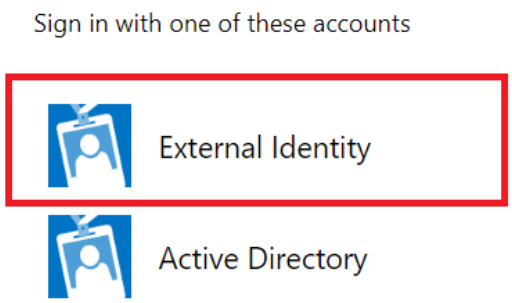
# Multi-Factor Authentication (MFA) Requirements
## Mobile Application and SMS Text Message

To comply with Federal Trade Commission (FTC) Safeguard Rules, Ford Credit will be making changes to the way dealership employees log into applications. The FTC recently revised its standards for safeguarding customer information under the Gramm-Leach-Bliley Act. The new Safeguards Rule requires financial institutions like Ford Credit to implement multifactor authentication (MFA) for individuals accessing networks that contain customer information. The following instructions are provided to assist users in establishing their MFA Account.

**MFA Setup Job Aid**

**Step 1:** Attempt to login to your desired, in-scope application. When prompted, select "External Identity" to continue.




**Step 2:** You will reach a sign-in page and will be prompted for your User ID and password.

Enter your User ID (FSN or WSLX) and password and click *Sign in* to continue.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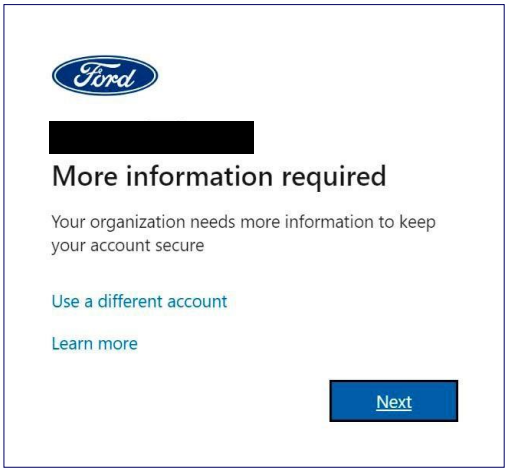
**Step 3:** You will be redirected to the Security Verification page to set up MFA. If you are not automatically redirected, there is a link provided on the page to redirect manually.

If prompted by your browser to stay signed in, click "Yes".

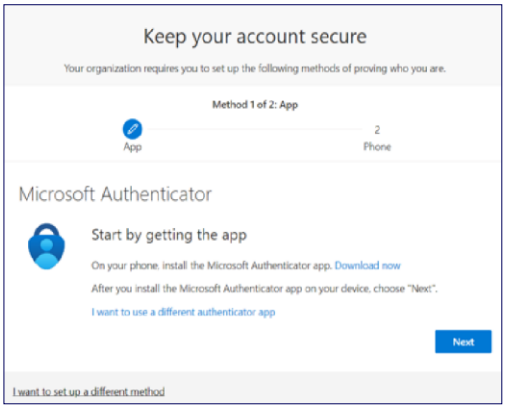


**Step 4:** Once you successfully log in, you will be prompted for additional information to set up MFA. Select **"Next"**, as seen in the lower right screen.




**Step 5:** Download the **Microsoft Authenticator** from your applicable smart device app store.

 ← The developer will be listed as Microsoft Corporation with this logo.

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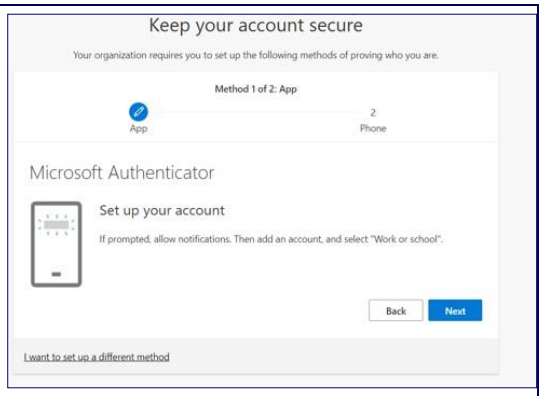
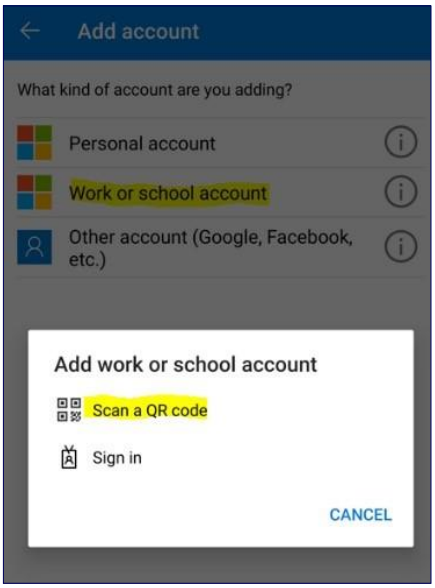
**Step 6:** Select **"Next"** on the prompts below after successfully downloading the Microsoft Authenticator app.




