Multi-Factor Authentication (MFA) Manual

English version

SCHAEFFLER

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Why MFA?

Passwords do not offer enough protection, because

- Passwords are often easy to guess.
- The same password is often used several times.
- Stolen passwords are being tried by hackers.

Password + MFA = 99,9% more security

What is MFA?

Multi-factor authentication is a process in which users are prompted to perform another authentication procedure during the login process. Forcing a second authentication method in addition to the password increases security enormously, since an attacker cannot easily duplicate the second factor.

What MFA methods are there?

The first factor is always the user's Windows password, which he must enter when unlocking the computer.

For the second factor, the Schaeffler user currently has four different methods to choose from:

- **Phone call:** The MFA-server calls the phone registered by the user.
- **Text message:** The MFA-Server sends a six-digit code to the user's cell phone.
- **Mobile app - Receive notification for verification:** The MFA-Server sends a verification request to the user's smartphone. The user must tap "Confirm" in the mobile app to verify.
- **Mobile app – Use verification code:** The MFA Server sends a six-digit code to the user's mobile app. The user then enters this code on the login page.

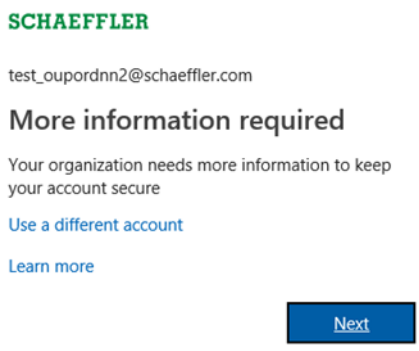
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When do I have to use MFA?

Don't worry - you don't have to take care of this. If MFA is required because a user accesses e.g. an application with confidential data, MFA is automatically triggered.

How to register for MFA?

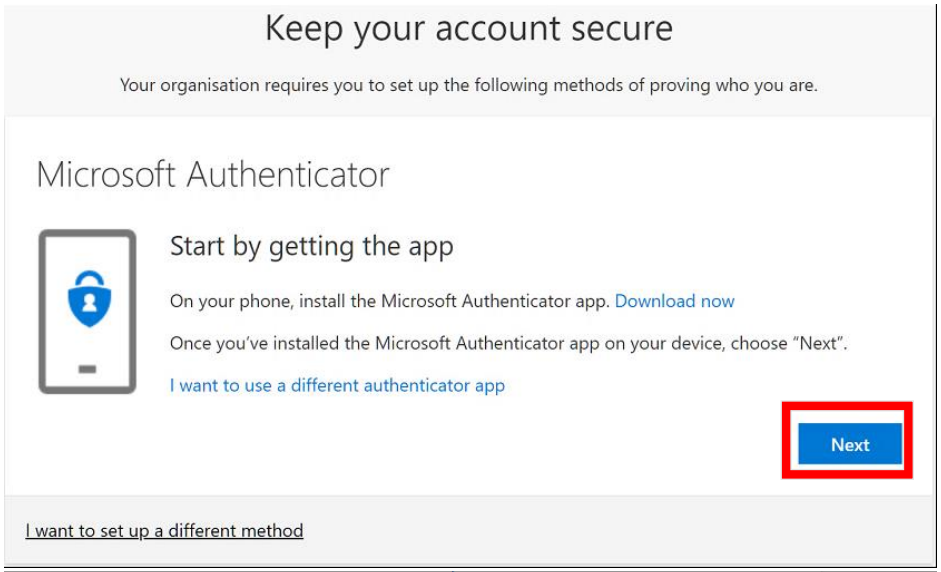
When a user logs in for the first time to a service that requires multi-factor authentication, they will be prompted to register their preferred method, as shown in the screenshots below. You also have the option to register initially using the following link.

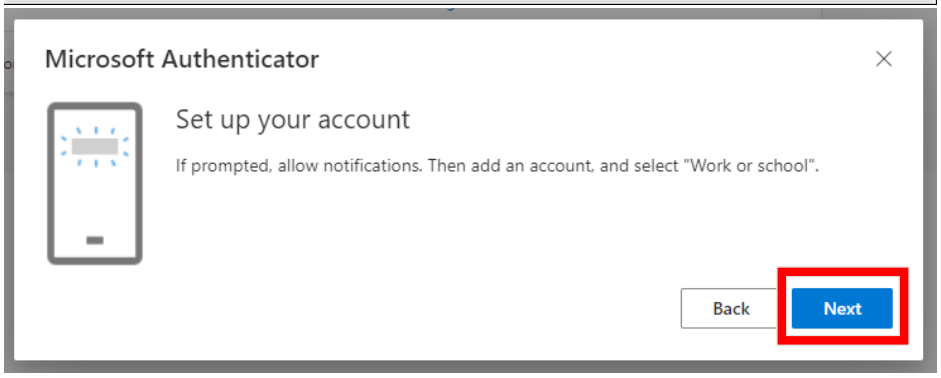


For security and convenience reasons, we recommend choosing the **Mobile app - Receive notification for verification (Microsoft Authenticator)** method if you have a smartphone. To do this, click "Next" and follow the instructions.

