MULTI-FACTOR AUTHENTICATION (MFA) INTRODUCTION

VOLVO GROUP IS IMPLEMENTING ADVANCED LOGIN SECURITY

Volvo Group *(Mack Trucks, Volvo Trucks, Volvo Bus, Prevost, Nova, Volvo Construction)* is taking a proactive approach to safeguard its digital assets. This effort is aimed at ensuring the security and confidentiality of sensitive information in the digital space. As part of this initiative, Volvo Group is implementing a new and more secure login method to Volvo Group systems called, Microsoft Azure AD Technology.

The first application to require MFA is Premium Tech Tool and other applications will be released in future phases.

MFA - WHAT IT IS AND HOW IT WORKS

1 LOGIN ON YOUR PREFERRED DEVICE

UPN*
******
Login
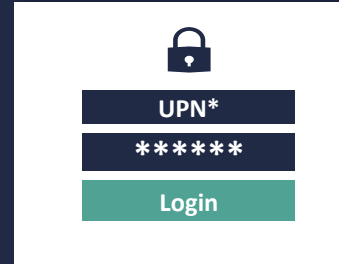
2 CONFIRMATION WITH A PHONE

3 SUCCESS! YOU CAN CONTINUE

SUCCESS!

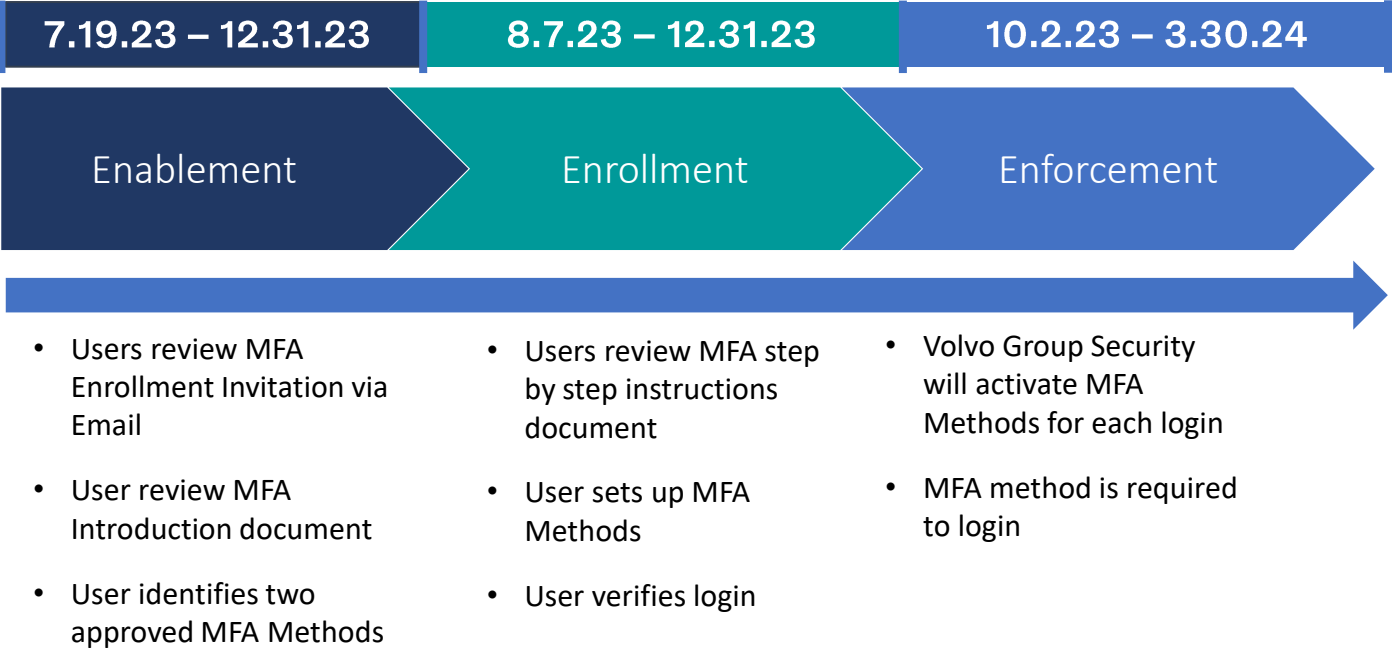During enrollment, users will be asked to select one of the methods to MFA

