

# Powerpay Multifactor Authentication (MFA)

Dayforce uses Multifactor Authentication (MFA) to verify the user's identity when logging into the application. This additional security feature helps prevent unauthorized access to Powerpay.

When the Multifactor Authentication has been enabled for the payroll, the **MFA set up page** displays on the Powerpay logon page. For more details see Powerpay [Help](#)

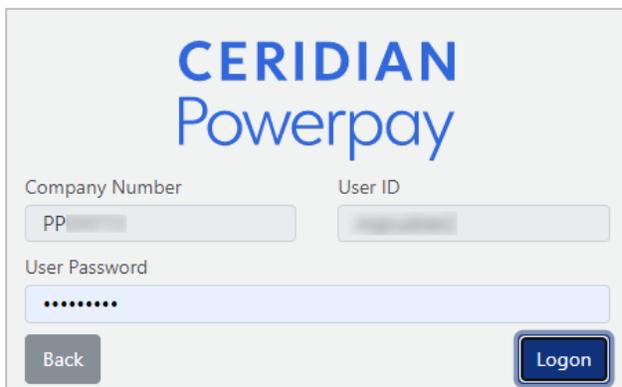
## [Logon to setup Multifactor Authentication \(MFA\)](#)

1. Enter the **Company Number** and **User ID** on the Dayforce Powerpay logon page.



The screenshot shows the CERIDIAN Powerpay logon page. At the top, the logo "CERIDIAN Powerpay" is displayed in blue. Below the logo, there are two input fields: "Company Number" with a placeholder "PP" and "User ID" with a placeholder "123456789". A blue "Continue" button is located at the bottom of the form.

2. Click **Continue**
3. Enter **User Password** and click **Logon**



The screenshot shows the CERIDIAN Powerpay logon page after clicking "Continue". The logo "CERIDIAN Powerpay" is at the top. Below it, there are three input fields: "Company Number" with a placeholder "PP", "User ID" with a placeholder "123456789", and "User Password" with a placeholder "\*\*\*\*\*". At the bottom left is a grey "Back" button, and at the bottom right is a blue "Logon" button.

4. At the Dayforce Multifactor Authentication set up screen, select the authentication method:
  - Smartphone App ([Recommended](#))
  - SMS Text Message or Voice Call
  - Smartphone App ([Recommended](#))

# Powerpay Multifactor Authentication (MFA)

**CERIDIAN**  
Multifactor Authentication

**Set Up Multifactor Authentication**

Your company now requires you to use Multifactor Authentication to verify your identity as an additional means of securing your information. Going forward, you will need your password and a unique verification code to complete the login process.

This setup process collects the contact information that will be used in the identity verification process the next time you log in to application.

**Please do not close your browser until the process is complete**

Which authentication method would you like to use?

**Smartphone App (recommended)**  
Quickly authenticate with 1-tap using the Authy Smartphone App

**SMS Text Message or Voice Call**  
Receive a text message or a voice call

**Next**

**Twilio Authy Smartphone App** users will receive a notification allowing authentication with a single tap.

**SMS Text Message or Voice Call** users will be required to enter a verification code.

5. Click **Next**
6. Enter the **Primary Phone Number** in the MFA Set Up Contact Information page, which will be used to deliver the unique code that verifies your identity when logging in to Powerpay. *It is recommended that a **mobile phone number** be used as the **primary** number.*

**CERIDIAN**  
Multifactor Authentication

**Set Up Contact Information**

We will use the provided phone number(s) to verify your identity when you login to application.

Using your mobile phone as the primary phone number is recommended.

