

# Quick Reference

You can choose to set up your MFA using one 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

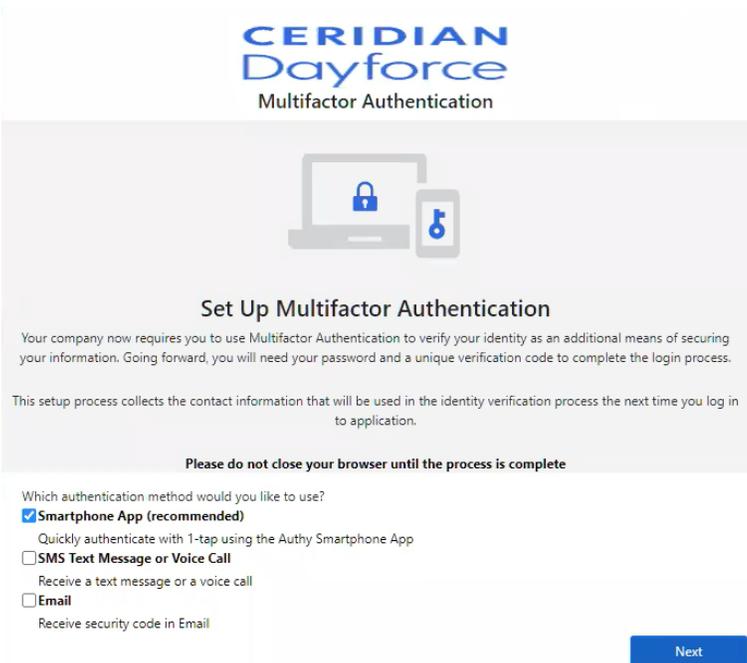
Follow the directions for your preferred option.

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# Twilio Authy Smartphone App

## First Time Set Up Using Twilio Authy Smartphone App

First Time Set Up Using Twilio Authy Smartphone App	
<p><b>1</b> <b>Log into Powerpay Self Service</b></p> <p>a. Enter your <b>Username</b> and <b>Password</b>.</p> <p>b. Click <b>Login</b>.</p> <p><b>Note:</b> Do <b>not</b> set up your multifactor authentication using the Self Service iOS mobile app.</p>	 <p>The screenshot shows the CERIDIAN Powerpay SELF SERVICE login page. It features a 'Username' input field, a 'Password' input field, and a 'Login' button. Below the login fields, there is a checkbox for 'Remember me on this computer' and links for 'Forgot your password?', 'Forgot your username?', 'Cookie Notice', and 'Français'. At the bottom, there are icons for the App Store and Google Play.</p>
<p><b>2</b> <b>Select MFA Method</b></p> <p>Dayforce recommends the Smartphone App (Twilio Authy Smartphone App).</p> <p>You can also select SMS Text Message, Voice Call, or Email.</p> <p>If you select multiple methods, you are required to set up and verify each one. This process describes the Smartphone App selection.</p> <p>a. Select <b>Smartphone App</b>.</p> <p>b. Click <b>Next</b>.</p>	 <p>The screenshot shows the CERIDIAN Dayforce Multifactor Authentication setup page. It features the 'Set Up Multifactor Authentication' heading and a sub-heading 'Set Up Multifactor Authentication'. Below this, there is a paragraph explaining that the company now requires Multifactor Authentication to verify identity. A warning states: 'Please do not close your browser until the process is complete'. The page asks 'Which authentication method would you like to use?' and lists three options: 'Smartphone App (recommended)' (checked), 'SMS Text Message or Voice Call', and 'Email'. A 'Next' button is located at the bottom right.</p>

## First Time Set Up Using Twilio Authy Smartphone App

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### Establish your Contact Information

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

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

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

The screenshot shows the 'Set Up Contact Information' screen. At the top is the CERIDIAN Dayforce logo and 'Multifactor Authentication'. Below that is the title 'Set Up Contact Information' and a message: '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.' A warning says 'Please do not close your browser until the process is complete'. The form includes a 'Primary Phone Number' section with a dropdown menu showing '(+1) USA/Canada', an input field for 'Enter phone number', and an 'Exten' field. There is also an unchecked checkbox for 'Include Secondary Phone Number'. At the bottom right are 'Back' and 'Next' buttons.

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### 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 'Verify Primary Phone Number' screen. At the top is the CERIDIAN Dayforce logo and 'Multifactor Authentication'. Below that is the title 'Verify Primary Phone Number' and a phone number '+1 [REDACTED]'. A message says 'Next, we will send a one-time code to your phone that you will need to confirm.' A warning says 'Please do not close your browser until the process is complete'. Below that is the question 'How would you like us to send you the code?' with two blue buttons: 'Text Message' and 'Voice Call'. At the bottom right is a 'Back' button.

