How to register for the new Global Multi-Factor Authentication (MFA) tool

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Introduction

This document describes the new Multi-Factor Authentication (MFA) registration process for using the Global MFA tool.

[Important information] - Please note, the following apply to register for MFA

- ***If you are registering for the first time, and you are not yet using MFA;*** To register you must be connected to the company network, either directly or via a VPN connection. If that is not possible, please contact your local IT helpdesk.
- ***If you are currently using MFA to log in to Ahold Delhaize applications;*** You have to register again, but you don't need to be connected to the company network, just make sure you have an internet connection.
- If you encounter issues during registration (or changing your MFA method), we recommend the following:
  - **Use a laptop or computer**, instead of using any other mobile device, to register for MFA or to change your method. If you are a Store employee, you can also use a computer in your store to register.
  - **Use the internet browser Google Chrome**, instead of another browser like for example Internet Explorer or Safari, to register for MFA or to change your method.

MFA methods

There are different MFA methods for which you can register, see the descriptions below. We highly recommend using the MFA method *"Mobile app – Notification"* as it is the most user-friendly and secure method.

MFA method	Description	Note
1. MFA registration for **Mobile app – Notification** Or called: Microsoft Authenticator – Notification	***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.	Please note***:*** For this method, you will have to download the ***Microsoft Authenticator app.*** This is the only Mobile app that enables the use of push notifications.

If you prefer to use a different MFA method, there are also other MFA methods for which you can register. Please find the other options below.

MFA method	Description	Note
2. MFA registration for **Mobile app – Verification code** Or called: Authenticator phone or hardware token – code	***Use verification codes:*** 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	Please note: For this method, you will have to download a Mobile app, the ***Microsoft Authenticator app*** is highly recommended for this. You first have to register for the first method (Mobile app – Notification), after that, you can easily change your

	screen.	method yourself (see registration 2).
3. MFA registration for **SMS method** Also called: Phone – text me a code	***Using text messages to receive verification codes:*** With this option, a verification code will be sent via a text message (SMS) to your mobile phone. Enter the verification code you have received via a text message in the login screen.	

Back-up MFA method

You can register for more than one MFA method. After you have registered for your preferred MFA method, we recommend that you register for another method listed above. Your second method can then be used as a backup method in case your default method doesn't work.

Please find instructions and screenshots on the next pages on how to (re)register for MFA.

After your MFA registration, you can always change your MFA method yourself. Please see the chapter “4. Change your MFA method” on how to change your method.

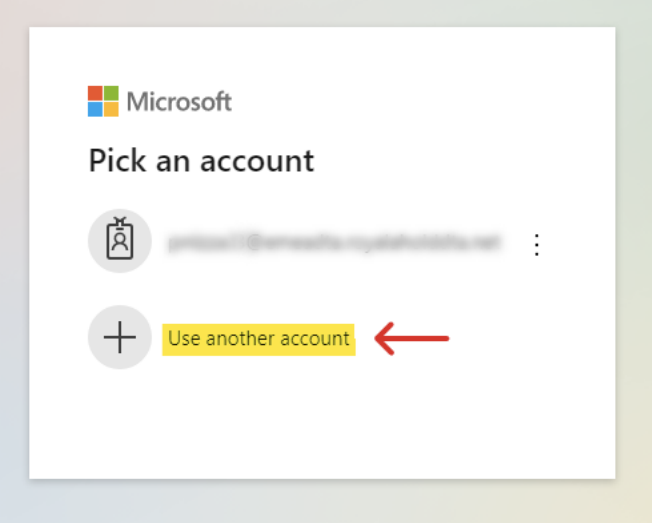
1. MFA registration for Mobile app – Notification (using Microsoft Authenticator app)

To allow the registration of Mobile App, you must meet the following requirement:

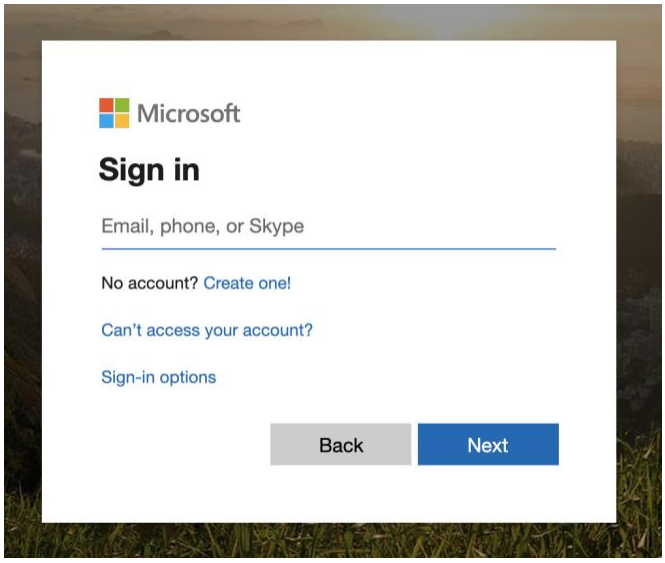
- Your mobile phone is a smartphone and runs on the latest versions of iOS or Android;
- You must have a smartphone that is able to install the Microsoft Authenticator app on your phone.

Start your registration via this link and follow the steps below.

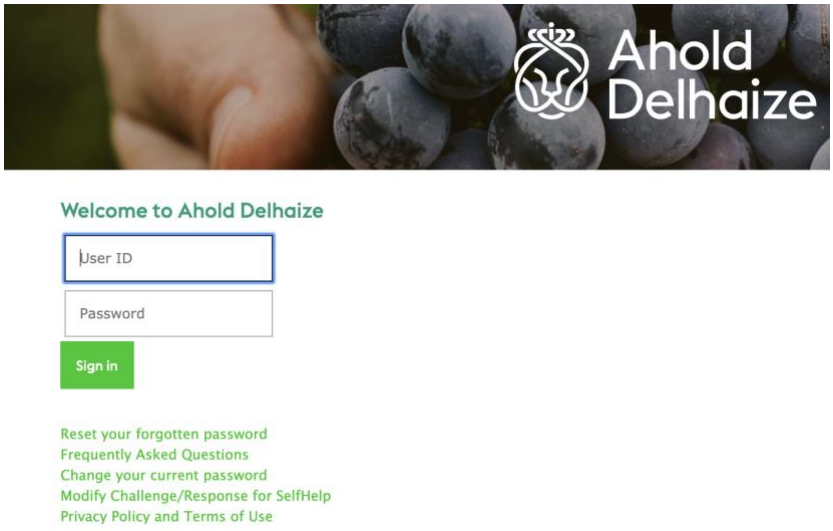
Step 1: If you see the screen below, please **click "Use another account"** and go to step 2.
If you **don't see the screen** below, please **go directly to step 2**.