**Please do not close your browser until the process is complete**

Primary Phone Number

(+1) USA/Canada  Exten

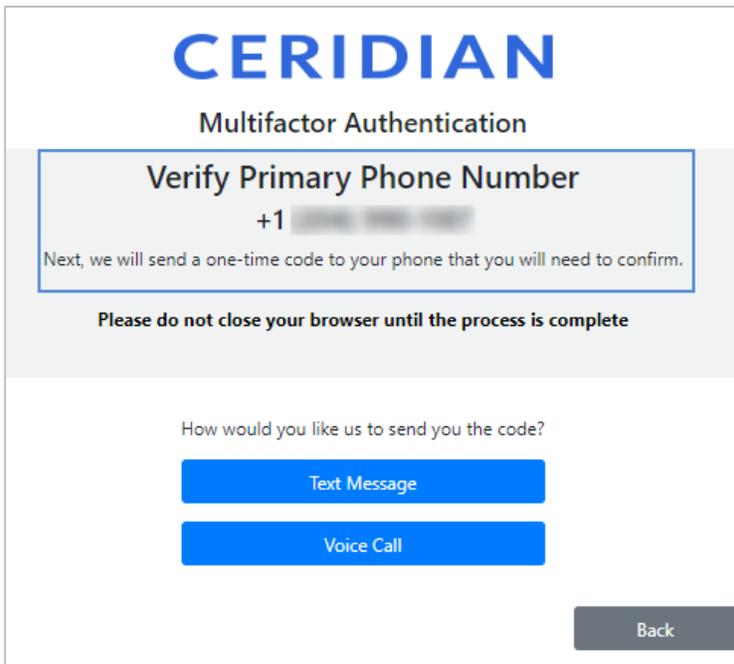
Include Secondary Phone Number

**Back** **Next**

7. (*Optional*) Add a secondary phone number
  - a. Select the **Include Secondary Phone Number** checkbox
  - b. Enter your secondary phone number in the **Secondary Phone Number** field
8. Click **Next**. (Dayforce verifies the numbers provided for authentication)

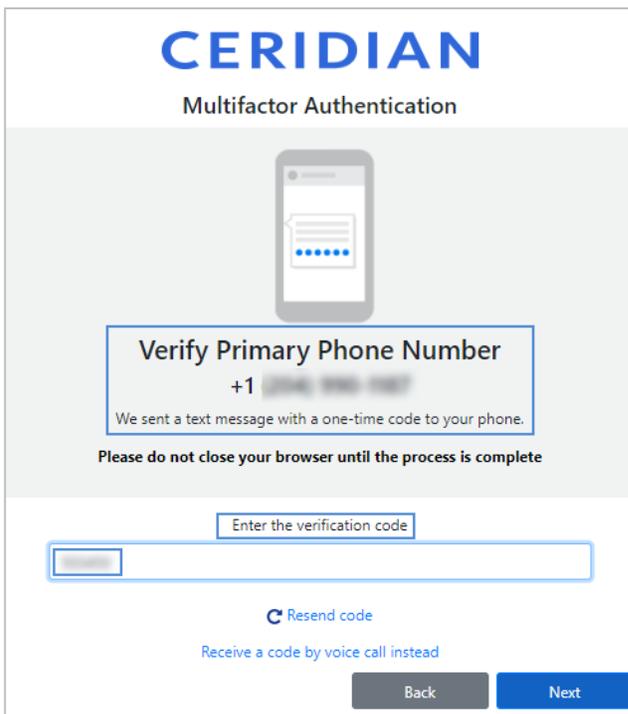
# Powerpay Multifactor Authentication (MFA)

9. Select the **method** to Verify Primary Phone Number, **Text Message** or **Voice Call**



The screenshot shows the CERIDIAN Multifactor Authentication interface. At the top, the CERIDIAN logo is displayed in blue. Below it, the text 'Multifactor Authentication' is centered. A prominent box contains the heading 'Verify Primary Phone Number' followed by a redacted phone number '+1 [REDACTED]'. Below this, a message states: 'Next, we will send a one-time code to your phone that you will need to confirm.' A warning below reads: 'Please do not close your browser until the process is complete'. The question 'How would you like us to send you the code?' is followed by two blue buttons: 'Text Message' and 'Voice Call'. A grey 'Back' button is located at the bottom right.

The MFA screen provides a message and a field to enter the one-time verification code.



This screenshot shows the next step in the CERIDIAN Multifactor Authentication process. The CERIDIAN logo and 'Multifactor Authentication' text are at the top. An icon of a smartphone with a text message is centered. Below it, the heading 'Verify Primary Phone Number' is followed by a redacted phone number '+1 [REDACTED]'. A message states: 'We sent a text message with a one-time code to your phone.' A warning below reads: 'Please do not close your browser until the process is complete'. A text input field is labeled 'Enter the verification code'. Below the field is a 'Resend code' link with a refresh icon. A link below that reads 'Receive a code by voice call instead'. At the bottom, there are 'Back' and 'Next' buttons.