**Step 7:** In the app on your smart device, select **"Add Account"** and then **"Work or School"**.

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**Step 8:** Back on your computer, you should see the below prompt with a QR Code.

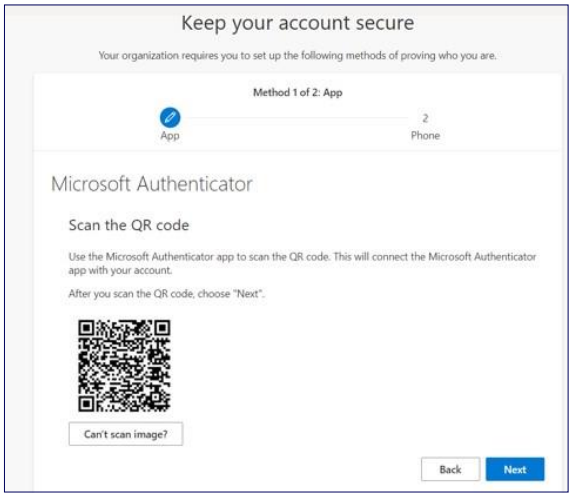
**a.** On your smartphone, select **"Scan QR Code"** and hover your camera over the QR code on your computer until it recognizes it successfully

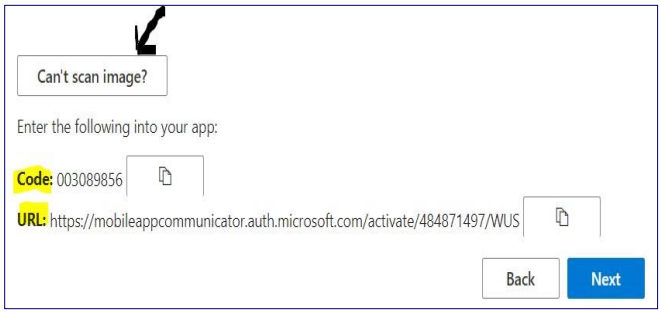
**b.** Continue to move the camera forward and away from the QR code if it is not successfully registering.

If successful, you will see your account in the main menu of the mobile application.

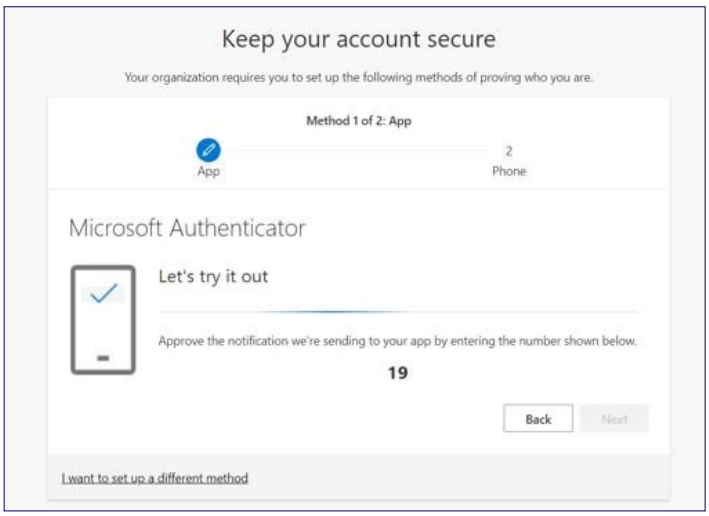
**c.** **If you continue to be unsuccessful**, select **"use code instead"** on your smart device, and select **"can't scan image?"** on your computer. It will prompt for a code and URL to be entered into your device.

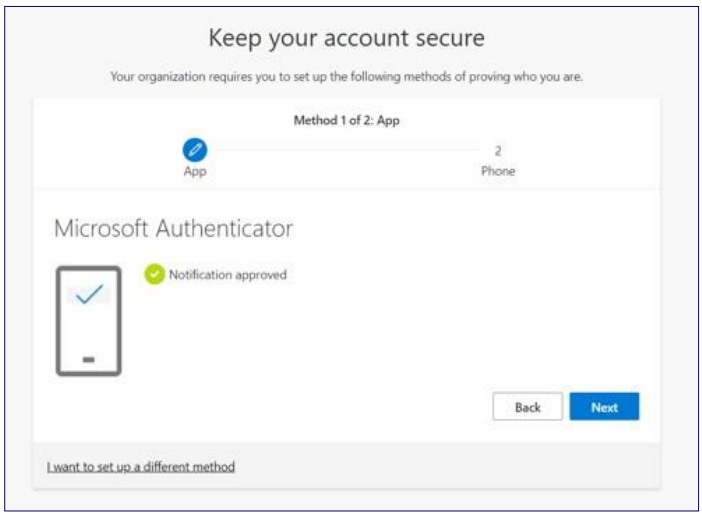
**d.** Click **"Next"** to continue the setup process.




**Step 9:** Microsoft will now ensure the Authenticator app is working properly. Enter the 2-digit number displayed on your computer into the app on your smart device. Click **"Next"** to continue. This completes the Microsoft authenticator setup.