## First Time Set Up Using Twilio Authy Smartphone App

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### 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 'Verify Primary Phone Number' screen. At the top, it says 'CERIDIAN Dayforce Multifactor Authentication'. Below that is an illustration of a smartphone with a code on the screen. The text reads: 'Verify Primary Phone Number +1 [REDACTED]'. It states 'We sent a text message with a one-time code to your phone.' and 'Please do not close your browser until the process is complete'. There is a text input field labeled 'Enter the verification code'. Below the field are two links: 'Resend code' and 'Receive a code by voice call instead'. At the bottom right are 'Back' and 'Next' buttons.

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### 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.

The screenshot shows the 'Follow the instructions below to download Authy app on your smart phone.' screen. It features the Twilio Authy logo and buttons for 'Download on the App Store' and 'GET IT ON Google Play'. Below the buttons, it says 'Please do not close your browser until the process is complete'. The instructions are as follows:

- 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.  
[REDACTED]
- 3. Continue**  
After you complete the setup process in the Authy app, click Next.

At the bottom right are 'Back' and 'Next' buttons.

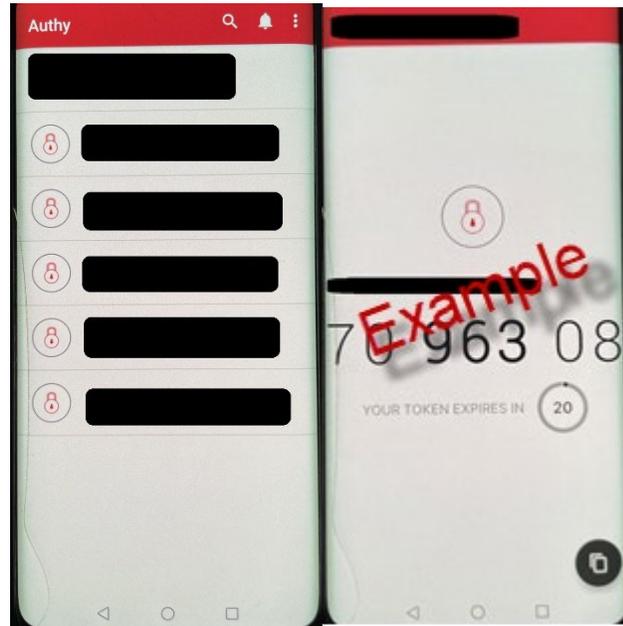
## First Time Set Up Using Twilio Authy Smartphone App

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**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.

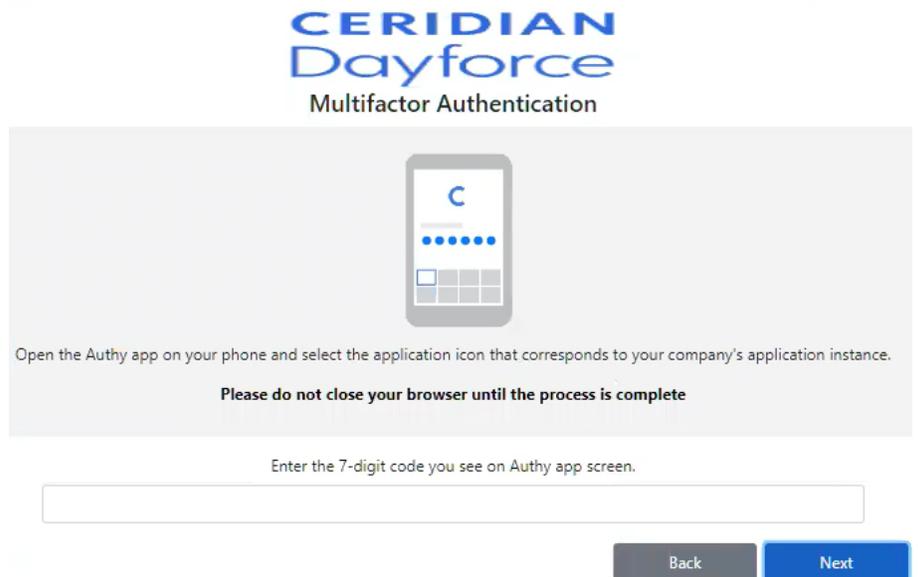
If you receive a message that you don't have any accounts, close, and reopen the app.