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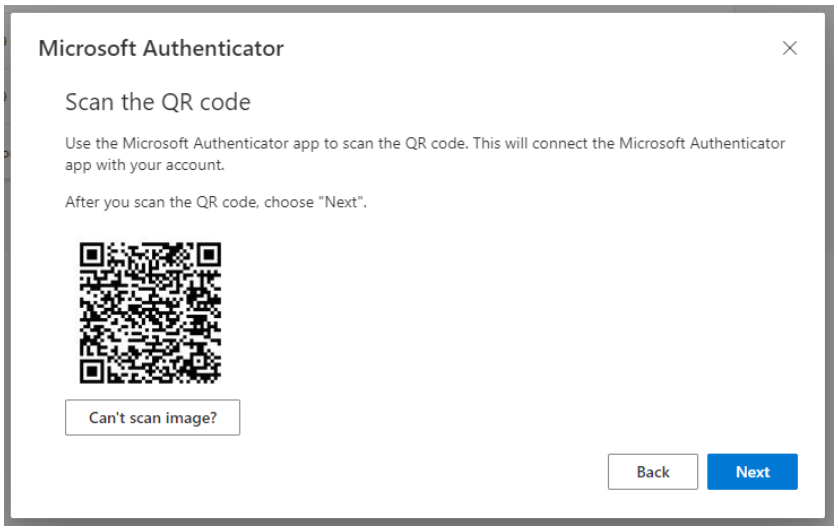
Simply click "Next" in the following two steps.





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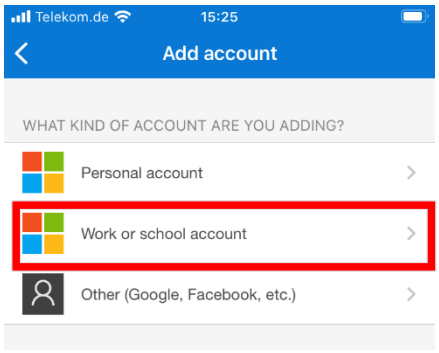
Now you should see the following (do **not** click “Next” yet):

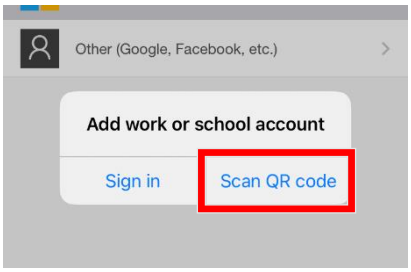


The Microsoft Authenticator is already preinstalled on Schaeffler mobile phones. If the app is not yet on your smartphone, download the "Microsoft Authenticator" from your App Store.





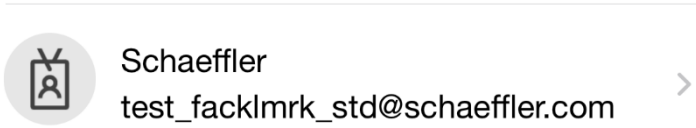




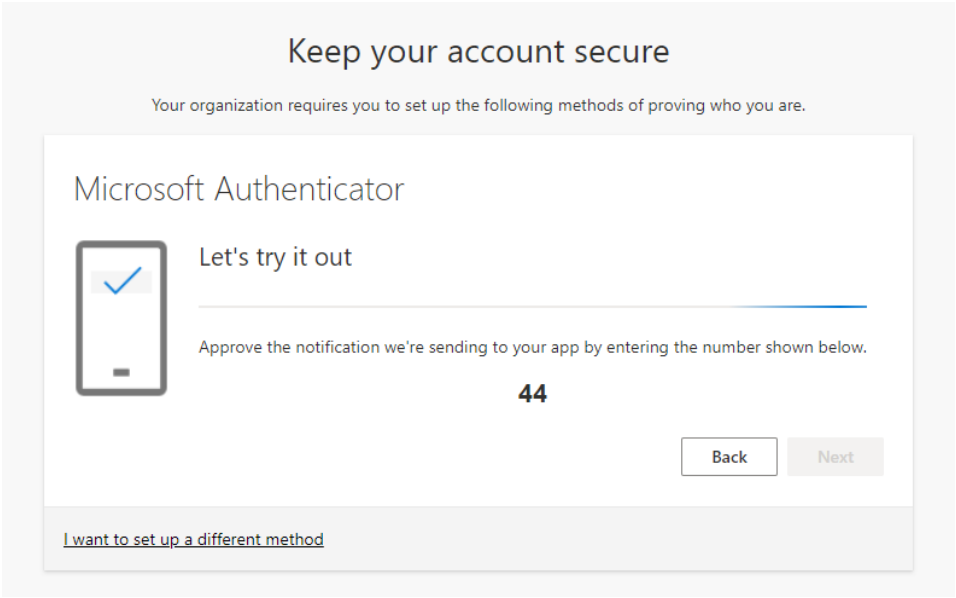
Agree to the app's prompts regarding camera and notifications. On your phone, click the plus button and then click on "Work or school account". If you are asked if you have a backup, simply click "Continue". Then click on "Scan QR Code" and scan the QR code with your phone camera, which will be displayed on your PC monitor.

