

Multi Factor Authentication (MFA)

dayforce

# Quick Reference

You can choose to set up your MFA using one or more of the following methods:

- 1. Using the Twilio Authy app.
- 2. By SMS Text Message
- 3. By Voice Call (land line can be used for voice call)
- 4. By email

Follow the directions for your preferred option.

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# Twilio Authy Smartphone App

## First Time Set Up using the Twilio Authy Smartphone App

First Time Set Up Using Twilio Authy Smartphone App		
1	<div><div>Log in to Powerpay.</div><div><div>Enter your Company Number, User ID.</div><div>Click Continue.</div><div>Enter your Password.</div><div>Click Logon.</div></div></div>	<div><div><div><div>CERIDIAN Powerpay</div><div>Company Number</div><div></div><div>User ID</div><div></div><div>Continue</div><div><input checked="" type="checkbox"/> Remember me on this computer</div><div>Forgot your User ID?</div><div>Contact Us</div><div>Suggested Browser Settings</div><div>Cookie Notice</div><div>Français</div></div></div><div><div><div>CERIDIAN Powerpay</div><div>Company Number</div><div></div><div>User ID</div><div>8804Mtest</div><div>User Password</div><div></div><div>Back</div><div>Logon</div><div>Forgot your password?</div><div>Contact Us</div><div>Suggested Browser Settings</div><div>Cookie Notice</div><div>Français</div></div></div></div>

## First Time Set Up Using Twilio Authy Smartphone App

2

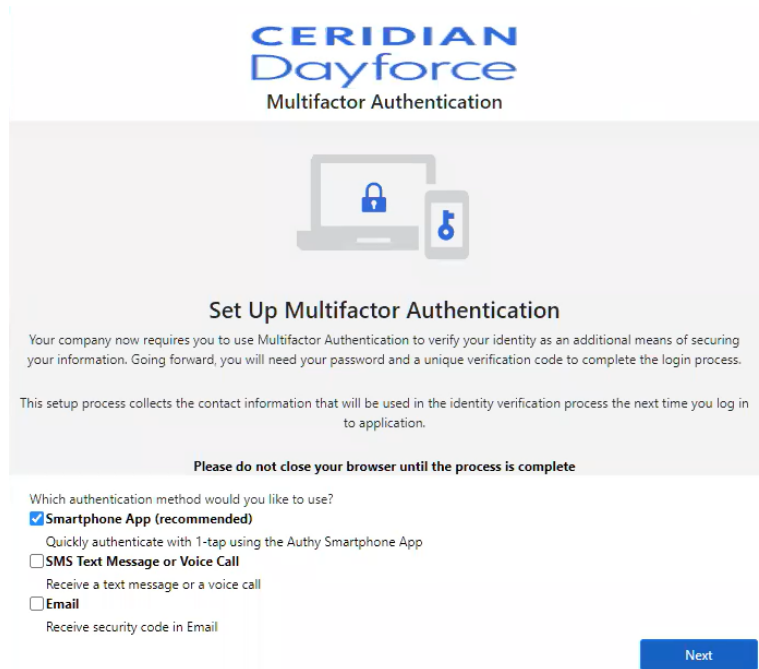
### Select MFA Method

Dayforce recommends the Smartphone App (Twilio Authy Smartphone App).

You can also select SMS Text Message, Voice Call, or Email.

If you select multiple methods, you are required to set up and verify each one. This process describes the Smartphone App selection.

- a. Select **Smartphone App**.
- b. Click **Next**.