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**Enter the 7-digit code you received in the Twilio Authy app in the previous step.**

- On the Multifactor Authentication page, enter the 7-digit code shown in the Twilio Authy app.
- Click **Next** before the code expires.



**CERIDIAN**  
**Dayforce**  
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**

Enter the 7-digit code you see on Authy app screen.

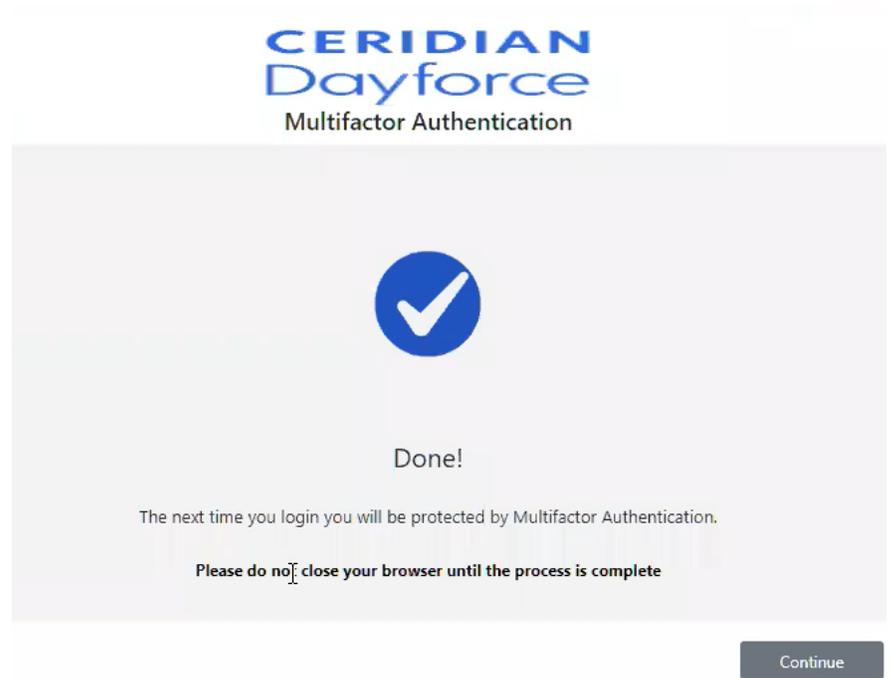
Back Next

## First Time Set Up Using Twilio Authy Smartphone App

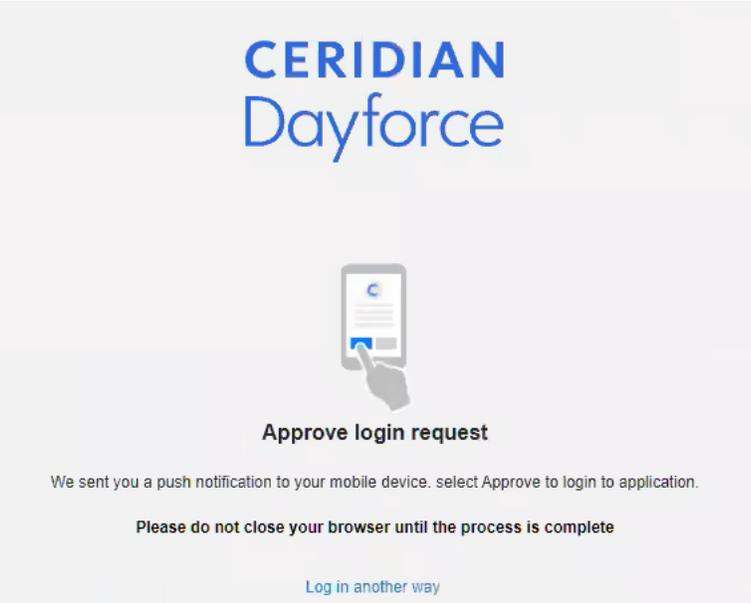
9

### Success!

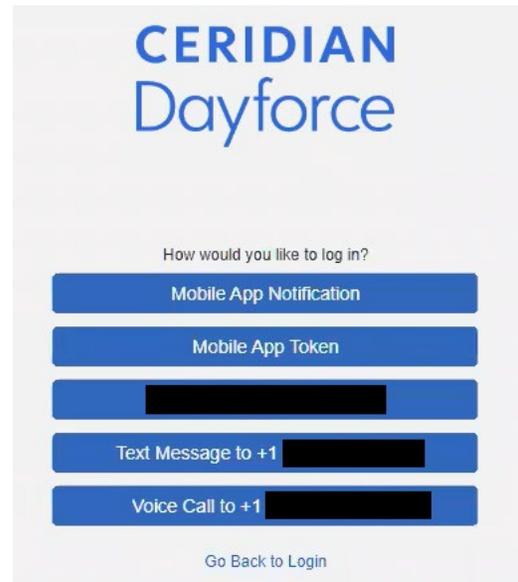
This completes the setup of MFA.