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A similar entry should now be present in your Authenticator app.



Now click on “Next” on your PC. The following appears:



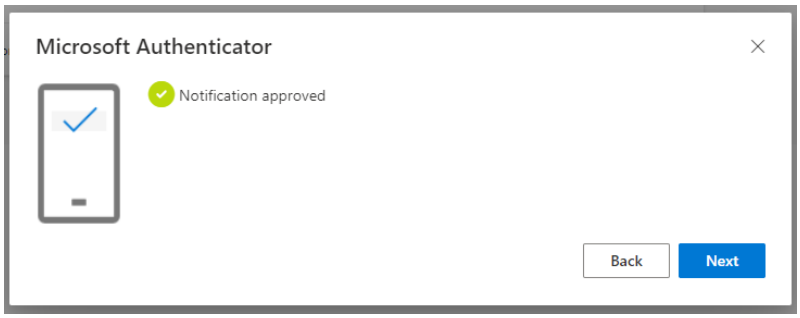
You should now have received the following prompt in your Authenticator app:



Enter the number displayed on your PC and click "Yes".

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If everything worked, you will get the following information – simply click “next”:



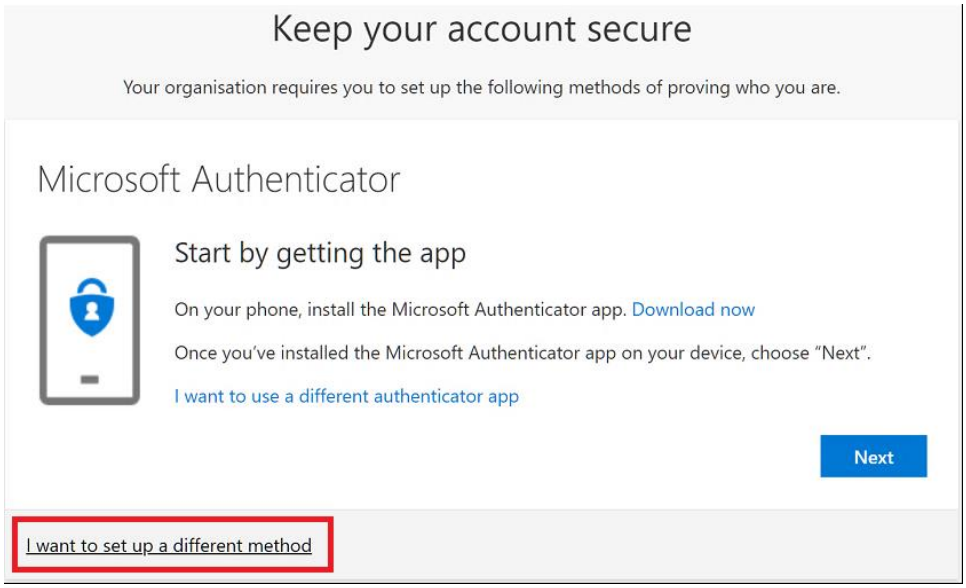
Now you may need to confirm the login request on your phone once again. If you are asked by your browser if you want to stay logged in, please confirm this.