**CERIDIAN**  
**Dayforce**  
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

☐ **Email**  
Receive security code in Email

Next

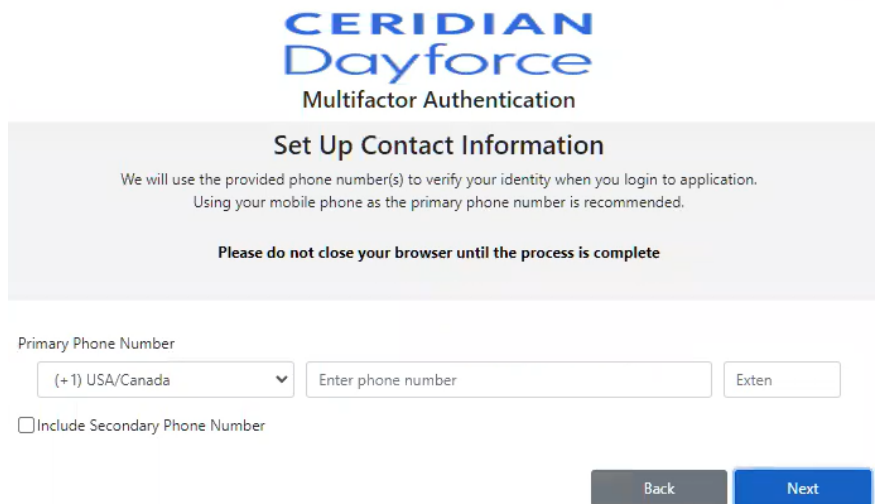
3

### Set up your Contact Information

- a. Select your country code from the dropdown list.
- b. Enter your cell phone number.

If you don't have a cell phone, you can enter a land line number.

- c. Optionally enter a secondary number.
- d. Click **Next**.



**CERIDIAN**  
**Dayforce**  
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 Enter phone number Exten

☐ Include Secondary Phone Number

Back Next

## First Time Set Up Using Twilio Authy Smartphone App

4

### Verify Your Phone Number

A one-time **6-digit** code will be sent to the phone number you entered.

Select how you would like to receive that code:

- Text Message - a text message is sent your phone
- Voice Call - a phone call is placed to your phone and an automated voice provides the code

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

5

### Enter the 6-digit code you received

If you did not receive the code, click **Resend code** to resend the code to the same number. Additionally, you can change the method of receiving the code by clicking the link below Resend code.

In our example, we chose to receive the code by text message, so the link shown provides the option to **Receive a code by voice call instead**.

Click **Next**.

The screenshot shows the 'CERIDIAN Dayforce Multifactor Authentication' interface. The main heading is 'Verify Primary Phone Number' followed by a partially redacted phone number '+1 [REDACTED]'. Below this, it states 'We sent a text message with a one-time code to your phone.' and a warning: 'Please do not close your browser until the process is complete'. There is a text input field labeled 'Enter the verification code'. Below the input field, there is a 'Resend code' link and a link 'Receive a code by voice call instead'. 'Back' and 'Next' buttons are at the bottom right.

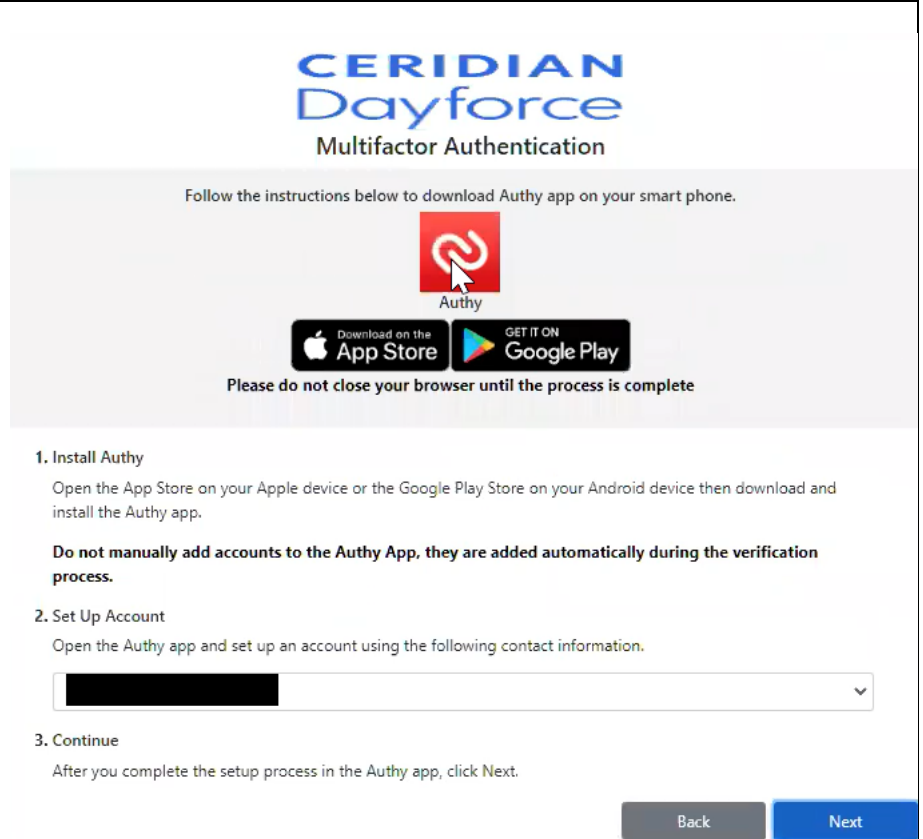
## First Time Set Up Using Twilio Authy Smartphone App

6

### Install the Twilio Authy App from Apple App Store or Google Play Store (if using App for Authentication)


Install the Twilio Authy app from the Apple App Store or the Google Play store. **Do not manually add accounts**, they are added automatically during the verification process.



