



# **LOOMIS DIRECT** **MFA USER GUIDE**





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## Introduction



Beginning in May of 2024 Loomis Direct will require a second form of authentication also known as “Multi Factor Authentication” (MFA) to access Loomis Direct. MFA provides an added layer of security to ensure that your data is protected from unintended users. Once you are registered and attempt to login to Loomis Direct, you will be prompted for your Username\Password along with the second authentication method selected by the user. The options that will be made available are below:



### Voice

Receive a phone call with a passcode to authenticate.



### Text Message

Receive a text message with a passcode to authenticate.



### Email

Receive an email with a passcode to authenticate.



### Authenticator App

Use an authenticator app (like Google) to authenticate.

## Frequently Asked Questions

### What is Multi-Factor Authentication (MFA)?

MFA is an authentication method that requires a user to use two forms of authentication. For Loomis Direct, the first method will be a Username\Password along with a secondary method such as SMS, Email or an Authentication App like Google.

### Why is MFA required?

MFA assists in assuring that the intended user is accessing Loomis Direct. If a bad actor were to compromise a user’s set of credentials, the second form of authentication will prevent the bad actor from logging onto Loomis Direct on behalf of the intended user.

### How will I be set up with MFA?

Once the Loomis MFA solution has been upgraded, (estimated date of May 2024), the next time a user attempts to logon, they will be prompted to set up their MFA options.

### What is the benefit of MFA?

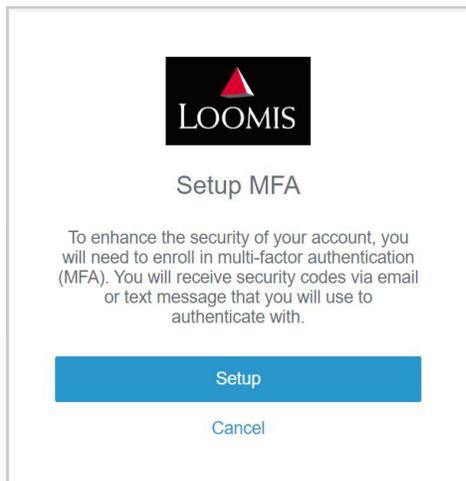
MFA provides a layer of security to ensure that our Customers’ data is protected from unintended users.



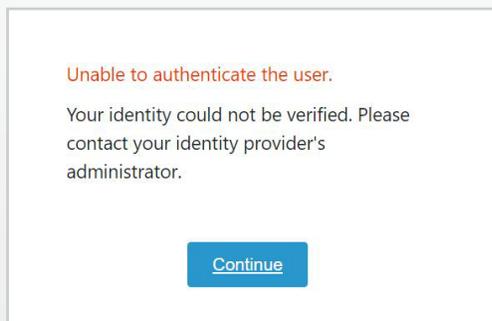
## Initial MFA Setup



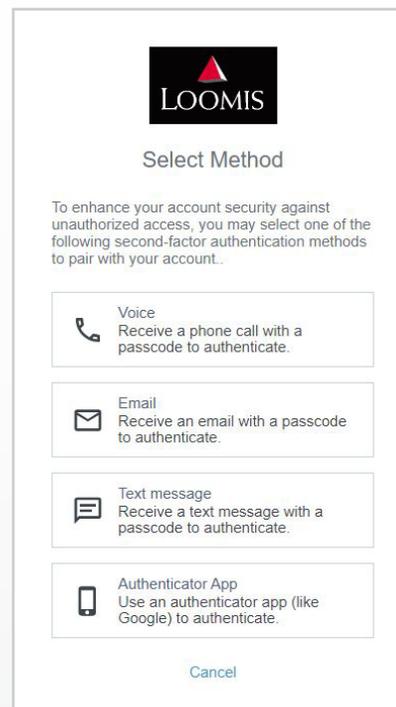
1. To begin setting up MFA on your Loomis Direct account complete the “Setup MFA” process prompted on the sign in screen.



2. All Loomis Direct users are required to set up MFA, and this process cannot be skipped. If a user selects “cancel” they will receive an “Unable to authenticate the user” message. If the user selects “Continue” they will be sent back to the sign in screen to set up their MFA.