➢ One-time-password (OTP) to the user's verified phone number (SMS or Phone Call)

➢ Push notification to the registered authenticator app (Microsoft Authenticator App)
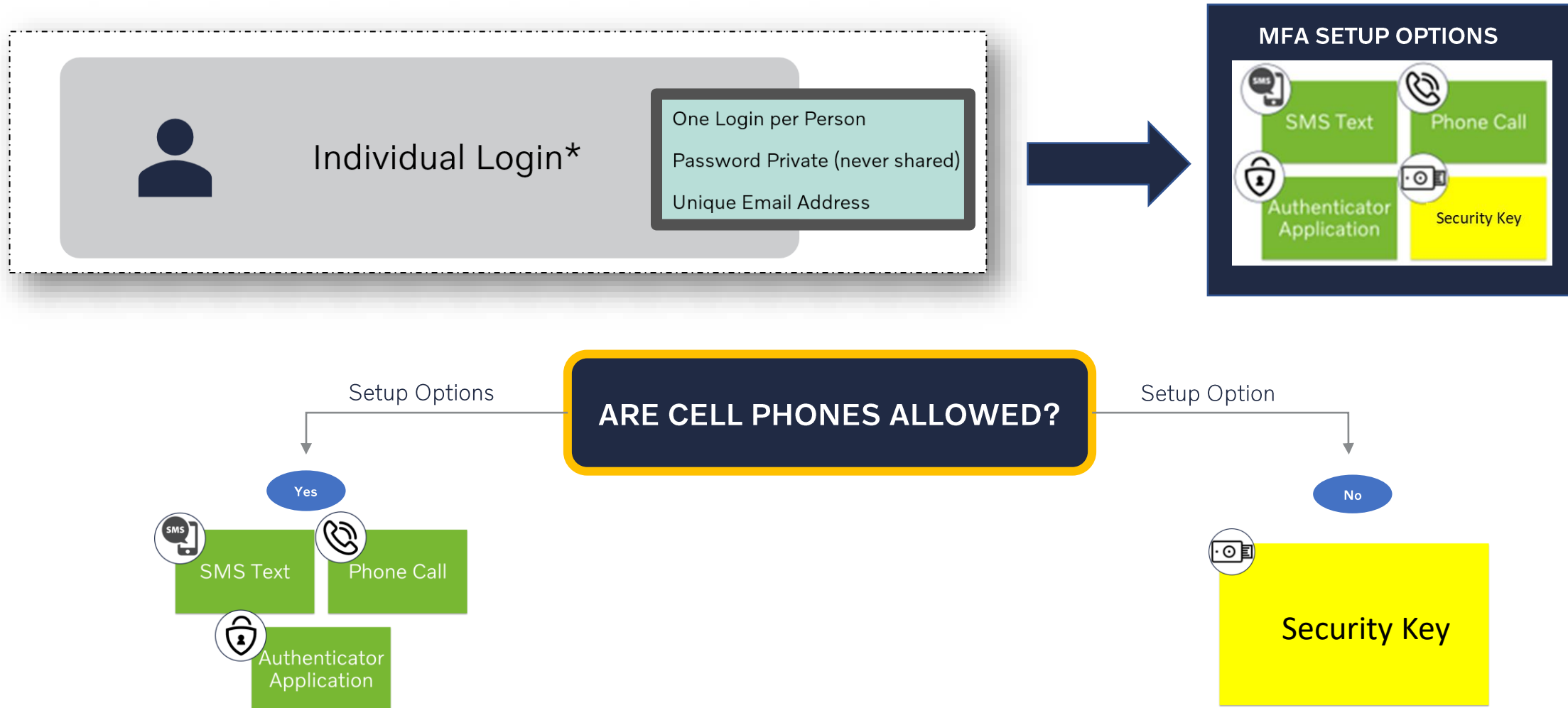
➢ Hardware token (Security Key)

