Frequently Asked Questions for MFA

1. What is Multi-factor Authentication (MFA)?

Multi-Factor Authentication (MFA) provides an additional layer of security to better protect restricted corporate and personal information In addition to your username and password, you will use the Microsoft Authenticator application on your smart phone to access MFA protected apps.

McDonald's currently uses two-factor authentication across many applications—you may already be familiar with entering in the last 4 digits of your SSN to access my.benefits.mcd.com, or answering security questions to access other applications.

McDonald's is migrating to MFA to provide a necessary layer of additional security, making it more difficult for attackers to access restricted data. **You will no longer use the previous authentication methods (SSN, security questions) to access these applications.**

Without the added security of MFA, an attacker would only need to steal or guess your username and password to gain access to corporate and personal data. Replacing the current two-factor authentication process will **greatly enhance the security of McDonald's applications**.

2. When will I need to use MFA?

Throughout this year, McDonald's will begin implementing MFA for many applications containing restricted data. Common applications that will use MFA include: Outlook Email, Alight (my.benefits.mcd.com) and Service Center Online (pay stubs, direct deposit, etc.) If you use any of the applications below, you will receive notification on when MFA will be turned on for that application. **You will only need to register once for MFA.**

Applications that will use Multi-Factor Authentication
Alight Solutions (formerly AON/Hewitt) mybenefits.mcd.com
China MCD Portal
Citrix
Document Management Center
Outlook Email
GDW - Global Data Warehouse Internal & External
GDW Narrowcast portal
Global Data Collection Tool 2 (GDCT2)
Global Performance Matrix
GNA Plan Tool
Infosys Virtual Desktop Service - VMD
LogicGate
PMO Mobile
Service Center Online [incl. About Me (Lawson, Employee Self-service) and Annual enrollment]
WebFilings (Workviva)

3. What do I need to do to use MFA?

To use MFA and maintain access to the listed applications, you will need to register for MFA once, which includes **downloading the Microsoft Authenticator app and setting up your MFA profile.** For instructions on how to register for

MFA

Global Technology logo with McDonald's arches at top right

and set up the Authenticator application on your device, see training guide.

MFA will also be used for Outlook Email, including the Outlook Web App. To ensure continued access to email on your smart phone, it is recommended that you **download and use the Outlook Mobile App.** If you currently use Samsung Mail, Google Mail, or the iOS Mail applications on your phone you should download the Outlook app and set up your email profile through Exchange.

4. What if I lose access to my device that contains the authenticator application?

If you have lost access to the device with your Authenticator app, you will need to reset your MFA profile. Call your local help desk to reset your MFA.

5. I tried to reset my MFA profile but it is not working. How can I reset my MFA account?

You may recover your account by entering in the 16 digit recovery code (provided during registration). If you are a restaurant user and you unable to reset your MFA profile, contact your manager or call the help desk to reset your MFA.

6. Do I have to allow the Authenticator app to access my Camera? How do I change this setting?

If you do not allow the application to access your camera, you will need to enter in the Secret Key manually during the MFA Registration process. To change this setting after you have registered, you must access the Settings on your mobile device, select Authenticator, and deselect "Camera". For a simpler registration process, allow the Authenticator app to access the camera during registration.

You may change this setting under your phone's general settings, and disallow the Authenticator app to access the Camera.

7. Who should I contact for help or issues regarding MFA?

Contact your local help desk for support.