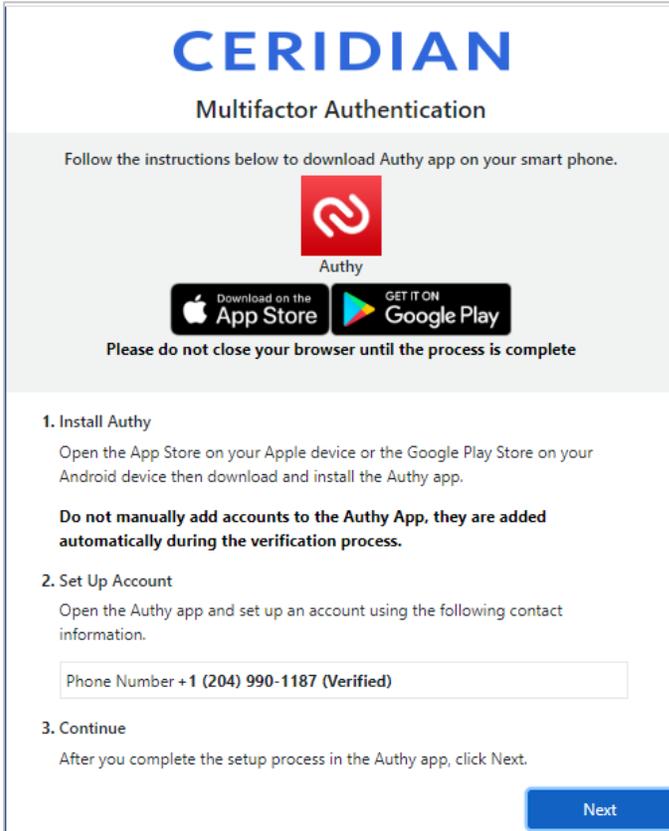
10. **Enter the verification code** and click **Next**

If a secondary phone number was set up that number is verified as well. Complete the same verification steps as with the primary phone number.

# Powerpay Multifactor Authentication (MFA)

When **Smartphone App** is selected as the verification method, the **Twilio Authy App** must be installed on the mobile phone to complete the MFA set up.

1. Follow the instructions on the page to **install** and set up **Twilio Authy App**
2. Click **Next**



**CERIDIAN**  
Multifactor Authentication

Follow the instructions below to download Authy app on your smart phone.



Authy

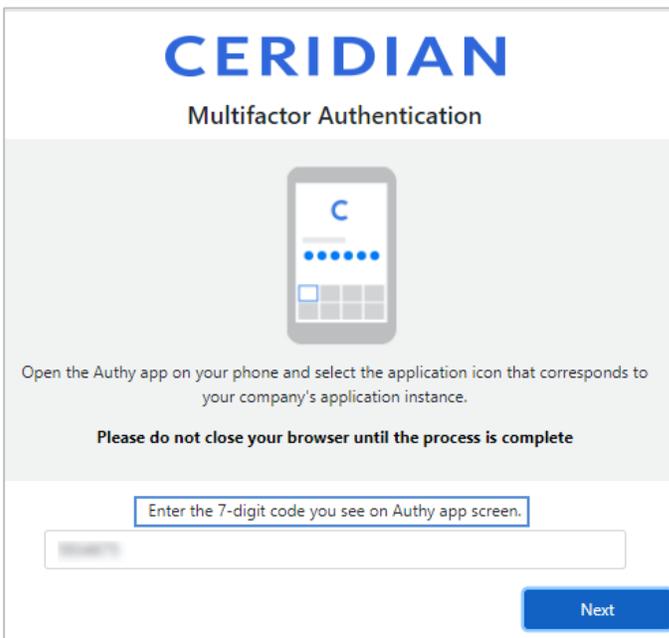


Please do not close your browser until the process is complete

1. Install Authy  
Open the App Store on your Apple device or the Google Play Store on your Android device then download and install the Authy app.  
**Do not manually add accounts to the Authy App, they are added automatically during the verification process.**
2. Set Up Account  
Open the Authy app and set up an account using the following contact information.
3. Continue  
After you complete the setup process in the Authy app, click Next.