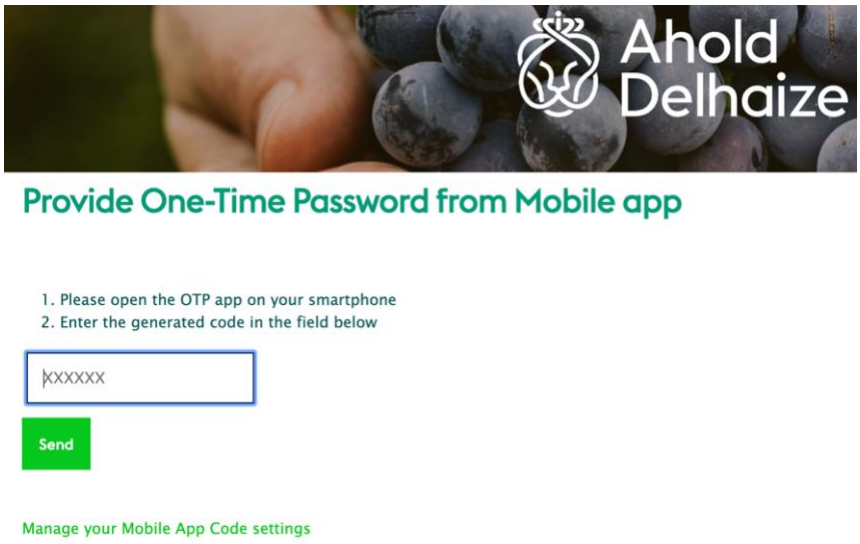
Step 2: Sign in with your **User ID** followed by **@emea.royalahold.net** (e.g. abc123@emea.royalahold.net) and click **Next** (see screenshot on the next page).



Step 3: Log in with your username or **User ID** and P**assword** and click **Sign in**.

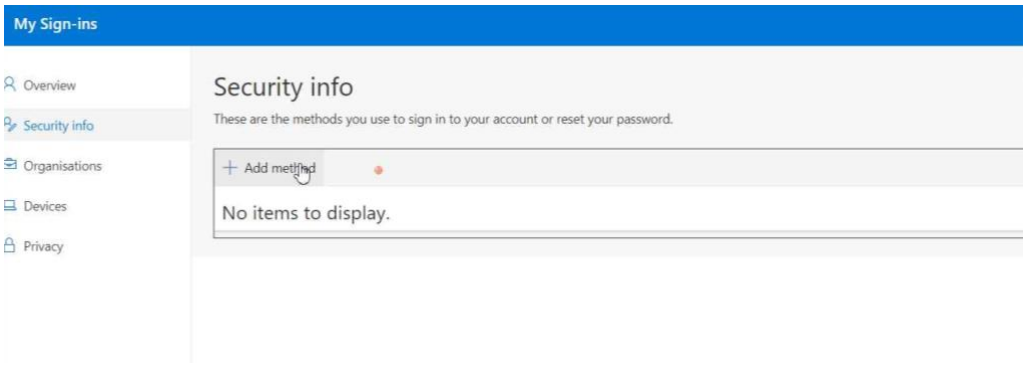


Step 4: Enter your **One-Time Password** (verification code) as you are used to now, and click **Send**. You will receive your One-Time Password on your mobile phone via your current MFA method, this can be either via a Mobile app or via an SMS (text message).

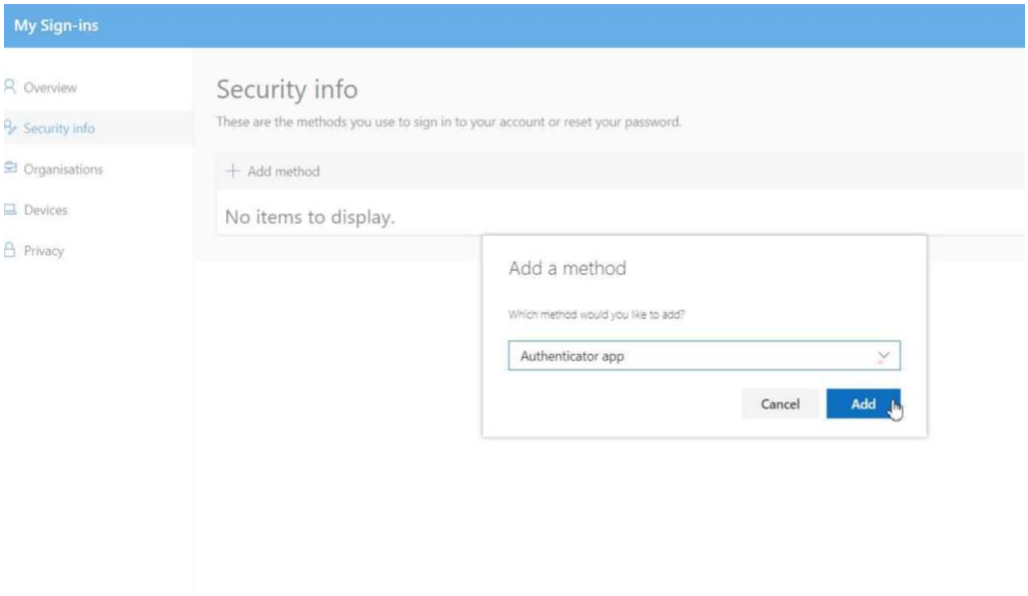


This screenshot is an example when using the Mobile app method

Step 5: The following screen will appear on your computer, please click **Add method**.

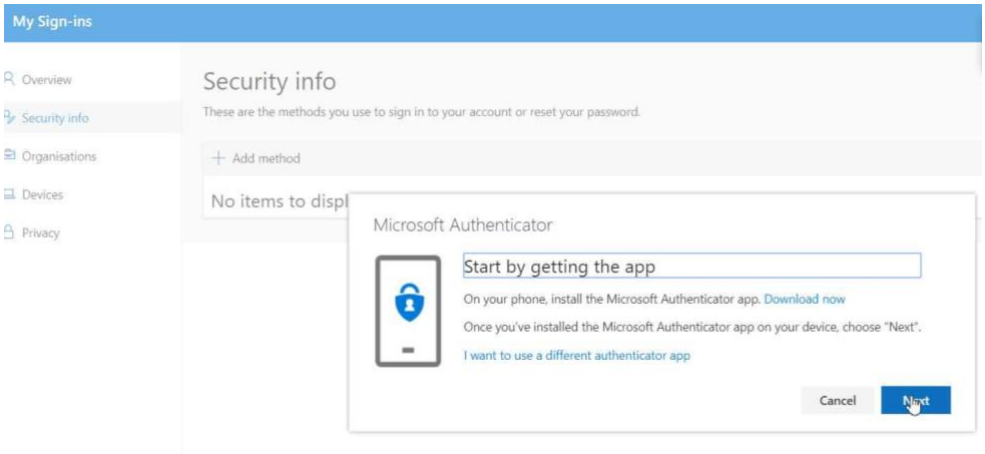


Step 6: Select **"Authenticator app"** from the drop-down menu and click **Add**.



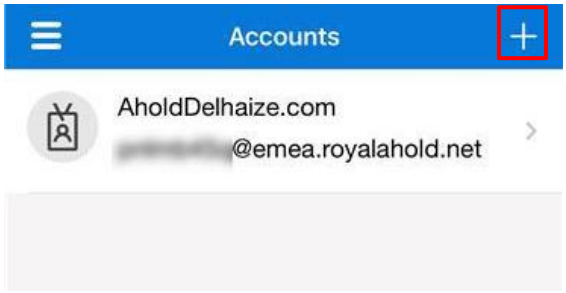
Step 7: We recommend using the **Microsoft Authenticator app**. If you are going to use this app for the first time or if you don't have this app on your smartphone, you will have to download the app. Search in your **App Store** on your smartphone for the **Microsoft Authenticator app** and **download** the app. After that, click **Next** on your computer screen.

If you have already installed this app on your phone, you don't need to download the app again, you just need to make sure you have the latest version of the app installed on your phone. You can immediately click **Next** when the screen below appears on your computer.