# Logging into Self Service Using the Twilio Authy Smartphone App Verification

Log in to Self Service Using Twilio Authy Smartphone App Verification		
1	<p><b>Log into Powerpay Self Service</b></p> <p>a. Enter your <b>Username</b> and <b>Password</b>. b. Click <b>Login</b>.</p> <p><b>Note:</b> Multifactor authentication is not enabled when using the Self Service iOS mobile app.</p>	 <p>The screenshot shows the CERIDIAN Powerpay SELF SERVICE login page. It features a header with the logo and 'SELF SERVICE' text. Below the header are input fields for 'Username' and 'Password', followed by a 'Login' button. There are also links for 'Remember me on this computer', 'Forgot your password?', 'Forgot your Username?', 'Cookie Notice', and 'Français'. At the bottom, there is a large blue 'P' logo and buttons for 'Download on the App Store' and 'GET IT ON Google Play'.</p>
2	<p><b>Approve the notification sent from the Twilio Authy app to your phone</b></p> <p>If you cannot see the notification on your phone, open the Twilio Authy app and click the bell icon to see pending notifications.</p> <p>If you do not respond to the Twilio Authy app notification within <b>10</b> 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 <b>Try Again</b> button to send another code.</p> <p>Click <b>Log in another way</b> to log in with a mobile token, text, voice call or email.</p>	 <p>The screenshot shows the CERIDIAN Dayforce 'Approve login request' screen. It features the 'CERIDIAN Dayforce' logo at the top. Below the logo is an illustration of a hand tapping a smartphone screen. The main heading is 'Approve login request'. Below this, there is a message: 'We sent you a push notification to your mobile device. select Approve to login to application.' followed by the instruction 'Please do not close your browser until the process is complete'. At the bottom, there is a link that says 'Log in another way'.</p>

## Log in to Self Service Using Twilio Authy Smartphone App Verification



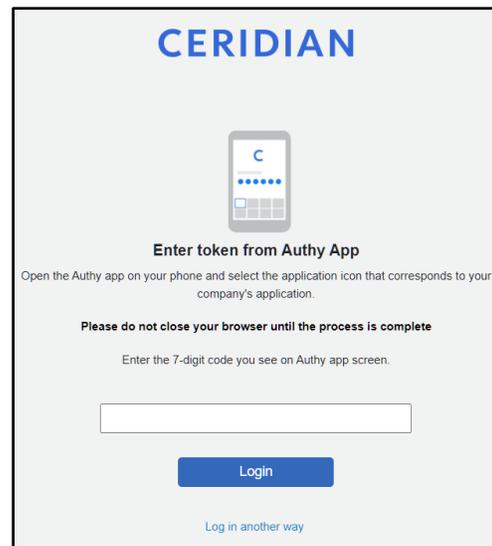
3

### Enter token

If logging in with a mobile token, enter the token from the Twilio Authy app

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.

Click **Login**.