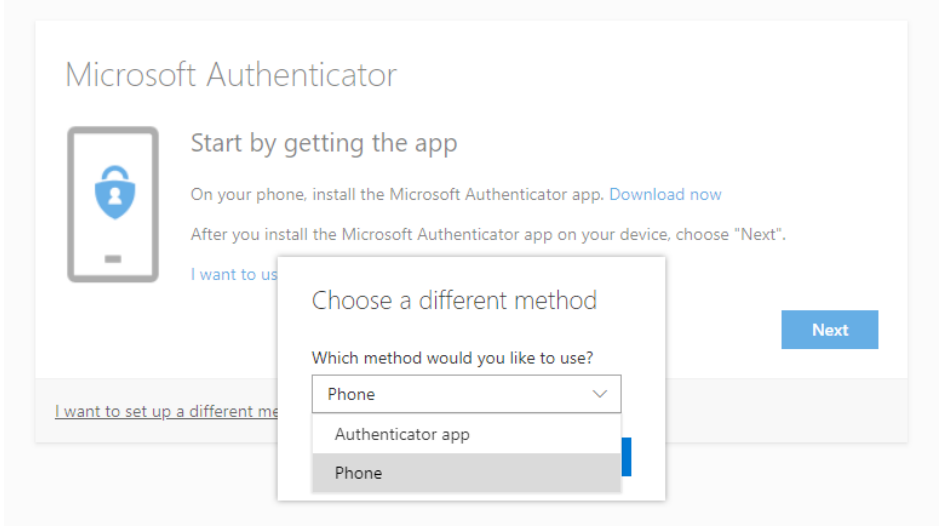
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How can I register for MFA without a mobile phone?

For security and convenience reasons, we recommend choosing the **Mobile app - Receive notification for verification (Microsoft Authenticator)** method if you have a smartphone.

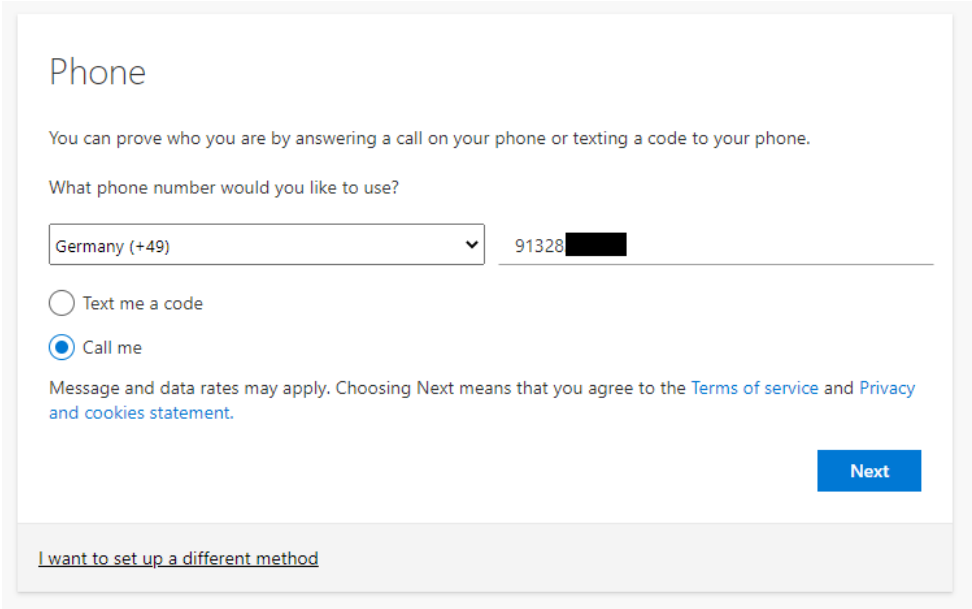
If you do not have a smartphone, you can click on **"I want to set up a different method"**. Here you have the option of storing the number by which you can be reached via Skype/Teams on your laptop. **Thus, MFA is possible even if they do not have a cell phone.**



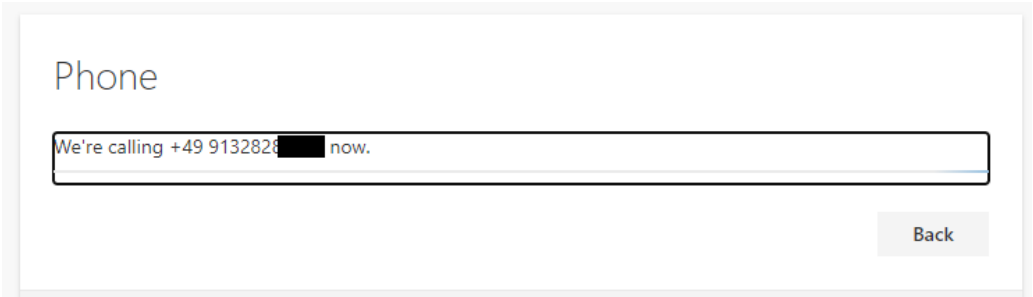


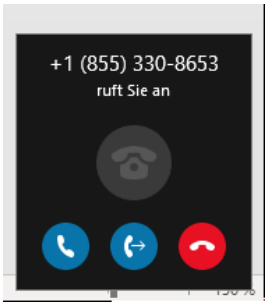
Now enter the number through which you can be reached via Skype/Teams on your laptop.