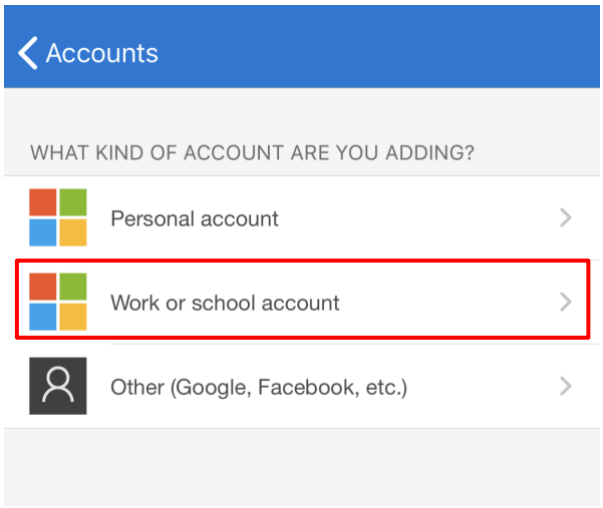


Step 8: Open the **Microsoft Authenticator app** on your phone. If you have just installed the Microsoft Authenticator app, click **Skip** in all the screens that appear on your smartphone. Then select **+** in the upper-right corner of your app to add an account (see screenshot 1 below), and then select **Work or school account** (see screenshot 2 below). When you have selected Work or school account, click **Next** on your computer screen (see screenshot 3 below).

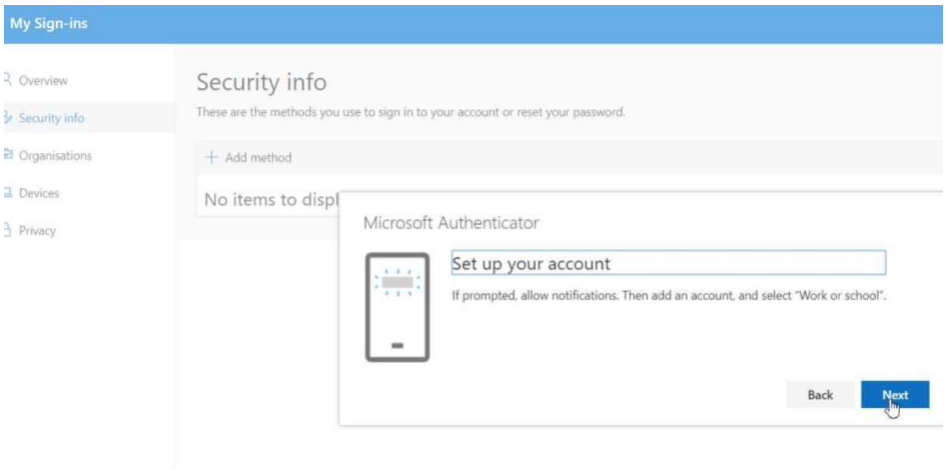
Screenshot 1:



Screenshot 2:

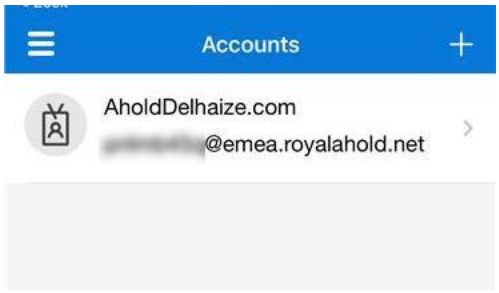


Screenshot 3:

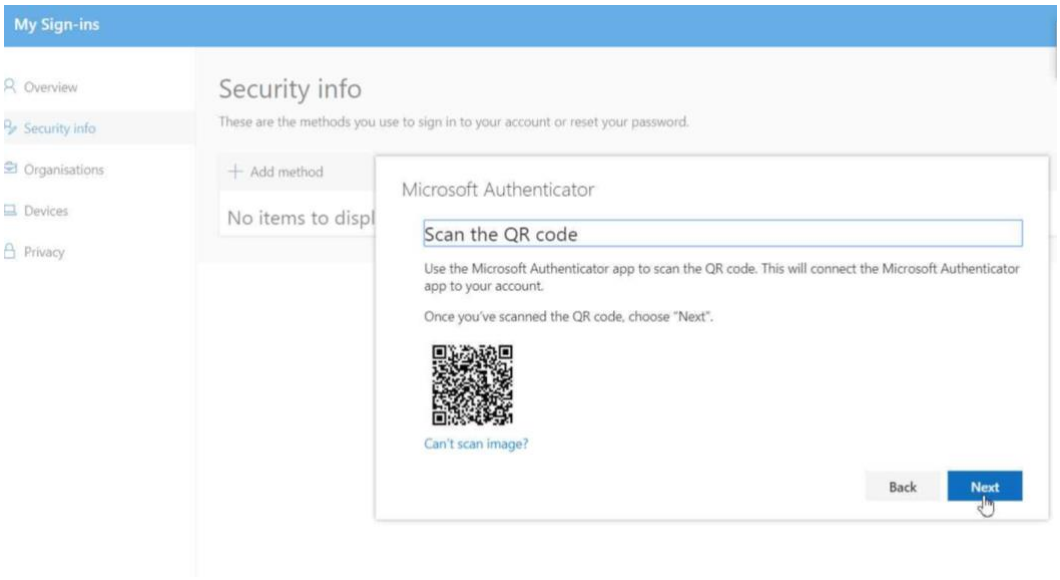


Step 9: Use your **Microsoft Authenticator app** on your phone to scan the **QR code** from the screen on your computer. Please make sure that your camera is enabled so you're able to scan a QR code. Once you have scanned the QR code, your account will be added to the app (see screenshot 1 below). When your account is visible in the app, please click **Next** on your computer screen (see screenshot 2 below).

Screenshot 1:

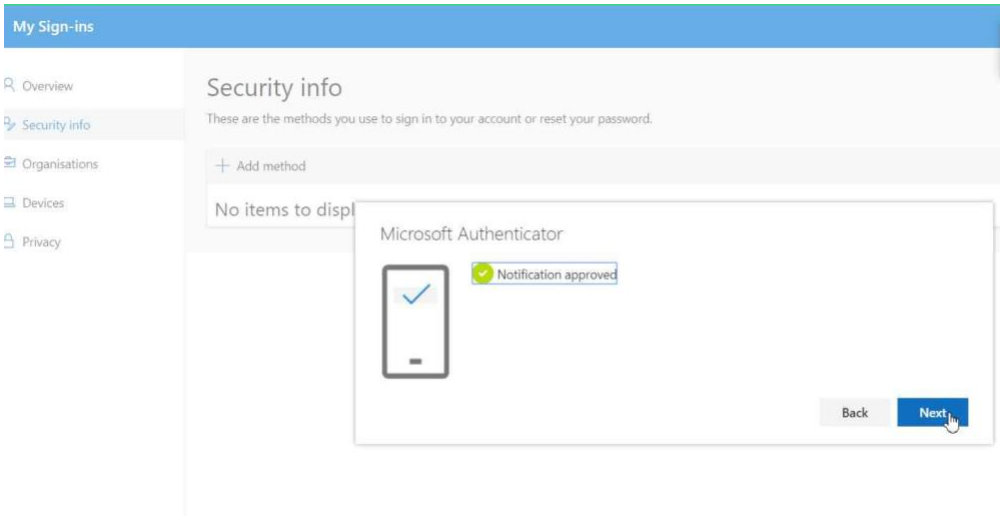


Screenshot 2:

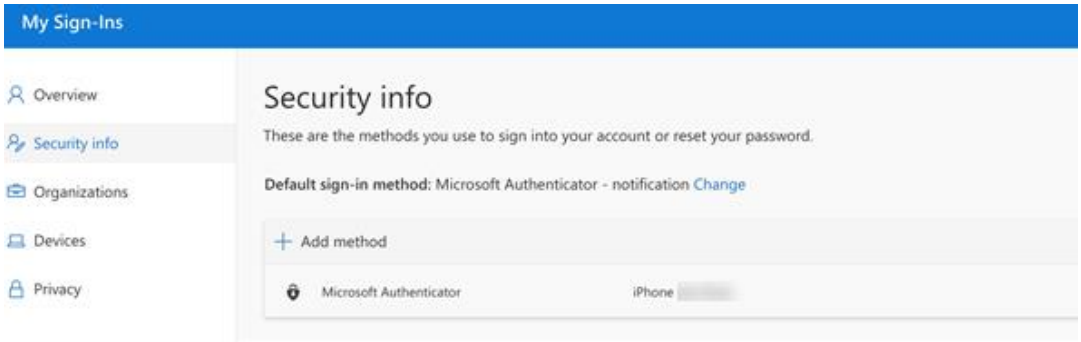


Note: The QR code listed above is an example and cannot be used.

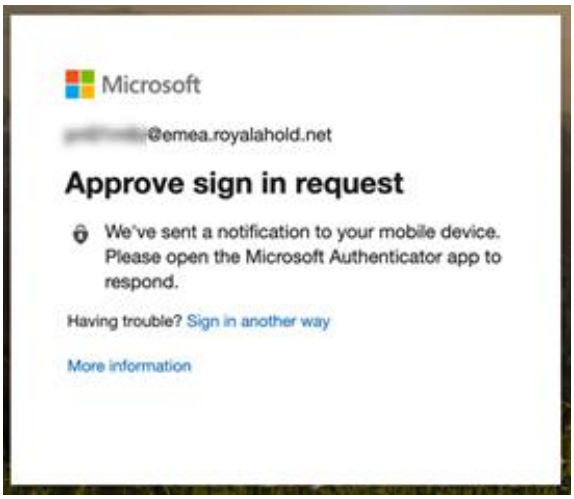
Step 10: The Microsoft Authenticator app will send a notification to your smartphone as a test. Select **Approve** in the Microsoft Authenticator app on your smartphone, and the following screen will appear on your computer. Click **Next** on your computer screen.



You have successfully completed your MFA registration to use the Microsoft Authenticator app as your verification method.



After you have completed your registration, you will receive an email when you can use your new MFA tool. From that moment on, you have to log in with your MFA method when the following screen appears:



Please note: If you were already using MFA, the MFA tool you formerly used will also continue to exist. This means that you may need to use both the old and new MFA tool, resulting in the situation that for some applications you have to log in with your old MFA method, and for some applications with your new MFA method. If the above new screen appears you need to log in with your new MFA method, and if the "old" screen appears you need to log in with your old MFA method. Using two MFA methods will only be temporary, in the foreseeable future you just need to use your new MFA method.

2. MFA registration for Mobile app – Verification code (using Microsoft Authenticator app)

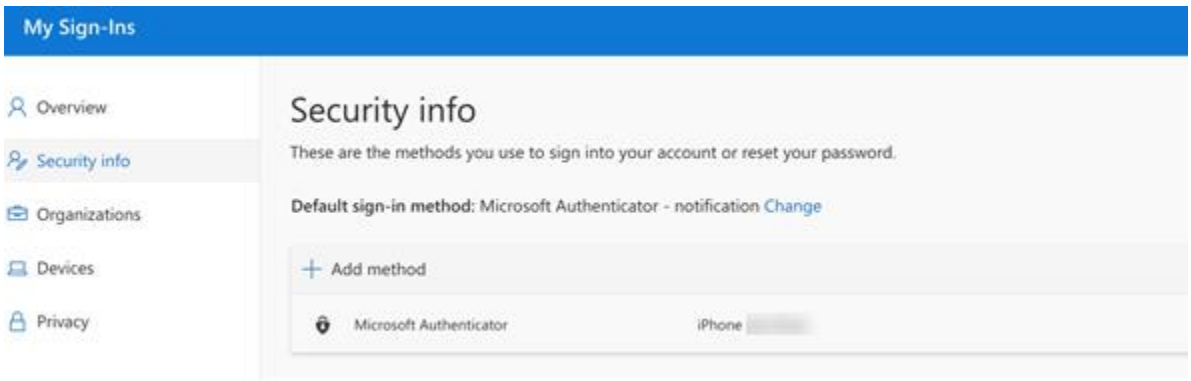
Please note: If you prefer to use verification codes, you can use the "Microsoft Authenticator app". You first have to register for the first method "Mobile app – Notification", after that, you can easily change your method yourself.

To allow the registration of Mobile App, you must meet the following requirement:

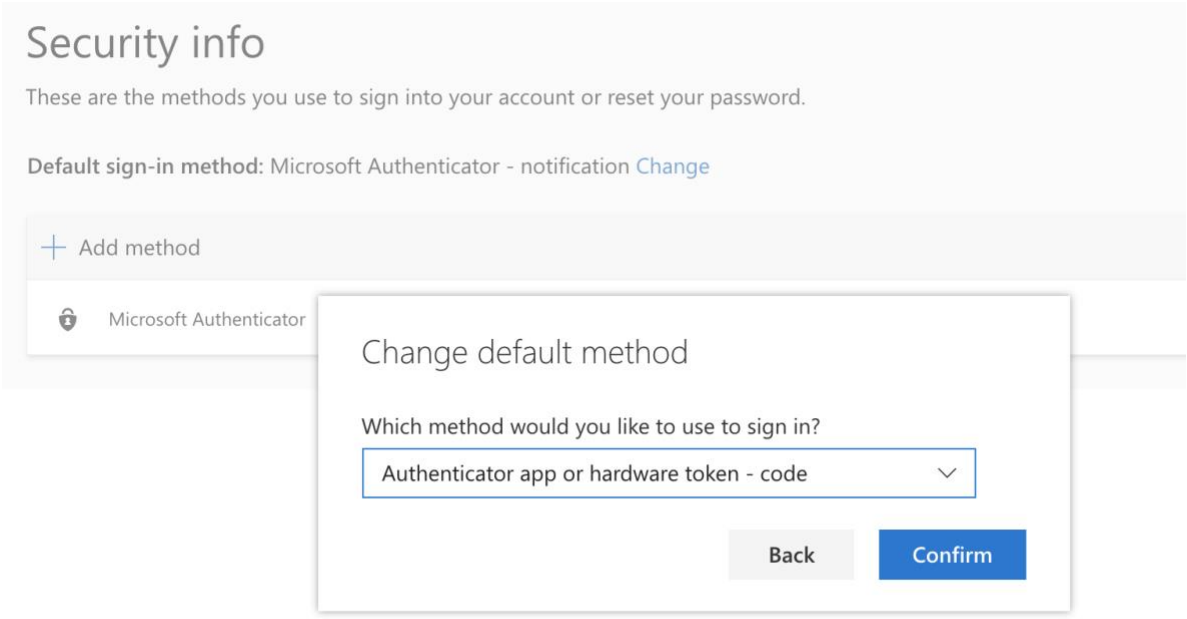
- Your mobile phone is a smartphone and runs on the latest versions of iOS or Android;
- You must have a smartphone that is able to install the Microsoft Authenticator app on your phone.

Start your registration via this link and follow the steps below.