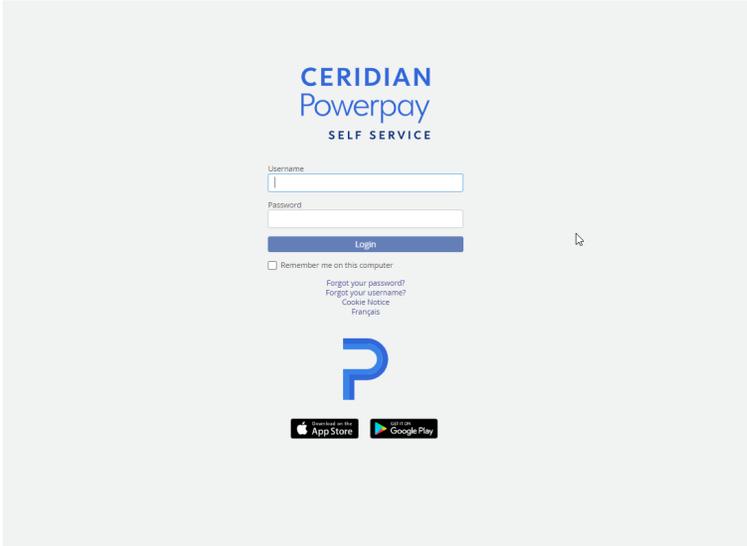
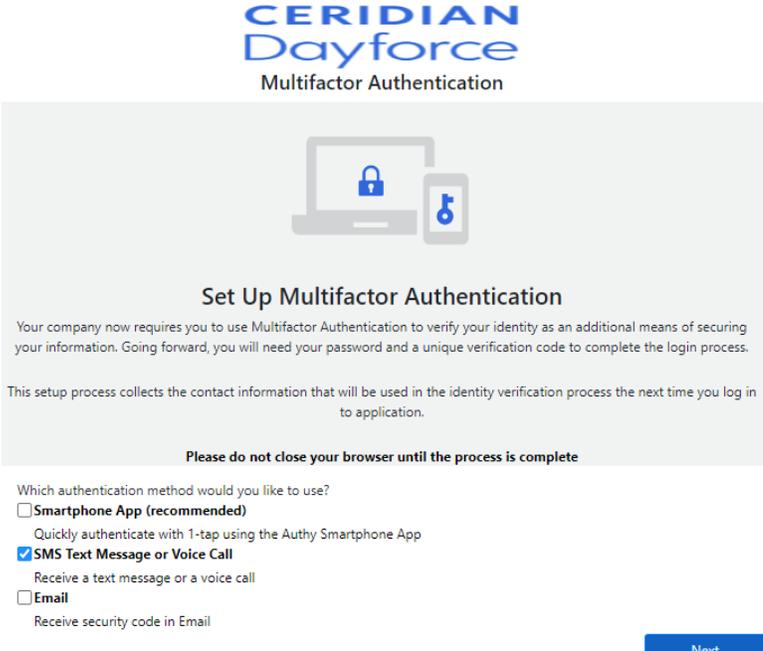
4

### Success!

The Powerpay Self Service Home page opens.

# 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	
<p><b>1</b></p> <p><b>Log into Powerpay Self Service</b></p> <p>a. Enter your <b>Username</b> and <b>Password</b>.</p> <p>b. Click <b>Login</b>.</p> <p><b>Note:</b> Multifactor authentication is not enabled when using the Self Service iOS mobile app.</p>	
<p><b>2</b></p> <p><b>Select MFA Method</b></p> <p>a. Select <b>SMS Text Message or Voice Call</b>.</p> <p>You can also select Smartphone App or Email.</p> <p>If you select multiple methods, you are required to set up and verify each one.</p> <p>This process describes the SMS Text Message or Voice Call selection.</p> <p>b. Click <b>Next</b>.</p>	

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

3

### Set up your Contact Information

- Select your country code from the dropdown list.
- Enter your cell phone number.  
  
If you don't have a cell phone, you can enter a land line number.
- Optionally enter a secondary number.
- Click **Next**.

The screenshot shows the 'Set Up Contact Information' page. At the top is the CERIDIAN Dayforce logo and 'Multifactor Authentication'. Below that is a grey box with the title 'Set Up Contact Information' and the text: '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'. Below this is a form for 'Primary Phone Number' with a dropdown menu showing '(+1) USA/Canada', an input field for 'Enter phone number', and a smaller input field for 'Exten'. There is a checkbox for 'Include Secondary Phone Number'. At the bottom right are 'Back' and 'Next' buttons.

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 your phone
- Voice Call - a phone call is placed to your phone and an automated voice provides the code

The screenshot shows the 'Verify Primary Phone Number' page. At the top is the CERIDIAN Dayforce logo and 'Multifactor Authentication'. Below that is a grey box with the title 'Verify Primary Phone Number' and a partially redacted phone number '+1 [REDACTED]'. The text below says: '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'. Below this is the question 'How would you like us to send you the code?' with two blue buttons: 'Text Message' and 'Voice Call'. At the bottom right is a 'Back' button.

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

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. At the top, the logo 'CERIDIAN Dayforce' is displayed with 'Multifactor Authentication' below it. A central graphic shows a smartphone with a text message icon. Below this, the text reads 'Verify Primary Phone Number' followed by a redacted phone number '+1 [REDACTED]'. A message 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'. A text input field is labeled 'Enter the verification code'. Below the field are two links: 'Resend code' and 'Receive a code by voice call instead'. At the bottom right, there are 'Back' and 'Next' buttons.