**Note:** Be sure to look for the logo shown in the image to the right and verify that it is the Twilio Authy app when making your selection in the Apple or Google Play store.



**CERIDIAN Dayforce**  
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.

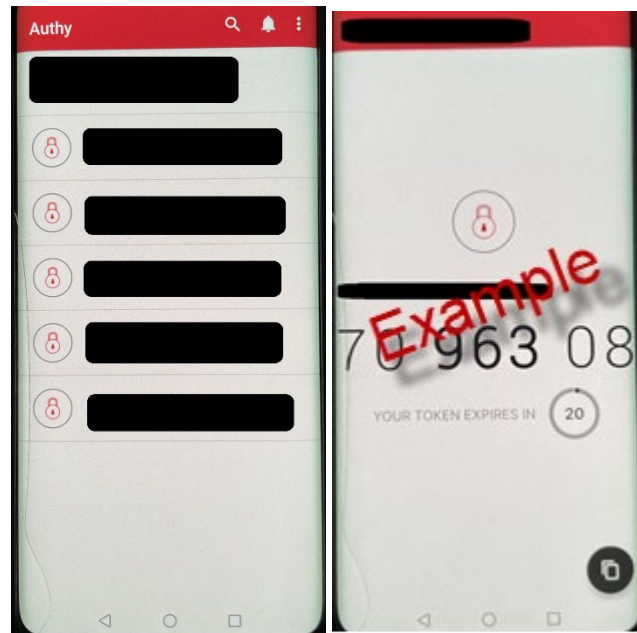
[Back](#) [Next](#)

7



### Once you have installed the Twilio Authy app, click Next.

- Click on your account in the Twilio Authy app on your phone.
- A **7-digit** security code displays. The code is valid for 20 seconds before a new code is generated.



If you receive a message that you don't have any accounts, close, and reopen the app.



First Time Set Up Using Twilio Authy Smartphone App

<p>8</p>	<p>Enter the 7-digit code you received in the Twilio Authy app in the previous step.</p> <p>a. On the Multifactor Authentication page, enter the 7-digit code shown in the Twilio Authy app.</p> <p>b. Click <b>Next</b> before the code expires.</p>	<div><div>CERIDIAN Dayforce</div><div>Multifactor Authentication</div></div> <div></div> <p>Open the Authy app on your phone and select the application icon that corresponds to your company's application instance.</p> <p>Please do not close your browser until the process is complete</p> <p>Enter the 7-digit code you see on Authy app screen.</p> <div><input type="text"/></div> <div><div>Back</div><div>Next</div></div>
<p>9</p>	<p><b>Success!</b></p> <p>This completes the setup of MFA.</p>	<div><div>CERIDIAN Dayforce</div><div>Multifactor Authentication</div></div> <div></div> <p>Done!</p> <p>The next time you login you will be protected by Multifactor Authentication.</p> <p>Please do not close your browser until the process is complete</p> <div><div>Continue</div></div>

Logging into Powerpay Using the Twilio Authy Smartphone App Verification

Log in to Powerpay Using Twilio Authy Smartphone App Verification		
1	<div><div>Log in to Powerpay.</div><div><div>a. Enter your Company Number, User ID.</div><div>b. Click <b>Continue</b>.</div><div>c. Enter your <b>Password</b>.</div><div>d. Click <b>Logon</b>.</div></div></div>	<div><div></div><div></div></div>