SMS Text | Phone Call
Authenticator Application | Security Key
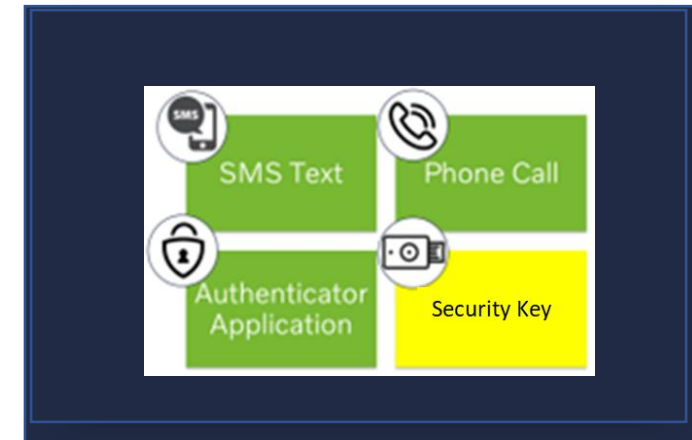
Contact your onsite support to identify approved MFA Methods. Additional information on how to enroll in MFA will follow.

3

Customer MFA Enablement Journey

Target delivery scope:
US/CA MACK & VTNA markets

7.19.23 – 12.31.23	8.7.23 – 12.31.23	10.2.23 – 3.30.24
Enablement	Enrollment	Enforcement

- Users review MFA Enrollment Invitation via Email
- User review MFA Introduction document
- User identifies two approved MFA Methods

- Users review MFA step by step instructions document
- User sets up MFA Methods
- User verifies login

- Volvo Group Security will activate MFA Methods for each login
- MFA method is required to login

MFA SETUP FOR INDIVIDUAL USER LOGINS

Individual Login*

One Login per Person

Password Private (never shared)

Unique Email Address

MFA SETUP OPTIONS

SMS Text   Phone Call

Authenticator Application   Security Key

Setup Options

ARE CELL PHONES ALLOWED?

Setup Option

Yes

SMS Text   Phone Call

Authenticator Application

No

Security Key

5

MFA SETUP FOR GROUP USER LOGINS

Group Login (Shop)

Shared by Two or More

Shared Password

Security Key Required – FIDO2 Compliant

MFA SETUP OPTION
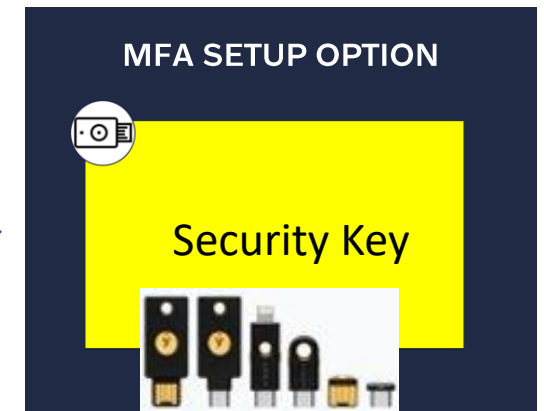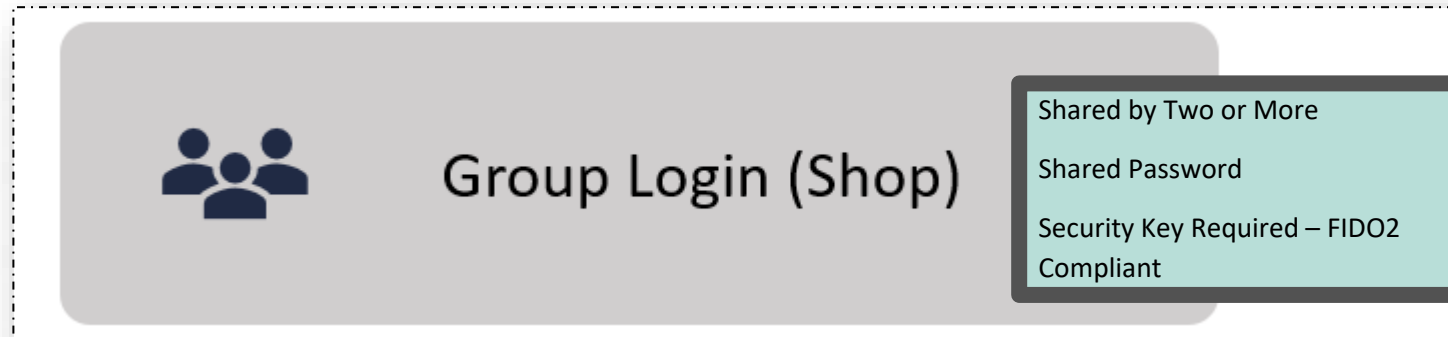
Security Key