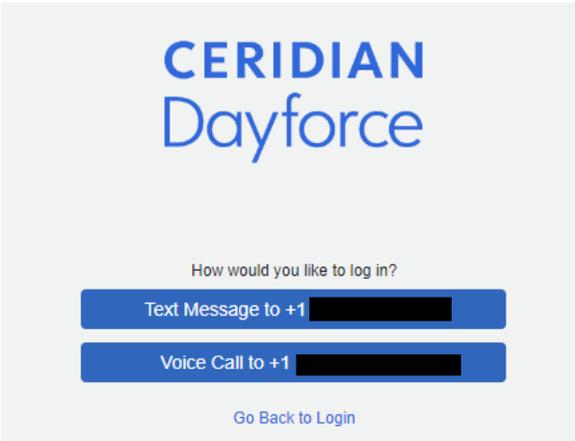
6

### Success!

This completes the setup of MFA. You are directed to the Powerpay Self Service Home page.

The screenshot shows the CERIDIAN Dayforce Multifactor Authentication 'Done!' screen. At the top, the logo 'CERIDIAN Dayforce' is displayed with 'Multifactor Authentication' below it. A large blue checkmark icon is centered on the screen. Below the icon, the text reads 'Done!' and 'The next time you login you will be protected by Multifactor Authentication.' A warning 'Please do not close your browser until the process is complete' is displayed. A 'Continue' button is located at the bottom right.

# Logging into Self Service Using SMS Text Message or Voice Call Verification

Log in Using SMS Text Message or Voice Call Verification	
<p><b>1</b></p> <p><b>Log into Powerpay Self Service</b></p> <p>a. Enter your <b>Username</b> and <b>Password</b>.</p> <p>b. Click <b>Login</b>.</p> <p><b>Note:</b> Multifactor authentication is not enabled when using the Self Service iOS mobile app.</p>	
<p><b>2</b></p> <p><b>Select how you want to log in</b></p> <p>Select <b>Text Message</b> or <b>Voice Call</b>.</p>	

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

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**.

The image shows two side-by-side screenshots of the CERIDIAN Dayforce login verification process. Both screens feature the CERIDIAN Dayforce logo at the top. The left screen is titled "Enter SMS Code" and includes an icon of a smartphone. It contains the text: "We sent a text message with a one-time code to your phone +1 [redacted]", "Please do not close your browser until the process is complete", and "Enter the verification code" above a text input field. Below the input field are buttons for "Login", "Resend Code", and "Log in another way". The right screen is titled "Enter Voice Code" and includes an icon of a speech bubble with a phone handset. It contains the text: "We are calling your number +1 [redacted]", "Please do not close your browser until the process is complete", and "Listen to the voice message to get the verification code and enter it below." above a text input field. Below the input field are buttons for "Login", "Call me with code again", and "Log in another way".

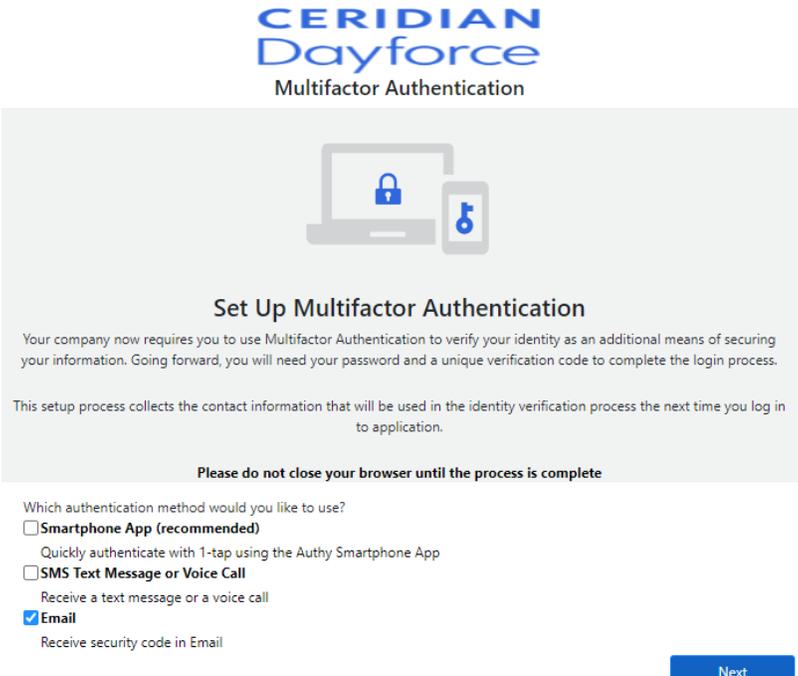
4

### Success!

You are directed to the Powerpay Self Service Home page.