## Log in to Powerpay Using Twilio Authy Smartphone App Verification

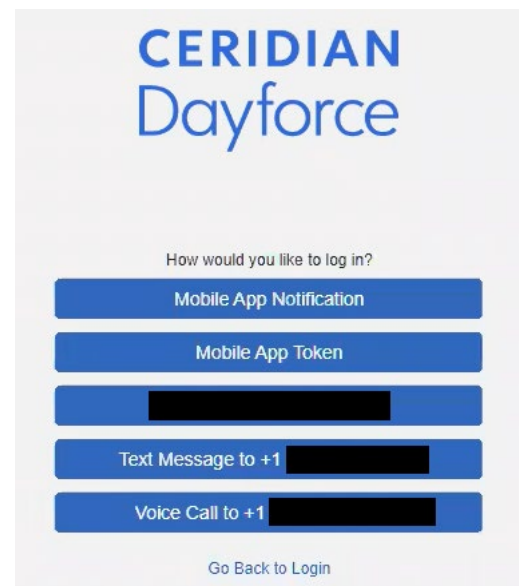
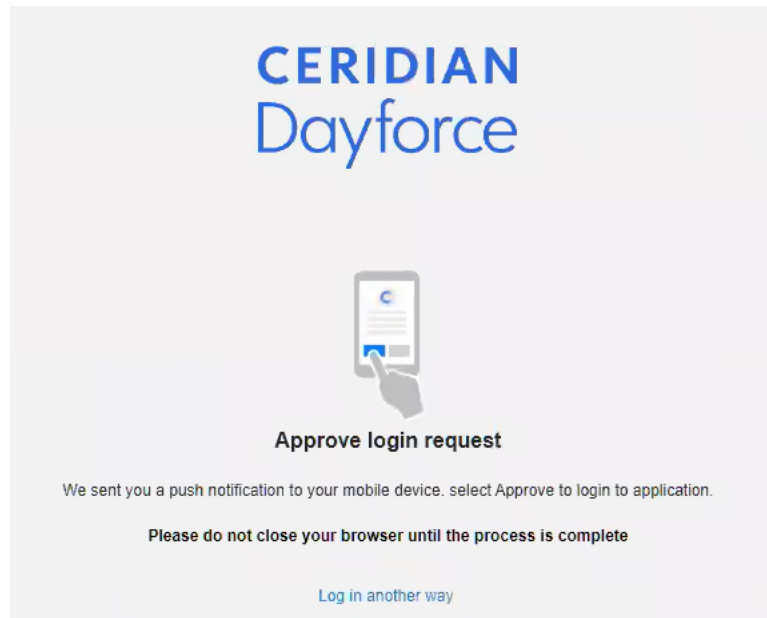
2

### Approve the notification sent from the Twilio Authy app to your phone


If you cannot see the notification on your phone, open the Twilio Authy app and click the bell icon to see pending notifications.

If you do not respond to the Twilio Authy app notification within **10** seconds IAM displays a message saying, "We didn't hear from you." This is not an expiration, and you can continue to approve the code that was sent. Alternatively, you can click the **Try Again** button to send another code.

Click **Log in another way** to log in with a mobile token, text, voice call or email.







Log in to Powerpay Using Twilio Authy Smartphone App Verification		
3	<p><b>Enter token</b></p> <p>If logging in with a mobile token, enter the token from the Twilio Authy app</p> <p>If logging in with SMS text, Voice Call or email the screen appears with different text, however, you will still be prompted to enter a code.</p> <p>Click <b>Login</b>.</p>	<div><div>CERIDIAN</div><div></div><div>Enter token from Authy App</div><div>Open the Authy app on your phone and select the application icon that corresponds to your company's application.</div><div>Please do not close your browser until the process is complete</div><div>Enter the 7-digit code you see on Authy app screen.</div><div><input type="text"/></div><div>Login</div><div><a href="#">Log in another way</a></div></div>
4	<p><b>Success!</b></p> <p>You are directed to the Powerpay Web Home page.</p>	

# SMS Text Message or Voice Call

## First Time Set Up using SMS Text Message or Voice Call

First Time Set Up Using SMS Text Message or Voice Call		
1	<div><div>Log in to Powerpay.</div><div><div>a. Enter your Company Number, User ID.</div><div>b. Click <b>Continue</b>.</div><div>c. Enter your <b>Password</b>.</div><div>d. Click <b>Logon</b>.</div></div></div>	<div><div></div><div></div></div>

## First Time Set Up Using SMS Text Message or Voice Call

2

### Select MFA Method

- a. Select **SMS Text Message or Voice Call**.

You can also select Smartphone App or Email.

If you select multiple methods, you are required to set up and verify each one.

This process describes the SMS Text Message or Voice Call selection.

- b. Click **Next**.