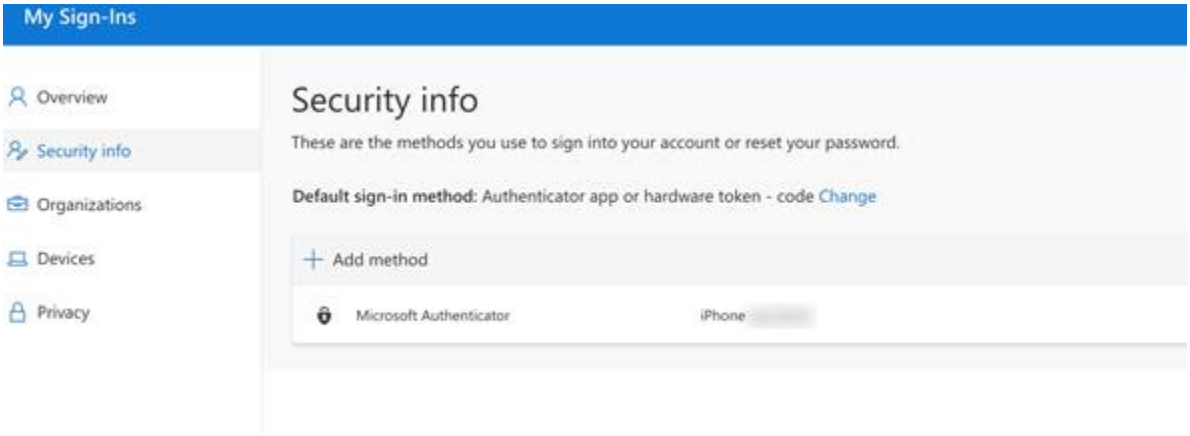
Step 1: If you want to use **verification codes,** you first have to **register yourself for Microsoft Authenticator app** by following the steps for MFA registration for Mobile app - Notification. When you register to use the Microsoft Authenticator app, you are automatically registered for option 1 (Receive notifications for verification). After registration, you can change your MFA method. If you clicked the link above, the following screen will appear, click **Change** on your computer screen.



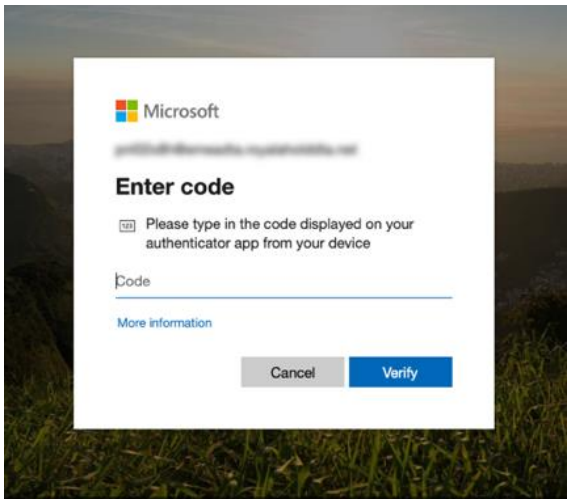
Step 2: Select **Authenticator app or hardware token – code** in the drop-down list and click **Confirm**.



You have successfully changed your method; you can now use verification codes as your MFA method with the Microsoft Authenticator app.



After you have completed your registration, you will receive an email when you can use your new MFA tool. From that moment on, you have to log in with your MFA method when the following screen appears:

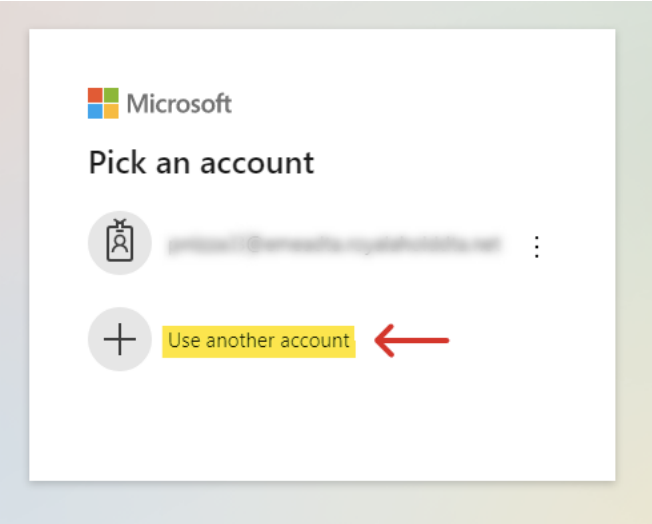


<u>Please note:</u> If you were already using MFA, the MFA tool you formerly used will also continue to exist. This means that you may need to use both the old and new MFA tool, resulting in the situation that for some applications you have to log in with your old MFA method, and for some applications with your new MFA method. If the above new screen appears you need to log in with your new MFA method, and if the "old" screen appears you need to log in with your old MFA method. Using two MFA methods will only be <u>temporary</u>, in the foreseeable future you just need to use your new MFA method.

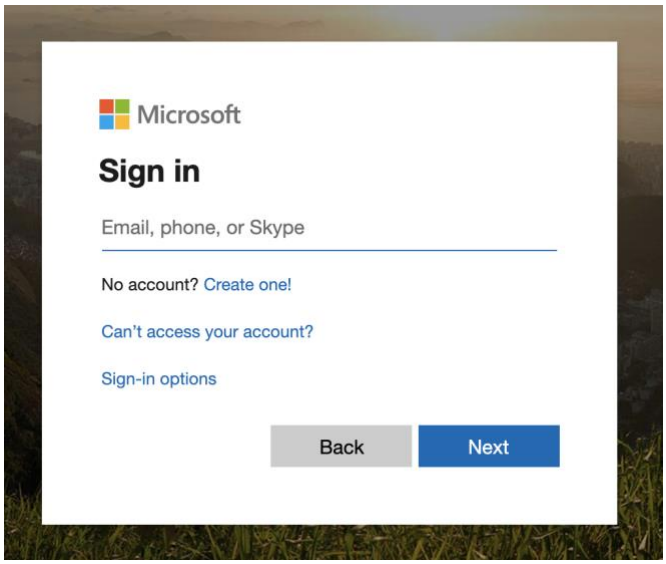
3. MFA registration for SMS method – using text messages

Start your registration via this link and follow the steps below.

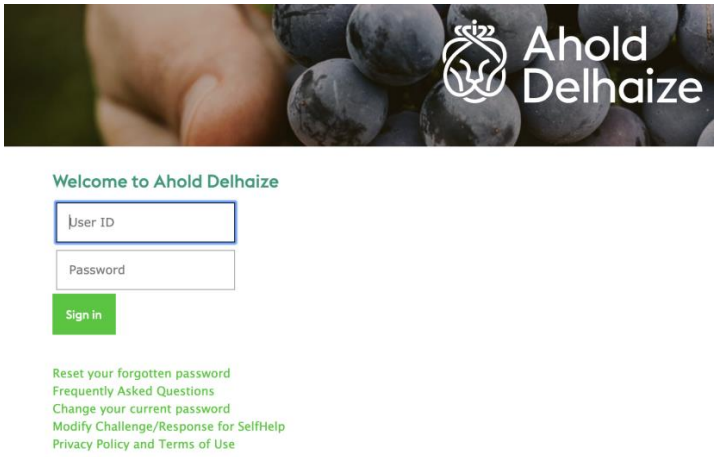
Step 1: If you see the screen below, please **click "Use another account"** and go to step 2.
If you **don't see the screen** below, please **go directly to step 2**.