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You will then be called by Microsoft and instructed to press the # key.



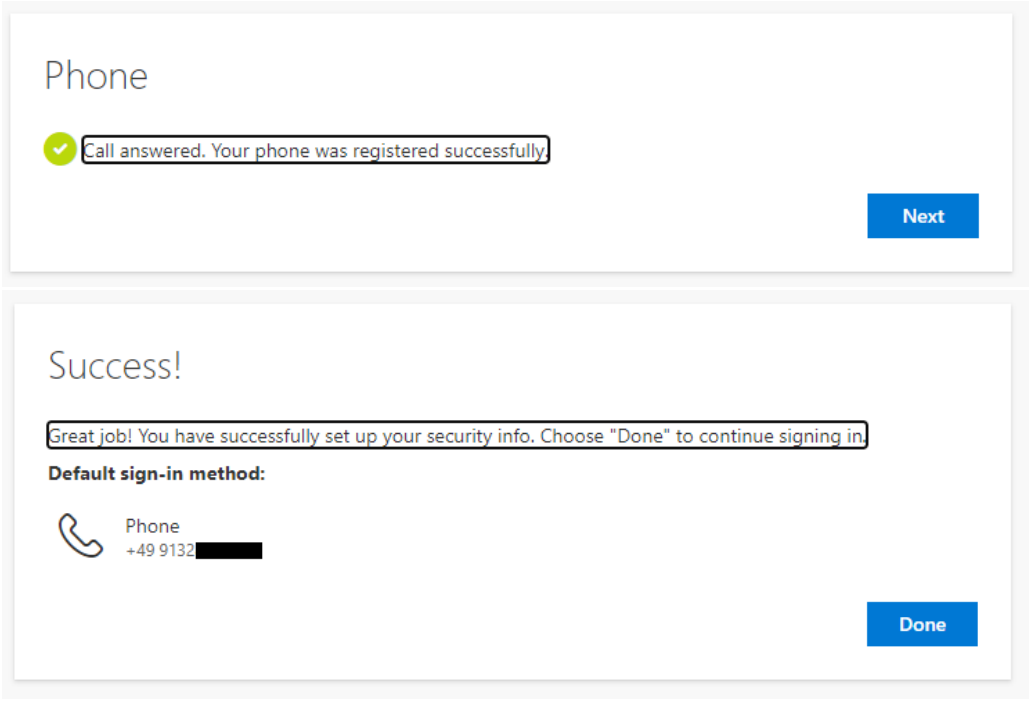




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If you see the following in your browser, you are successfully registered.

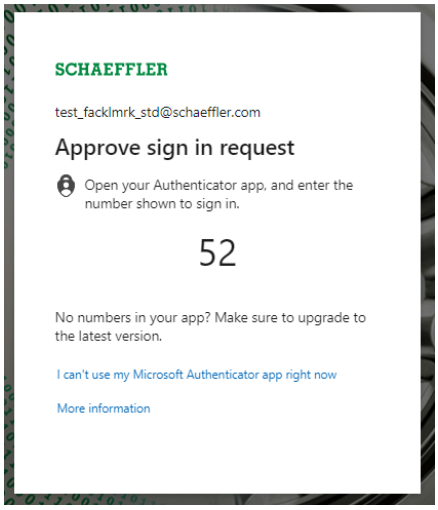
However, we would like to remind you that you should use the Microsoft Authenticator app if possible.



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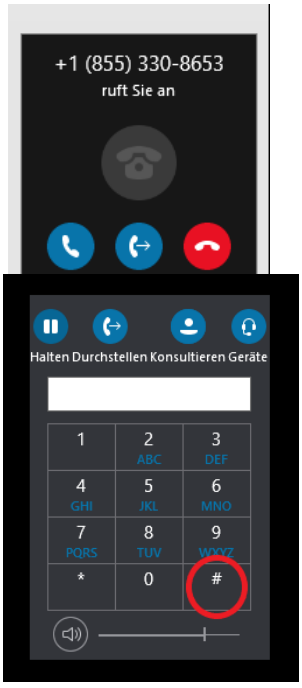
How can I perform MFA?

If you have already been registered, you will be prompted to confirm the login request, when doing a Sign In that forces MFA.









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