### CERIDIAN Dayforce 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

☐ Email

Receive security code in Email

Next

3

### Set up your Contact Information

- a. Select your country code from the dropdown list.  
b. Enter your cell phone number.

If you don't have a cell phone, you can enter a land line number.

- c. Optionally enter a secondary number.  
d. Click **Next**.

### CERIDIAN Dayforce Multifactor Authentication

#### Set Up Contact Information

We will use the phone number(s) you provide below to deliver a one-time code that will be used to verify your identity when you log in 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

Enter phone number

Exten

☐ Include Secondary Phone Number

Back

Next

## First Time Set Up Using SMS Text Message or Voice Call

4

### Verify Your Phone Number

A one-time **6-digit** code is sent to the phone number you entered.

Select how you would like to receive that code:

- Text Message - a text message is sent to your phone
- Voice Call - a phone call is placed to your phone and an automated voice provides the code

CERIDIAN  
Dayforce

Multifactor Authentication

### Verify Primary Phone Number

+1 [REDACTED]

Next, we will send a one-time code to your phone that you will need to confirm.

Please do not close your browser until the process is complete

How would you like us to send you the code?

Text Message

Voice Call

Back

5

### Enter the 6-digit code you received

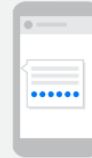
If you did not receive the code, click **Resend code** to resend the code to the same number. Additionally, you can change the method of receiving the code by clicking the link below Resend code.

In our example, we chose to receive the code by text message, so the link shown provides the option to **Receive a code by voice call instead**.

Click **Next**.

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Multifactor Authentication



### Verify Primary Phone Number

+1 [REDACTED]

We sent a text message with a one-time code to your phone.