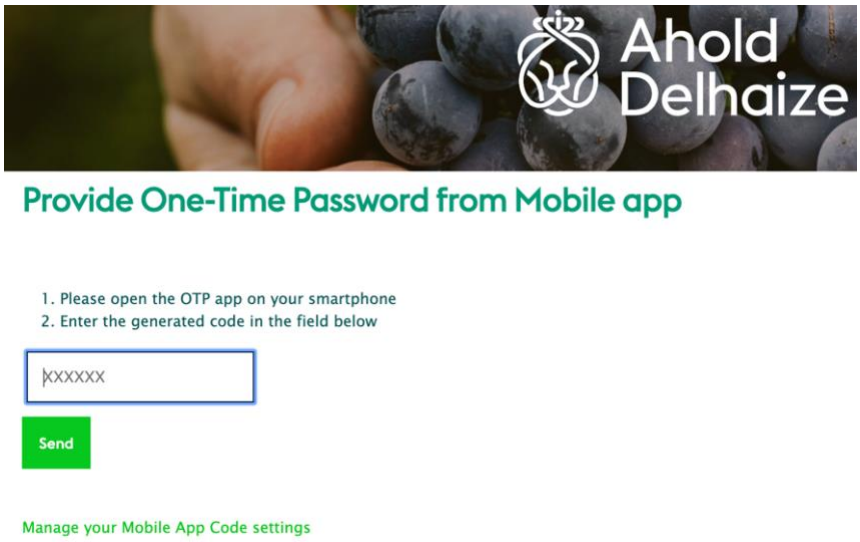
Step 2: Sign in with your **User ID** followed by **@emea.royalahold.net** (e.g. abc123@emea.royalahold.net) and click **Next.**



Step 3: Log in with your username or **User ID** and **password** and click **Sign in**.

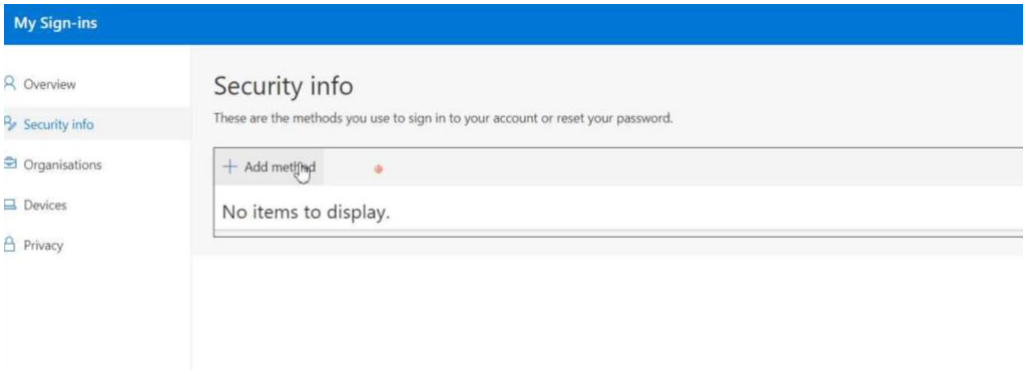


Step 4: Enter your **One-Time Password** (verification code) as you are used to now, and click **Send**. You will receive your One-Time Password on your mobile phone via your current MFA method, this can be either via a Mobile app or via an SMS (text message).

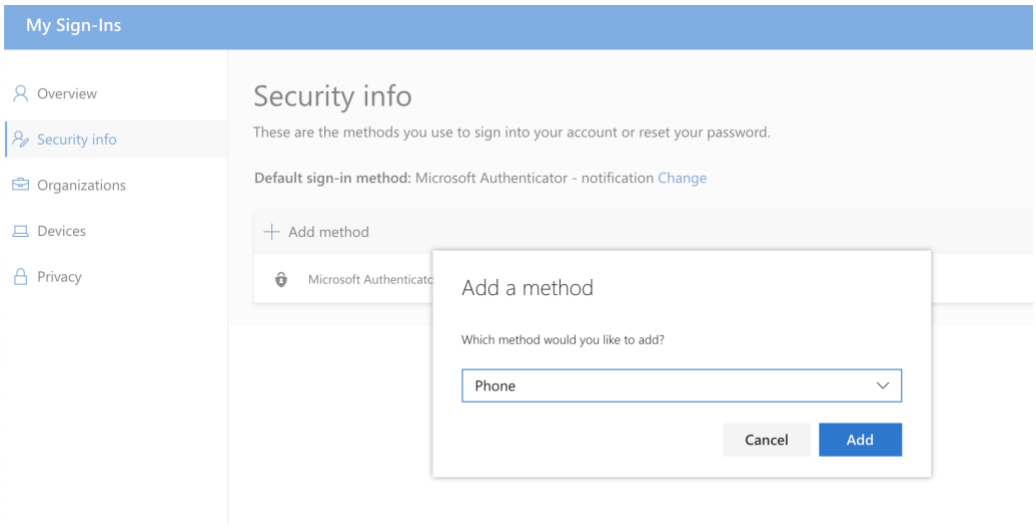


This screenshot is an example when using the Mobile app method

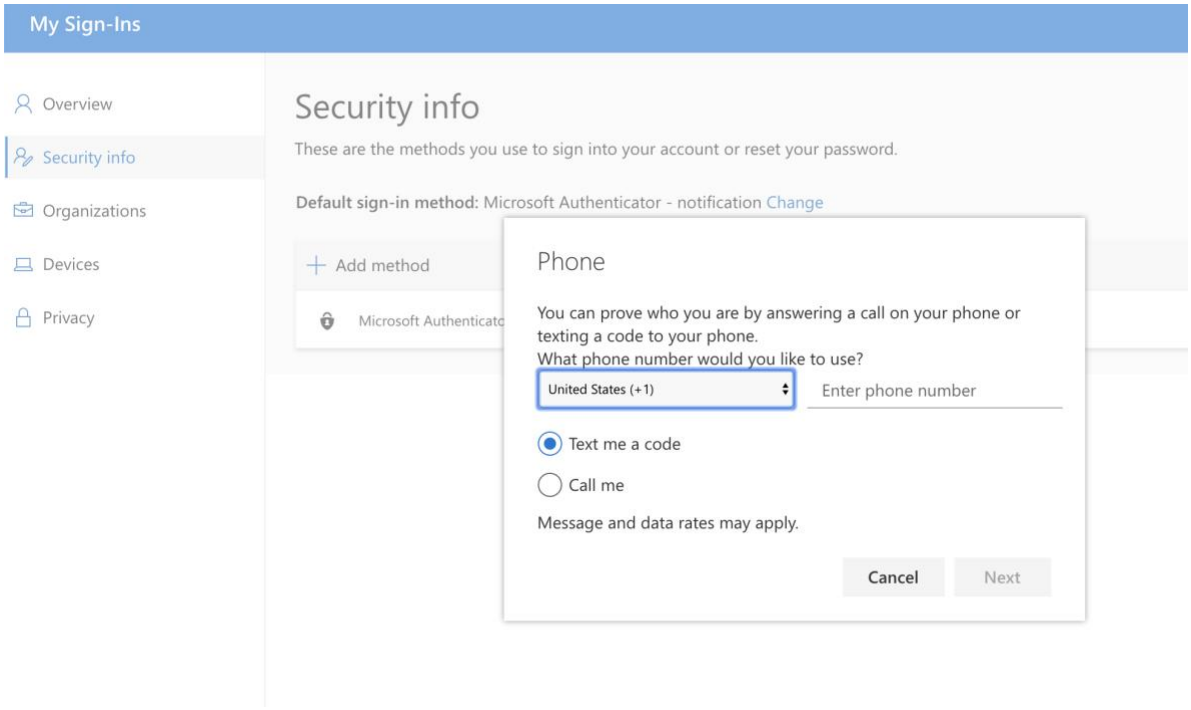
Step 5: The following screen will appear on your computer, please click **Add method**.