3. Loomis Direct offers four different methods of second-factor authentication **Voice, Email, Text Message, and an Authenticator App**. The user can select any method they prefer to continue. (If a user selects “Cancel” they will be sent back to the previous screen to repeat the setup process.)



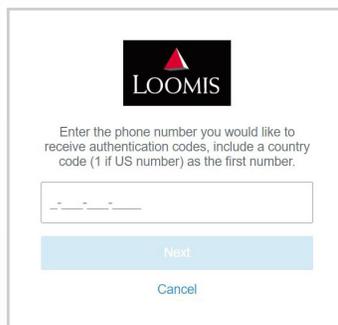
4. Loomis Direct users will have the option to select up to **TWO** different authentication methods.
5. Once the two methods are paired to a user’s Loomis Direct account, they will be able to modify changes directly through Loomis Direct under the “MFA Settings” section in the “My Account” tab. (Procedures can be found in the MFA Maintenance portion of this training document)



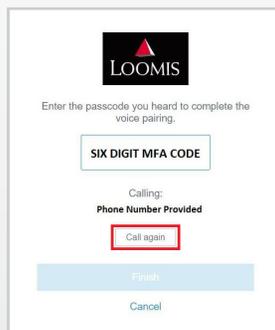
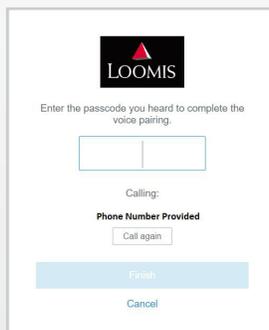
# Setup Procedures - Voice



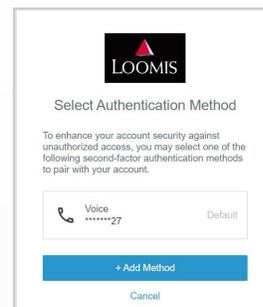
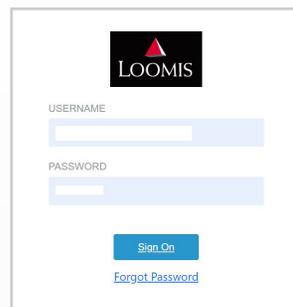
- 1. The voice option allows user to receive a phone call with their six-digit MFA code.
- 2. To pair a phone number, select the "Voice" option and key in a phone number starting with a one or the appropriate country code.



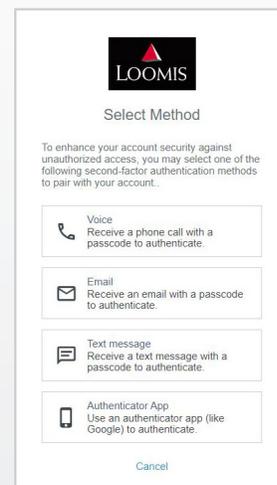
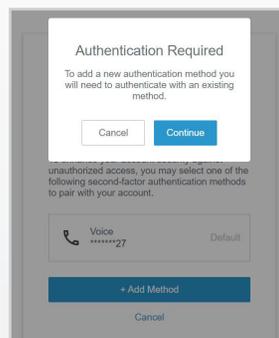
- 3. After the user keys in their phone number and it is accepted the user will receive a call from a 1-800 number. The caller will be a recorded audio stating the following: "Hello Loomis user, your authentication code is # # # # # #, I repeat your code is # # # # # #". The call will automatically disconnect after the second time the code is repeated. If a user was unable to key in the code in time they can select "Call Again" for a new code.



- 4. After the pairing is complete and the six-digit code is accepted the user will land in the Loomis Direct Lounge and see all their corresponding portals. When a user signs out and signs back in they will see the username and password screen followed by the MFA option. The user can select the voice option for a verbal six-digit code or add a new method if desired.



- 5. If a user requests to add a method, they will need to authenticate with the existing method before proceeding. Once authenticated the user can select any of the four options as a form of authentication.