Please do not close your browser until the process is complete

Enter the verification code

Resend code

Receive a code by voice call instead

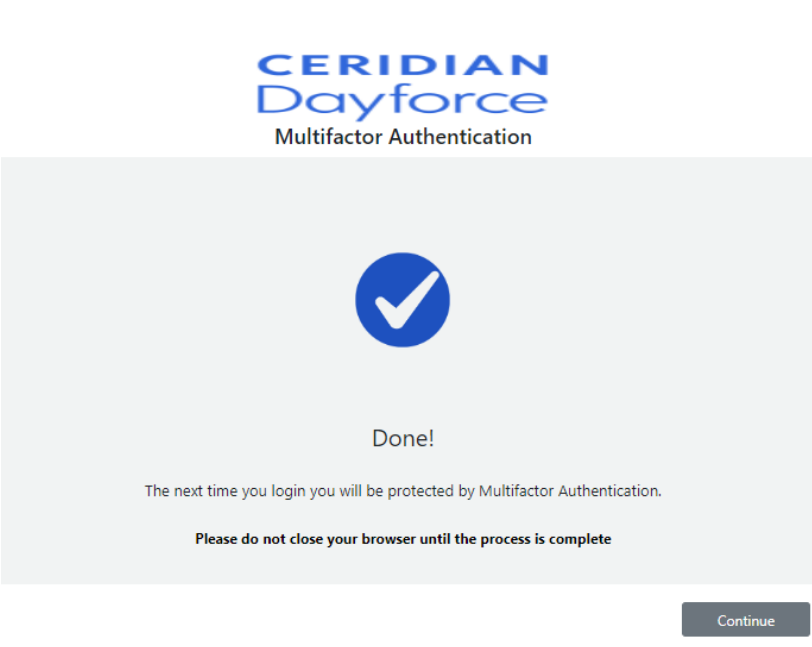
Back

Next

First Time Set Up Using SMS Text Message or Voice Call

6

**Success!**  
This completes the setup of MFA.  
Click **Continue**.



Logging into Powerpay Using SMS Text Message or Voice Call Verification

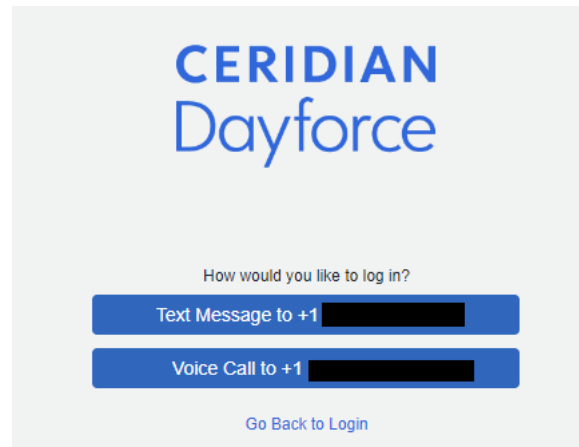
Log in Using SMS Text Message or Voice Call Verification		
1	<div>Log in to Powerpay.</div> <div><div>a. Enter your Company Number, User ID.</div><div>b. Click <b>Continue</b>.</div><div>c. Enter your <b>Password</b>.</div><div>d. Click <b>Logon</b>.</div></div>	<div><div><div>CERIDIAN Powerpay</div><div>Company Number</div><div></div><div>User ID</div><div></div><div>Continue</div><div><input checked="" type="checkbox"/> Remember me on this computer</div><div>Forgot your User ID?</div><div>Contact Us</div><div>Suggested Browser Settings</div><div>Cookie Notice</div><div>Français</div></div></div> <div><div><div>CERIDIAN Powerpay</div><div>Company Number</div><div></div><div>User ID</div><div>8804Mtest</div><div>User Password</div><div>*****</div><div>Back</div><div>Logon</div><div>Forgot your password?</div><div>Contact Us</div><div>Suggested Browser Settings</div><div>Cookie Notice</div><div>Français</div></div></div>

## Log in Using SMS Text Message or Voice Call Verification

2

Select how you want to log in

Select **Text Message** or **Voice Call**.



3

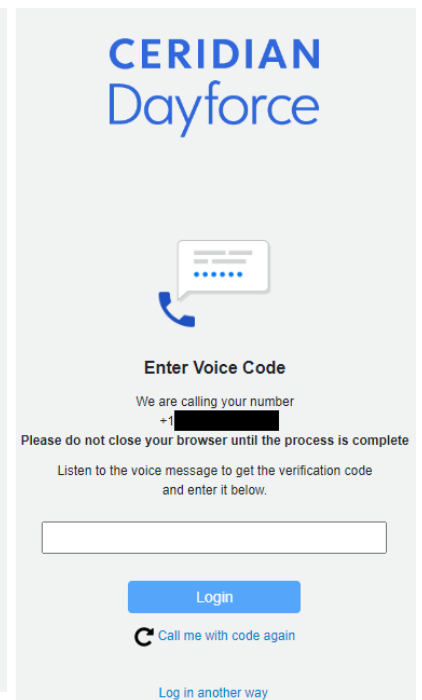
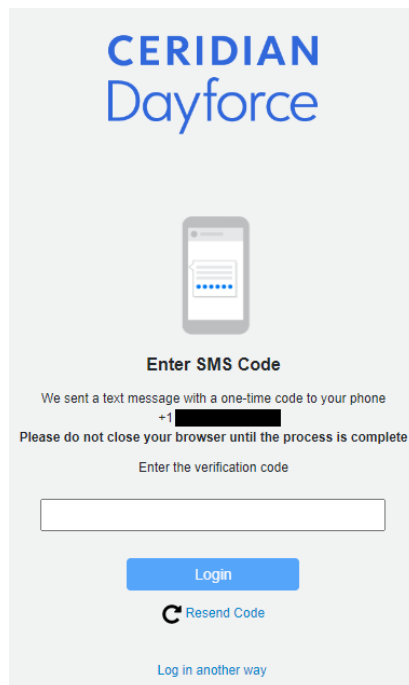
Enter the 6-digit code you received

If logging in with SMS text:

- Enter the **6-digit** code you received.
- Click **Login**.

If logging in by Voice Call:

- Follow the phone prompts to receive your code.
- Enter the **6-digit** code you received.
- Click **Login**.



4

**Success!**

You are directed to the Powerpay Web Home page.

# Email

## First Time Set Up using Email

First Time Set Up Using Email		
1	<div><div>Log in to Powerpay.</div><div><div>a. Enter your Company Number, User ID.</div><div>b. Click <b>Continue</b>.</div><div>c. Enter your <b>Password</b>.</div><div>d. Click <b>Logon</b>.</div></div></div>	<div><div><div><div>CERIDIAN Powerpay</div><div>Company Number</div><div></div><div>User ID</div><div></div><div>Continue</div><div><input checked="" type="checkbox"/> Remember me on this computer</div><div>Forgot your User ID?</div><div>Contact Us</div><div>Suggested Browser Settings</div><div>Cookie Notice</div><div>Français</div></div></div><div><div><div>CERIDIAN Powerpay</div><div>Company Number</div><div></div><div>User ID</div><div>8804Mtest</div><div>User Password</div><div>XXXXXXXXXX</div><div>Back</div><div>Logon</div><div>Forgot your password?</div><div>Contact Us</div><div>Suggested Browser Settings</div><div>Cookie Notice</div><div>Français</div></div></div></div>



## First Time Set Up Using Email

2

### Select MFA Method

- a. Select **Email**.

