



Enhance cyber security with MFA (Multi-Factor Authentication)

Frequently Asked Questions (FAQs)

Multi-Factor Authentication



Step1: MFA Enablement (Unique Email Address)	
Question	Answer
How do we purchase the Security Keys?	https://www.yubico.com/products/yubikey-5-overview/ https://support.yubico.com/hc/en-us/articles/5036367557148-Where-can-I-buy-YubiKeys-
How would Volvo get the serial numbers integrated into the new MFA solution for Tech Tool (TT)?	<p>We are detailing the steps for MFA Onboarding. The approach would be for users to register for MFA. Based on the option, the users will be guided through the steps for registering the Security Key (I.e. YubiKey is a device brand).</p> <p>Note:</p> <ul style="list-style-type: none"> - One Security Key per laptop (not per person). - Number of users per Security Key is limited to 25 users (if using biometric keys, then the limit is 5 users)
Is registration of the device done as the first step of activation to being able to use the key or done when the technicians would first attempt to use it for Tech Tool?	The first step of the process is MFA onboarding. The second step is to release TT software that is MFA ready in August. Post that the users shall be able to use MFA for TT.
Is a unique company email address mandatory?	A unique email address is strongly preferred and not a requirement. Company email address is also preferred but not mandatory.

What about small dealers that do not have their own domain?	A company email address is strongly preferred but not mandatory.
Will MFA be possible if there is no unique email address?	No, but we are working on supporting in future releases.
Why are two MFA Methods required?	Two MFA Methods are required for each user to access Volvo Applications. Having a backup MFA Method in the event a password reset is required for quicker recovery if the Security Key is lost.
Will It be possible for 1 user to connect to 2 Tech Tools at the same time?	Yes.
What are the deadlines we must have on our radar regarding the MFA roll-out?	10/14/23 is the final deadline after which you cannot use Tech Tool/Workshop Toolbox features online without MFA/User Principal Name (UPN) to login. Workshop Toolbox will require MFA from the release date.
Where can I find more information about Microsoft Authenticator App?	https://support.microsoft.com/en-us/account-billing/download-and-install-the-microsoft-authenticator-app-351498fc-850a-45da-b7b6-27e523b8702a
Who to report authorization problems during MFA login?	Contact your respective first line support desk and they will have processes in place to get you the support needed to remedy the issue.
What specifications are required for the key?	https://learn.microsoft.com/en-us/azure/active-directory/authentication/concept-authentication-passwordless#fido2-security-keys
What about local (dealers) applications that might be connected to Volvo Group systems?	In the long run all Volvo Group applications will use MFA.
Dual branded dealers (MACK/VCE), in two different business areas, will have 2 UserID logins but only 1 email. Does MFA work for each login?	MFA is set up for each account. Multi-Factor approach to dual branded dealers is still in review and the use case has not been approved.

Step2: MFA Enrollment (Setup MFA Method)

Question	Answer
What are the supported Authenticator Apps?	Microsoft Authenticator App. Authenticator App OS Requirements: Android - v8.0 or later IOS - v14.0 or later IPad OS – 14.0 or later
Do you support any other Authenticator App?	Volvo Group recommends the Microsoft Authenticator App to verify Multi-Factor Authentication is setup. If you prefer to use other vendor apps, please follow instructions provided by the vendor.
Can we use the same phone number for multiple users?	Volvo group recommends using a dedicated phone for each user to avoid potential security issues.
How will the phone call work with an automated phone system? Will a direct dial number be required?	Volvo uses an automated phone system.
What is the fallback if a phone call were to fail? (i.e. User changes phone number)	Volvo recommends selecting primary and backup MFA Method during MFA setup process.
Where would we go to update the phone number for a user?	The MFA Sign In Options My Sign-Ins Security Info Microsoft.com allows a person to change the options and Phone number.
How long does it take for a phone number to be updated if it were changed?	Updates are done real-time.
Is Email an MFA method option?	No, email is not an available MFA option as it is not a secure way to provide multi-factor authentication. Email address is required for MFA and MS supports password reset using email as the identifier, but email is not a secure way to provide MFA validation.

Step3: MFA Enforcement (Microsoft Azure Login)

Question	Answer
What happens when a user logs in using Azure AD?	<p>Scenario 1 - User logs in the first time with a password which is not compliant to the password policy: If a new user is created, the password needs to always be compliant to the password policy.</p> <p>The only case where a user could login with an "invalid" password format is if it was created before the password policy was enforced.</p> <p>Scenario 2 – For non-expiring user passwords: When a password is non-expiring, then the password policy will not be triggered. User will not receive any notification to change the password.</p> <p>Scenario 3 – Azure logins identified as “high risk”: Password reset may be requested for high-risk users according to Azure AD Conditional Access Policy.</p> <p>One example: If a UserID / Login is active in North America and a login is attempted in France one hour later, this activity is flagged as high risk by Azure and an error will be sent at login.</p>