[Next](#)

3. Enter the **7-digit code** from **Twilio Authy**. Click **Next**



**CERIDIAN**  
Multifactor Authentication



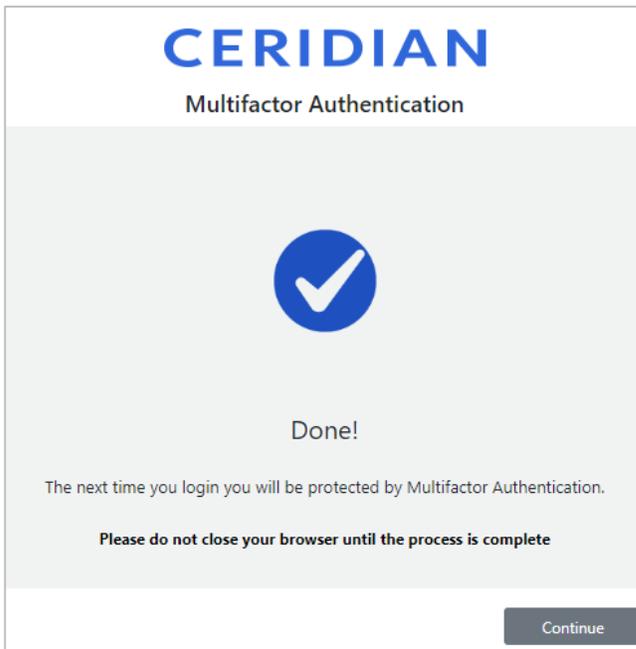
Open the Authy app on your phone and select the application icon that corresponds to your company's application instance.

Please do not close your browser until the process is complete

[Next](#)

# Powerpay Multifactor Authentication (MFA)

4. When verification is complete, click **Continue** to access Powerpay



If a user's verification is successful, they are logged into Powerpay. If Dayforce cannot verify the user's identity, the login is rejected and the user is redirected to the login page where an error message displays. For additional information see [Powerpay Help](#)

# Powerpay Multifactor Authentication (MFA)

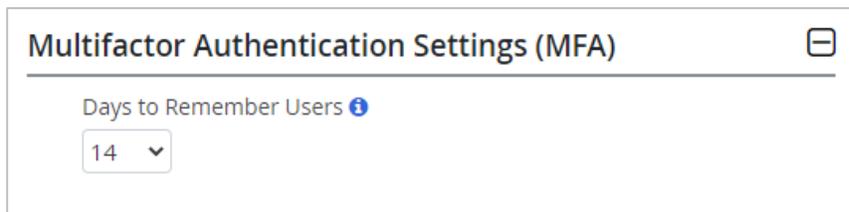
## Company Multifactor Authentication Settings (MFA)

Once MFA is enabled for a company, the frequency by which users are required to authenticate depends on the company's MFA settings. The frequency setting selected applies to all Powerpay and Self-Service users.

The default option for Days to Remember Users is every 14 days. Setting the value to 0 (zero) means that all users will be required to enter their verification code each time they log in.

### To set the MFA frequency:

1. Logon to Powerpay
2. From the **Company** menu, select **User & Contact Mgmt**
3. Expand **Multifactor Authentication Settings (MFA)**



4. Select the number of **Days to Remember Users** (0-14 days)
5. Click **Save** and **Log off**  Powerpay.

Logon to Powerpay again to review the MFA settings.

Use the **More** button  and select **Change Security Settings** to review and/or update Multifactor Authentication and/or verification methods.

## Multifactor Authentication

For added security, each time you log into Powerpay, you will need your username and password. You may be required to provide an additional one time passcode that will be sent to your phone. This will add extra security to your login experience.

### New Phone Number or Device

If you require a new or different phone number, click the Update MFA button and enter the updated information during the setup process.

Preferred Method  
Smartphone App

MFA Primary  
Phone Number

+1 [redacted]   
Verified

MFA Secondary  
Phone Number

Update MFA

### Tired of entering codes every time?

Instead of receiving a text message or a phone call, you can choose to use the Authy app on your smartphone. When using the Authy app, during the login process, you will receive a notification allowing you to authenticate with a single tap. To change to the Authy app, click the Update MFA button.