You can also select Smartphone App, SMS Text Message or Voice Call.

If you select multiple methods, you are required to set up and verify each one.

This process describes the Email selection.

- b. Click **Next**.

## CERIDIAN Dayforce

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

☒ **Email**

Receive security code in Email

Next

3

### Set up your Contact Information

- a. Enter your email address to use for logging in with MFA.

- b. Click **Next**.

## CERIDIAN Dayforce

Multifactor Authentication

### Set Up Contact Information

We will use the provided email address to deliver a one-time code that will be used to verify your identity when you log in to application.

Please do not close your browser until the process is complete

Email Address

Enter Email Address

Back

Next


## First Time Set Up Using Email

4

### Verify Your Email Address

An email including a one-time **7-digit** code is sent to your email address.

#### Powerpay Multifactor Authentication (MFA) - Account Registration Security Code

 no\_reply@ceridian.ca  
To [redacted]

Retention Policy Retention Policy Perm Delete Item over 2 years old (2 years)

Expires 3/15/2025

Hi new,

Your Powerpay MFA security code is:

**8994601**

This code will expire in 5 minutes and can only be used once. Once the code expires, you will need to request a new security code.

Do not reply to this message. Replies to this message are not monitored or answered.

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5

### Enter the 7-digit code you received

Your Powerpay MFA security code expires and can only be used once. If your code expires before you enter it, you will need to request a new one by clicking **Resend code**.

- Enter your 7-digit code.
- Click **Next**.

## CERIDIAN Dayforce

Multifactor Authentication




### Verify Email Address

We sent an email with a one-time code to your email address.

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

Enter the verification code

 [Resend code](#)

[Back](#)


[Next](#)

First Time Set Up Using Email

6

**Success!**  
This completes the setup of MFA.  
Click **Continue**.

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Dayforce  
Multifactor Authentication



Done!



The next time you login you will be protected by Multifactor Authentication.

Please do not close your browser until the process is complete

Continue

Logging into Powerpay Using Email Verification

Log in Using Email Verification		
1	<div>Log in to Powerpay.</div> <div><div>Enter your Company Number, User ID.</div><div>Click <b>Continue</b>.</div><div>Enter your <b>Password</b>.</div><div>Click <b>Logon</b>.</div></div>	<div><div><div><div>CERIDIAN</div><div>Powerpay</div></div><div><div>Company Number</div><div></div></div><div><div>User ID</div><div></div></div><div>Continue</div><div><div><input checked="" type="checkbox"/> Remember me on this computer</div><div>Forgot your User ID?</div><div><div>Contact Us</div><div>Suggested Browser Settings</div><div>Cookie Notice</div><div>Français</div></div></div></div></div> <div><div><div><div>CERIDIAN</div><div>Powerpay</div></div><div><div>Company Number</div><div></div></div><div><div>User ID</div><div>8804Mtest</div></div><div><div>User Password</div><div>*****</div></div><div>Back</div><div>Logon</div><div><div>Forgot your password?</div><div>Contact Us</div><div>Suggested Browser Settings</div><div>Cookie Notice</div><div>Français</div></div></div></div>
2	<div>Select how you want to log in</div> <div>Select your email address.</div>	<div><div><div><div>CERIDIAN</div><div>Dayforce</div></div><div>How would you like to log in?</div><div></div><div>Go Back to Login</div></div></div>

Log in Using Email Verification		
3	<p><b>Enter the 7-digit code you received</b></p> <ul style="list-style-type: none"><li>a. Enter the <b>7-digit</b> code you received by email.</li><li>b. Click <b>Login</b>.</li></ul>	<div><div>CERIDIAN Dayforce</div><div></div><div>Enter the secret code received in Email</div><div>Please do not close your browser until the process is complete</div><div><input type="text"/></div><div>Login</div><div> Resend Code</div><div><a href="#">Log in another way</a></div></div>
4	<p><b>Success!</b></p> <p>You are directed to the Powerpay Home page.</p>	