SECURITY KEY HARDWARE EXAMPLES

To select a FIDO2 compatible security key, please visit *Microsoft website for compatible keys* for additional Microsoft recommendations.

The Yubico branded security key device has been tested and meets compatibility standards at Volvo, however, other FIDO2 Keys may be registered for use.

For additional Yubico subscription information, please visit:
www.yubico.com/products/yubienterprise-subscription/

HOW WILL THE MFA SETUP PROCESS LOOK?

1 **User Account Setup (MFA Enablement) –** Unique email address is required for each User id. Existing User IDs found using a duplicate email address will be validated for a unique (email not being used) email address.
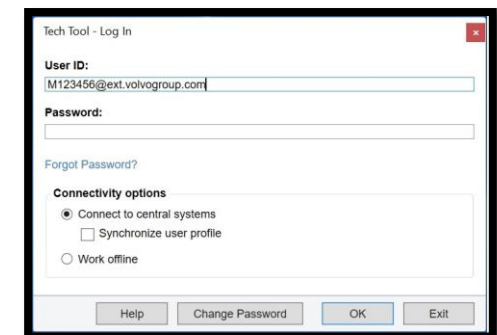
2 **MFA Enrollment –** Setup MFA method by selecting an option.

You will add the extension @ext.volvogroup.com to User ID. *Use your existing password.*

MFA SETUP OPTIONS
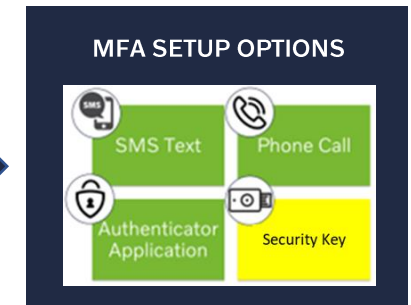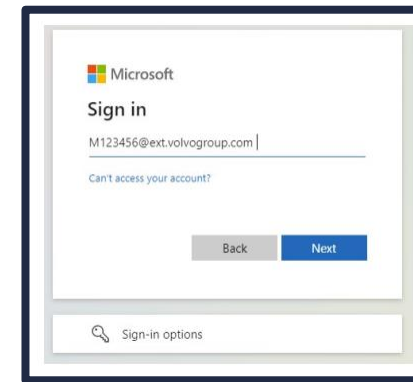
3 **Implementation of MFA (MFA Enforcement) -** All users will be asked to use the new Microsoft Azure Login:

example: M123456@ext.volvogroup.com

Use your existing password.

NORTH AMERICA MFA SUPPORT PROCESS

Customer

End user turns to onsite IT Admin to get support with MFA enablement application and setting up MFA method

User Admin/Key User

Re-direct users to the User Admin to support the user with MFA enablement

Volvo Trucks/VTNA Support – 1-877-978-6586

Mack Trucks Support – 1-800-247-0039, opt 1

Support Hours:
Monday - Friday 7:00AM - 8:00PM (EST)
Saturday - 8:00AM - 5:00PM (EST)
Sunday - Closed

1st line DSC

*DSC – Dealer Support Center

If technical issues with **MFA enablement application** transfer case to 2nd line Team.

2nd lineTeam