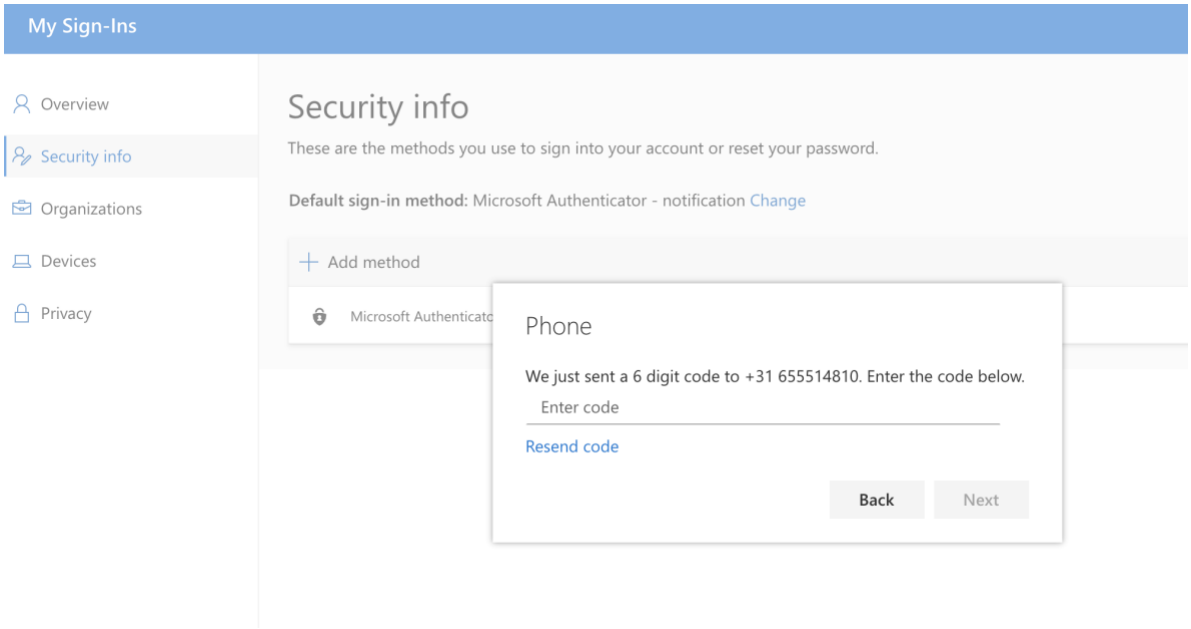
Step 6: Select **"Phone"** from the drop-down menu and click **Add**.



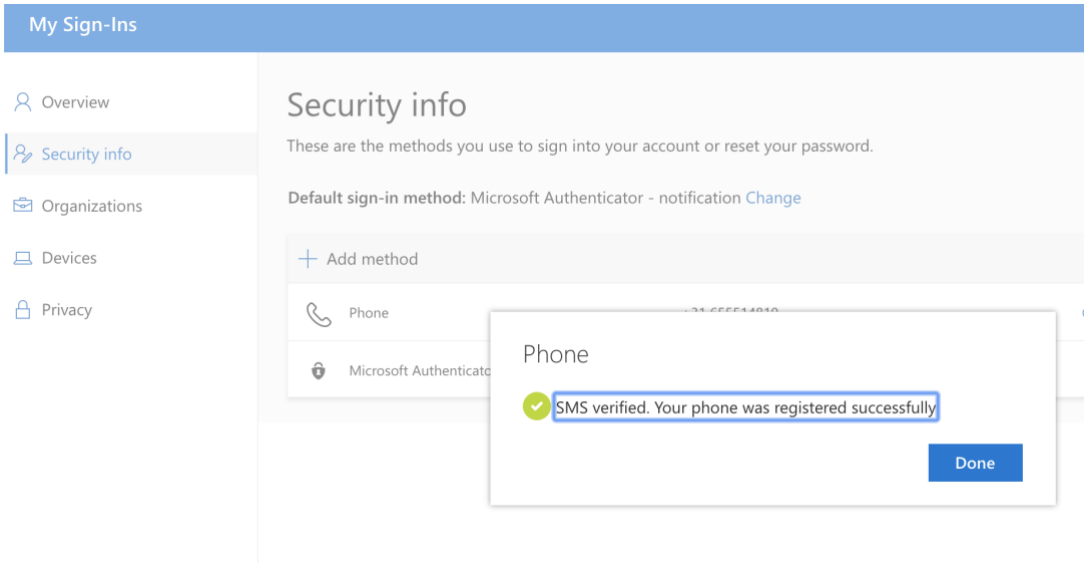
Step 7: Select your **country or region** from the drop-down list, enter your **mobile phone number**, and then click **Next**.



Step 8: A text message (SMS) will now be sent to your mobile phone. Enter the **verification code** from the text message sent by Microsoft in the field on your computer screen (see screenshot below), and then click **Next**.

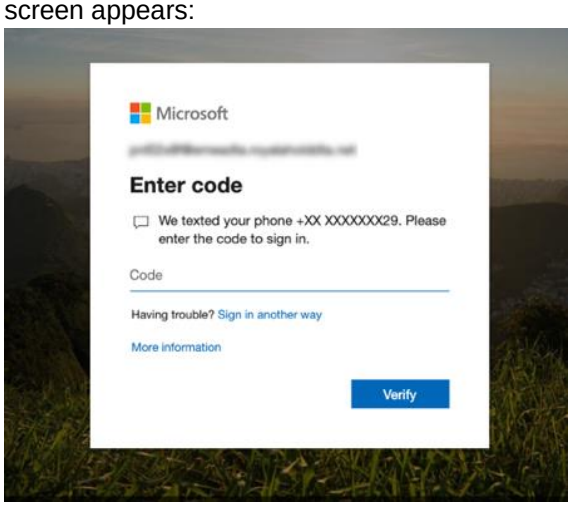


Step 9: After you clicked Next, the following screen will appear. Please click **Done**.



You have successfully completed your MFA registration to use a text message (SMS) as your verification method.

After you have completed your registration, you will receive an email when you can use your new MFA tool. From that moment on, you have to log in with your MFA method when the following screen appears:

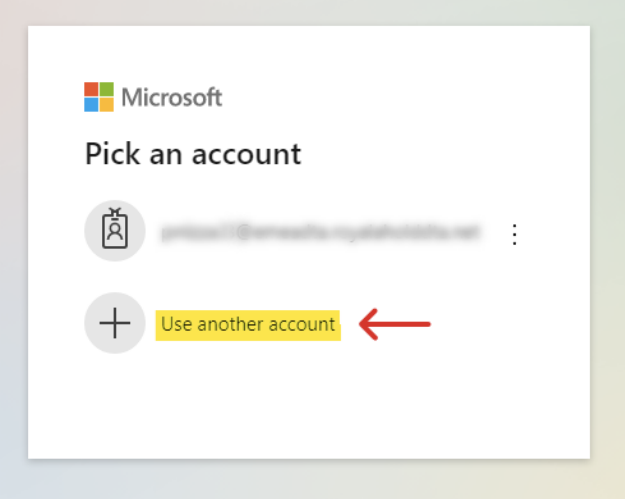


<u>Please note:</u> If you were already using MFA, the MFA tool you formerly used will also continue to exist. This means that you may need to use both the old and new MFA tool, resulting in the situation that for some applications you have to log in with your old MFA method, and for some applications with your new MFA method. If the above new screen appears you need to log in with your new MFA method, and if the "old" screen appears you need to log in with your old MFA method. Using two MFA methods will only be <u>temporary</u>, in the foreseeable future you just need to use your new MFA method.