# Email

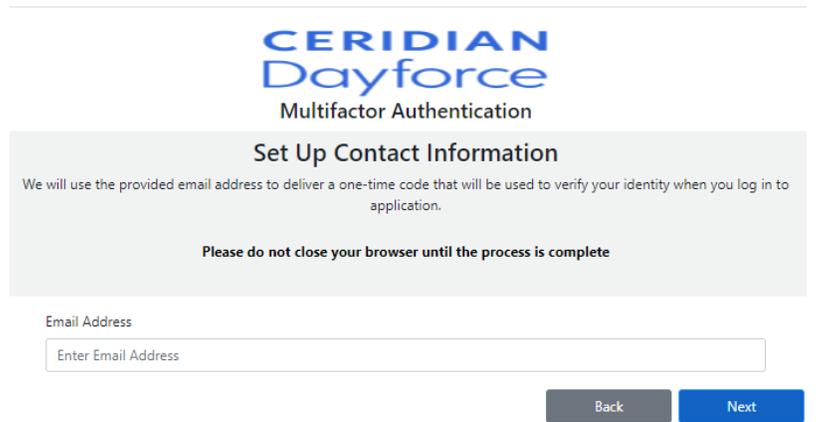
## First Time Set Up using Email

First Time Set Up Using Email	
<p><b>1</b> <b>Log into Powerpay Self Service</b></p> <p>a. Enter your <b>Username</b> and <b>Password</b>. b. Click <b>Login</b>.</p> <p><b>Note:</b> Multifactor authentication is not enabled when using the Self Service iOS mobile app.</p>	
<p><b>2</b> <b>Select MFA Method</b></p> <p>a. Select <b>Email</b>.</p> <p>You can also select Smartphone App, SMS Text Message or Voice Call.</p> <p>If you select multiple methods, you are required to set up and verify each one.</p> <p>This process describes the Email selection.</p> <p>b. Click <b>Next</b>.</p>	

## First Time Set Up Using Email

### 3 Set up your Contact Information

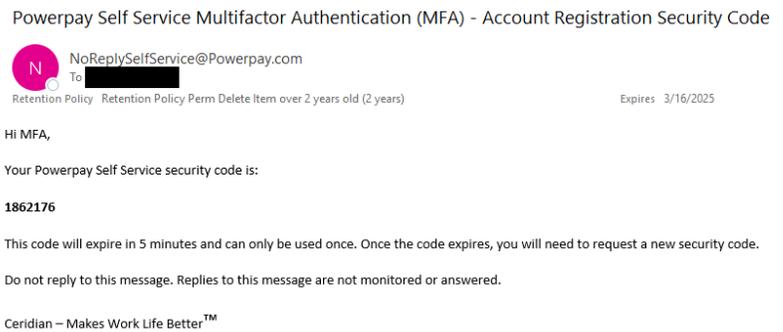
- Enter your email address to use for logging in with MFA.
- Click **Next**.



The screenshot shows the 'Set Up Contact Information' page. At the top is the CERIDIAN Dayforce logo and 'Multifactor Authentication'. Below that is the title 'Set Up Contact Information' and a message: '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.' A warning states: 'Please do not close your browser until the process is complete'. There is an 'Email Address' label above a text input field containing the placeholder 'Enter Email Address'. At the bottom right are 'Back' and 'Next' buttons.