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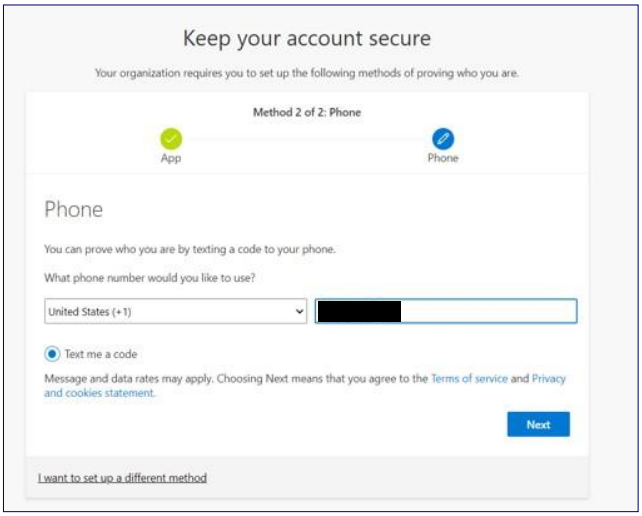
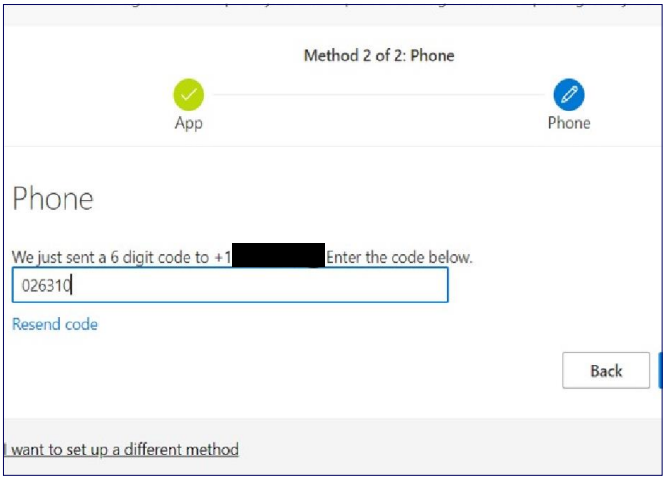
**Step 10:** For MFA, you need two methods to meet requirements. If you choose an authenticator app first, the second method will be Phone/SMS.

**Step 11:** Enter your entire phone number into the given box, ensure the "text me a code" radio button is selected, and click **"Next"**.




**Step 12:** A 6-digit code will be texted to your phone for Microsoft authentication. Enter the 6-digit code and click **"Next"**.

If you did not receive a code, select resend code. Ensure your mobile phone has service to send/receive SMS text messages.

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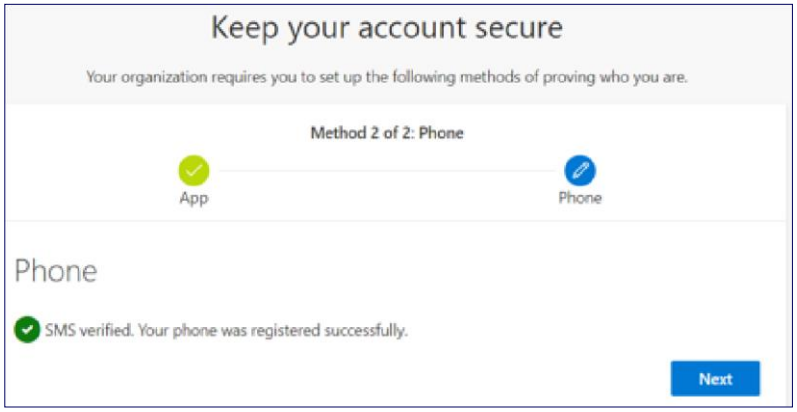
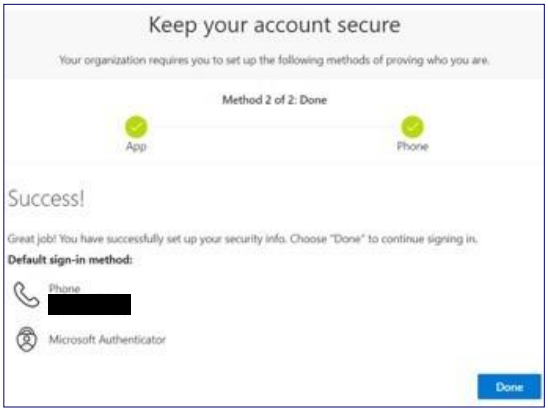
## Step 13:

The MFA setup screen will confirm your SMS Phone Authentication was successful with a green checkmark. Click **"Next"** to see the Success page and click **"Done"** to complete the signup process.




## Step 14:

A two-digit code will populate in your browser on the MFA setup screen. Input this two-digit code into the popup window on your phone to verify that you are signing in using MFA. Once you input the two-digit code, you will be redirected to the below page. Once you have reached this page, you have completed the set up for MFA. You can now exit this page and open a new window to sign-in to the desired application using MFA.