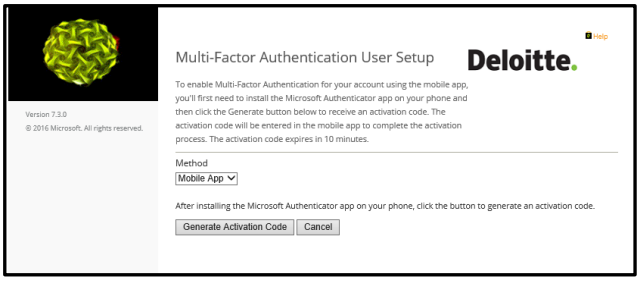
1. Once you have installed the Microsoft Authenticator app, open it and add a new account by selecting either **Add account** or the **+** icon.



2. Select **Work or school account**. *The **Scan QR code** screen displays on your mobile device.*



3. On the **Multi-Factor Authentication User Setup** page on your device, select **Mobile app** from the **Method** dropdown list, and select **Generate Activation Code** to generate an activation code, URL, and QR code.



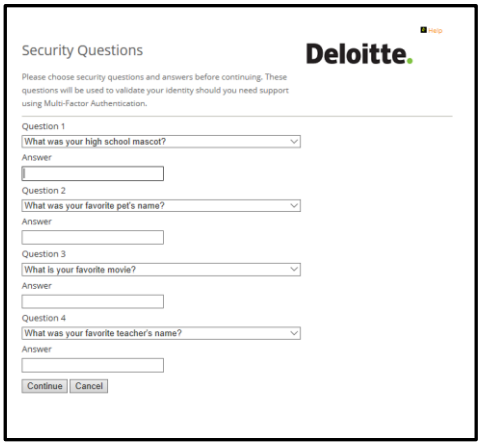
4. Using your mobile device, authenticate by scanning the QR code. If, for any reason, you cannot scan the QR code, select the **Or enter code manually** option and enter the activation code and URL.

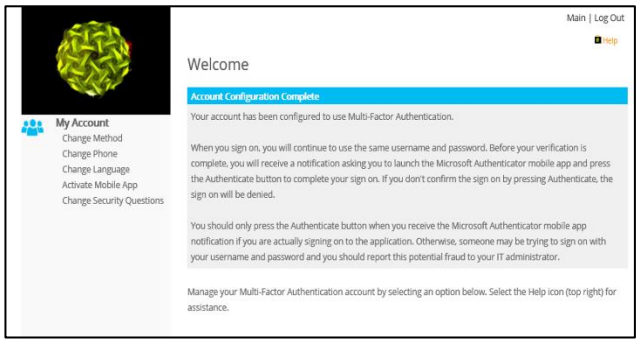
   After configuring your preferred authentication method, you will be directed to the **Security Questions** setup page.

Setting up security questions

Security questions allow users to authenticate when unable to use their preferred authentication method.

1. For each security question, select a question from the dropdown menu and provide your answer. All questions must be completed. Select **Continue**. *The **Welcome** screen displays to indicate successful MFA enrollment.*



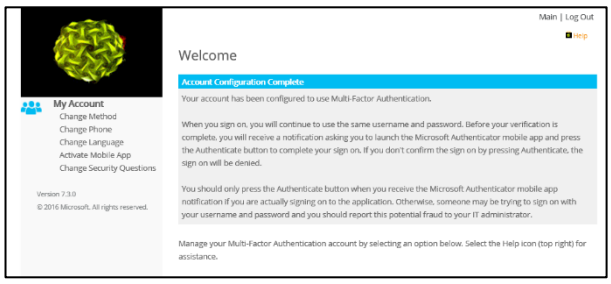


Updating your MFA preferences

After enrolling and successfully authenticating via MFA, you can update your MFA preferences at any time. Be sure to log out of the MFA site when complete and close your browser window.

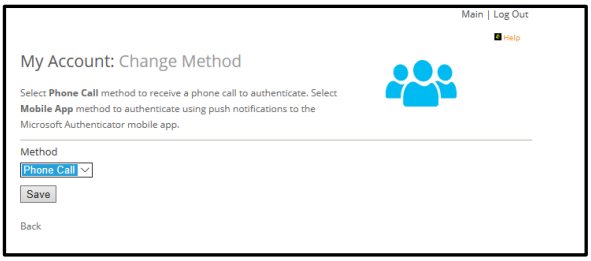
To update your settings, select the **Client or business partner** link on the DOL eRoom login page. On the MFA **Welcome** screen, you can:

- Update your authentication method
- Update the phone number associated with your MFA account
- Select a different language
- Activate the mobile app on another mobile device
- Update your security questions