### 4 Verify Your Email Address

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

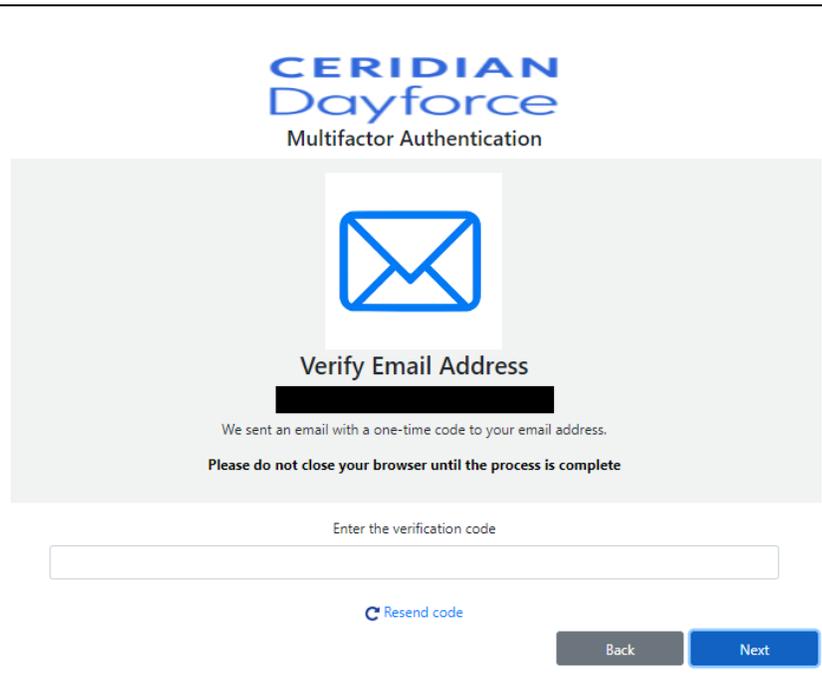


The screenshot shows an email from 'NoReplySelfService@Powerpay.com' with a subject line 'Powerpay Self Service Multifactor Authentication (MFA) - Account Registration Security Code'. It includes a retention policy notice and an expiration date of 3/16/2025. The email content says: 'Hi MFA, Your Powerpay Self Service security code is: 1862176. 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. Ceridian - Makes Work Life Better™'.

### 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**.



The screenshot shows the 'Verify Email Address' page. At the top is the CERIDIAN Dayforce logo and 'Multifactor Authentication'. Below that is an envelope icon and the title 'Verify Email Address'. A message states: 'We sent an email with a one-time code to your email address.' A warning states: 'Please do not close your browser until the process is complete'. There is a text input field with the placeholder 'Enter the verification code'. Below the field is a 'Resend code' link. At the bottom right are 'Back' and 'Next' buttons.

## First Time Set Up Using Email

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### Success!

This completes the setup of MFA.

Click **Continue**.

You are directed to the Powerpay Self Service Home page.

**CERIDIAN**  
**Dayforce**  
Multifactor Authentication



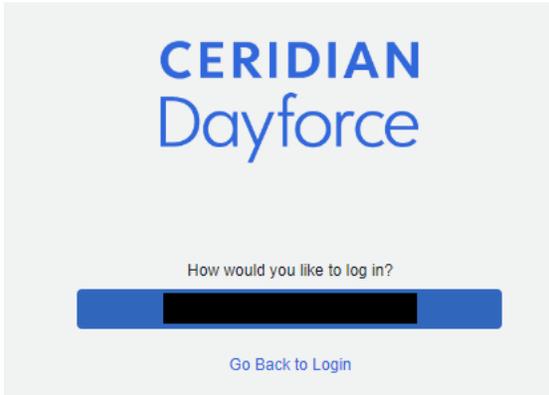
Done!

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 Self Service Using Email Verification

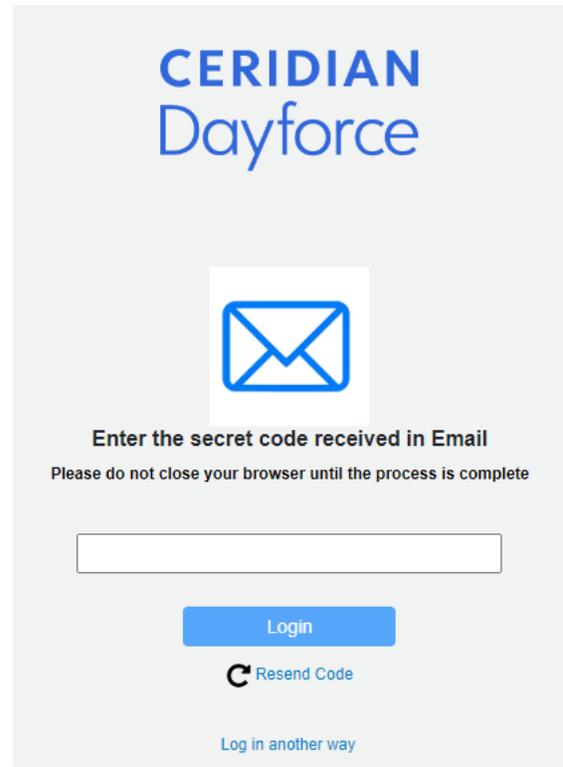
Log in Using Email Verification	
<p><b>1</b></p> <p><b>Log into Powerpay Self Service</b></p> <p>a. Enter your <b>Username</b> and <b>Password</b>.</p> <p>b. Click <b>Login</b>.</p> <p><b>Note:</b> Multifactor authentication is not enabled when using the Self Service iOS mobile app.</p>	
<p><b>2</b></p> <p><b>Select how you want to log in</b></p> <p>Select your email address.</p>	

## Log in Using Email Verification

3

**Enter the 7-digit code you received**

- a. Enter the **7-digit** code you received by email.
- b. Click **Login**.



4

**Success!**

You are directed to the Powerpay Self Service Home page.