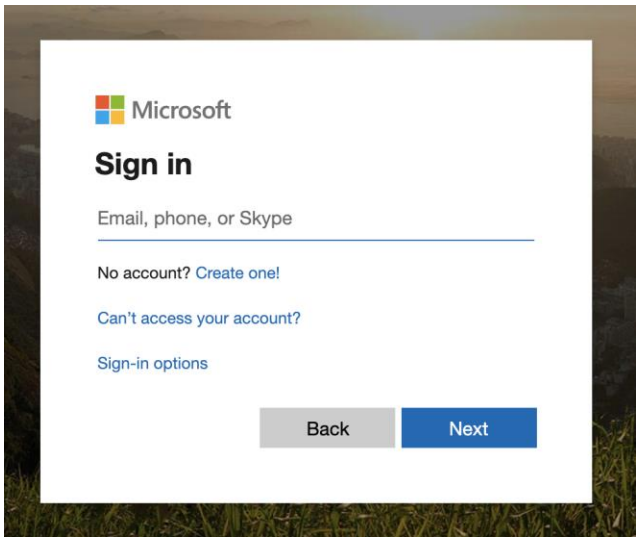
4. Change your MFA method

Start changing your MFA method via this link and follow the steps below.

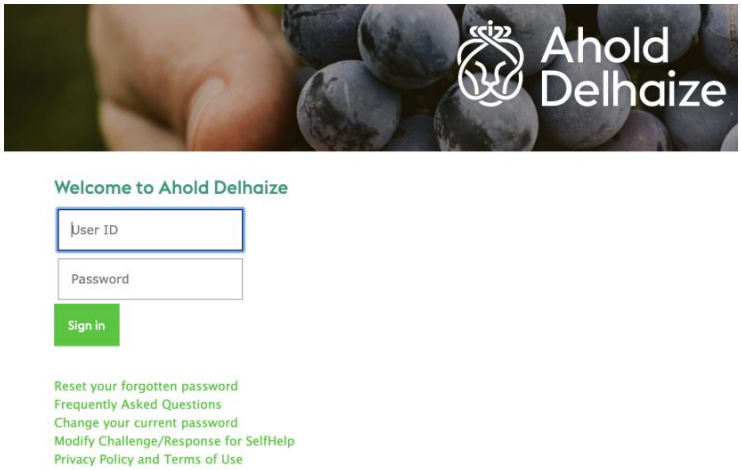
Step 1: If you see the screen below, please **click "Use another account"** and go to step 2.
If you **don't see the screen** below, please **go directly to step 2**.



Step 2: Sign in with your **User ID** followed by **@emea.royalahold.net** (e.g. abc123@emea.royalahold.net) and click **Next.**

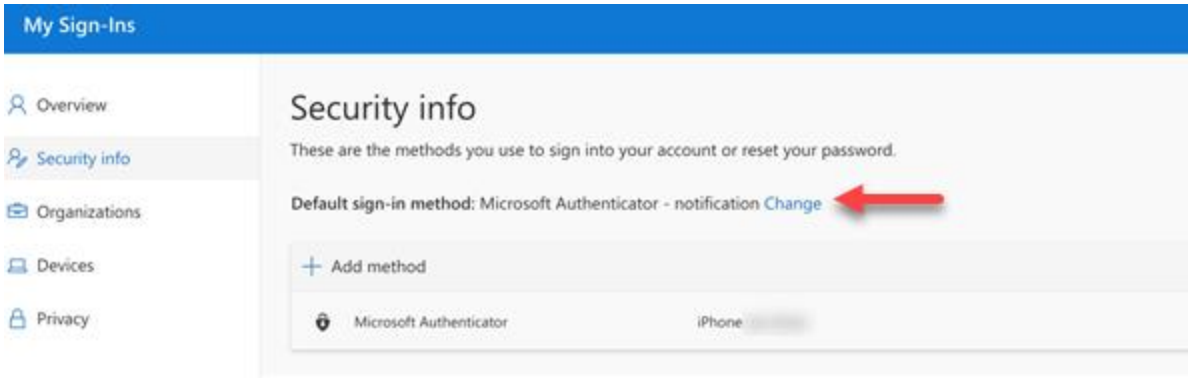


Step 3: Log in with your username or **User ID** and **password** and click **Sign in**.

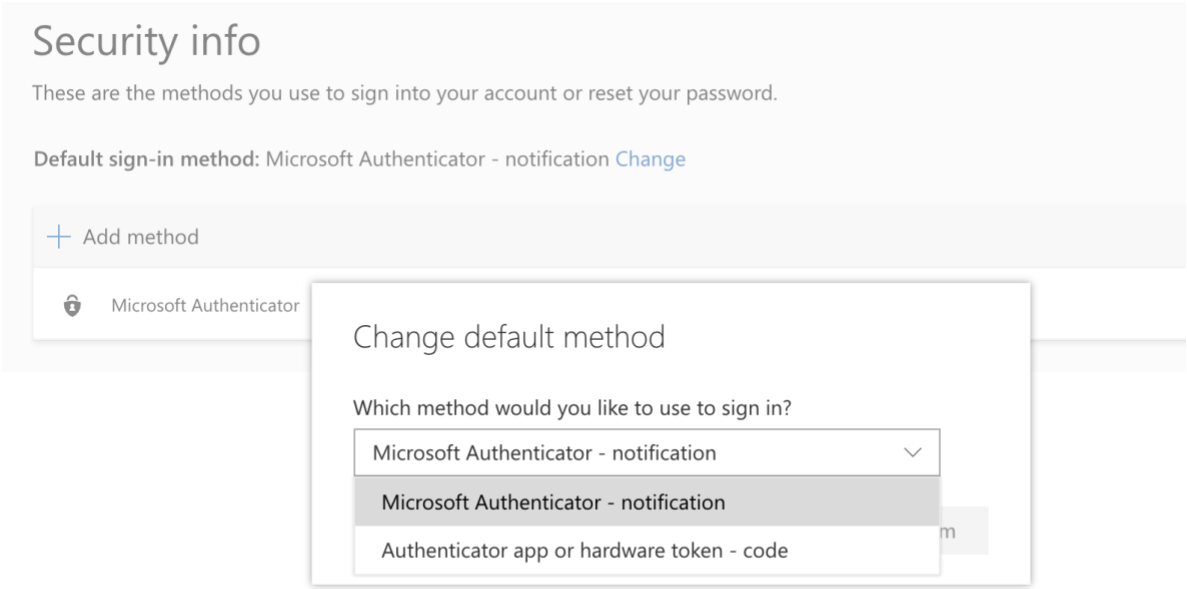


Please note: In some cases, you may also be asked to verify your identity with a second factor, which is the MFA method for which you are registered.

Step 4: You are now logged in to your Microsoft MFA account. Click **Change** on your computer screen.



Step 5: A drop-down menu will appear (see screenshot below), **select the method** you prefer, and click **Confirm**.



You have successfully changed your method; you can now use this MFA method.