Updating your authentication method

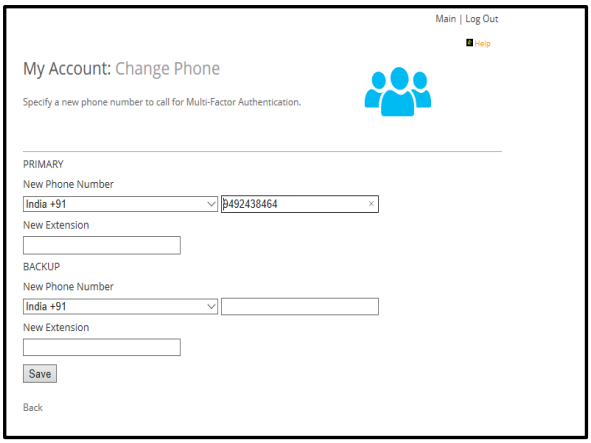
To change your authentication method go to **My Account** and select **Change Method**. On the **My Account: Change Method** screen, select your updated method and select **Save**.



Updating phone number

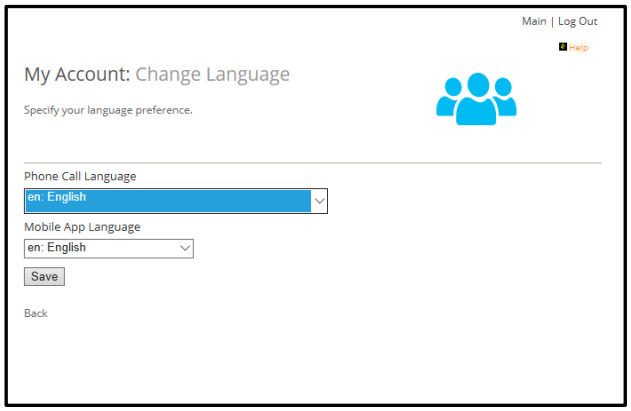
To update the phone number associated with your MFA account, go to **My Account** and select **Change Phone**. On the **My Account: Change Phone** screen, update the phone information and select **Save**.

Note: Updates to authentication methods may take up to 15 minutes to take effect.



Changing language

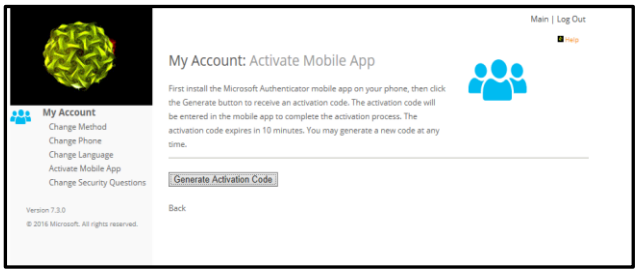
To update the language associated with your MFA account, go to **My Account** and select **Change Language**. On the **My Account: Change Language** screen, select the preferred language from the available options and select **Save**.



Note: Updates to languages may take up to 15 minutes to take effect. At this time, not all languages in the dropdown menu are available.

Activating mobile authenticator on another device

To activate the mobile authenticator on another device, select **Activate Mobile App** under **My Account**. Select **Generate Activation Code**. Within the Mobile Authentication app on your mobile device, scan the QR code on the computer screen. If you experience issues scanning the QR code, select **Or enter code manually** and enter the activation code and URL.



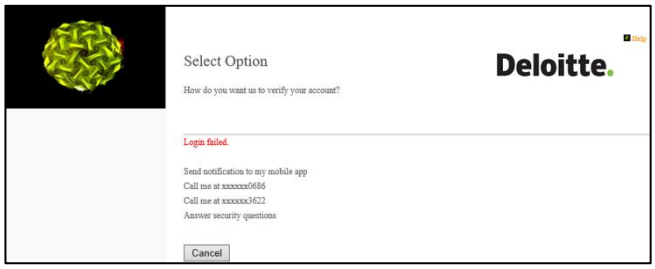
Updating security questions

To change the security questions associated with your MFA account, select **Change Security Questions** under **My Account**. On the **Security Questions** screen, select a question from the dropdown menu and provide your answer. All questions must be completed. Select **Save**.

Authentication failure resolution

Mobile App method failure:

If you selected **Mobile App** as your primary method and it fails to authenticate, an error page will appear, and prompt you to use any of your backup methods to authenticate as shown here.



Upon successful verification, you will be directed to the eRoom landing page.

Phone Call method failure:

If you selected **Phone Call** as your primary method and do not have your primary phone available, the MFA will attempt to reach you on the backup phone as specified in the enrollment process.

If the authentication fails, an error page will appear, and prompt you to answer the security questions created during MFA enrollment.

Upon successful verification, you will be directed to the eRoom landing page.

Support

For any further questions or support, please contact us using the phone numbers below:

- From United States and Canada: + 1 866 546 3388 (toll-free)
- From all regions: + 1 718 354 1250

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