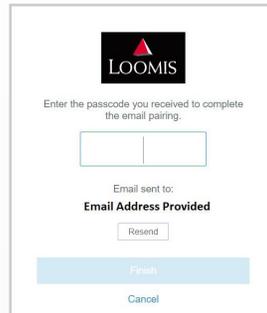
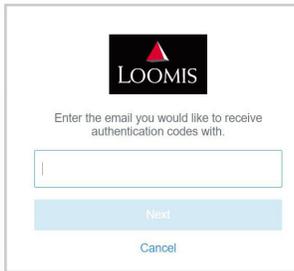




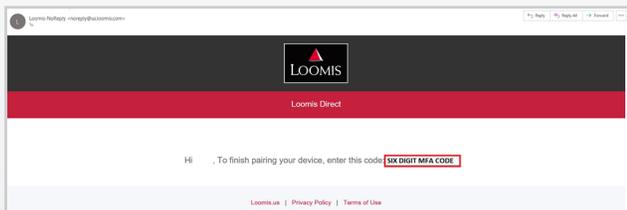
# MFA Setup Procedures – Email



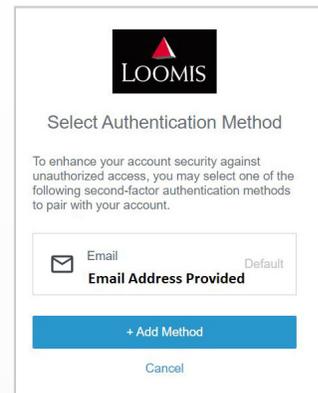
1. The email option allows the user to receive the six-digit MFA code through email.
2. To pair email address select the “Email” option and key in a valid email address to receive MFA codes.
3. After the email is keyed in the user will receive an email from “Loomis-NoReply <noreply@us.loomis.com>” with the subject line “Finish Pairing Your Device”.



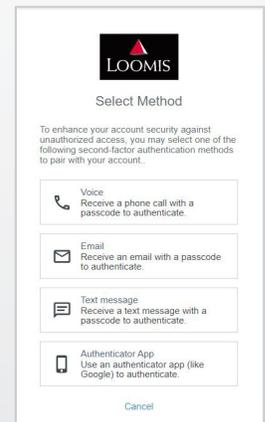
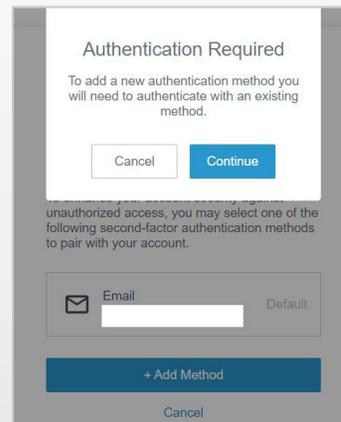
4. The six-digit code (also known as a “soft token”) is only valid for 30 minutes. If a user does not use the first six-digit code within 30 minutes a new code will need to be requested.



5. After the pairing is complete and the six-digit code is accepted the user will land in the Loomis Direct Lounge and see all their corresponding portals. When a user signs out and signs back in they will see the username and password screen followed by the MFA option.



6. If desired users can add an additional MFA method through this screen but will need to complete the email authentication before adding an additional MFA method. Once the user keys in the six-digit code provided through email they can additional MFA methods.

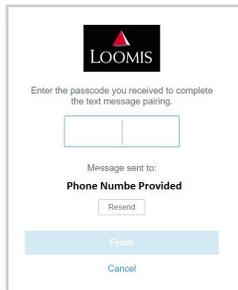




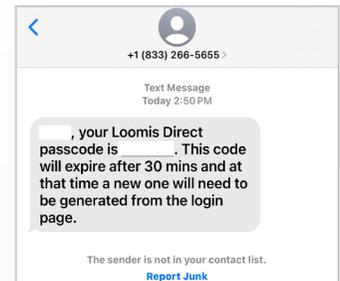
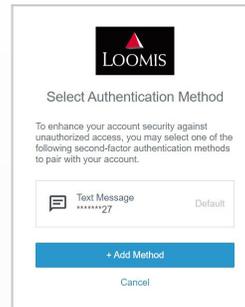
# MFA Setup Procedures – SMS/Text



1. The “Text Message” option allows the user to receive the six-digit MFA code via text message.
2. To set up text message select the “Text Message” option and key in a phone number starting with a one or the appropriate country code.
3. After the phone number is keyed in the user will receive a text message with a six-digit MFA code.

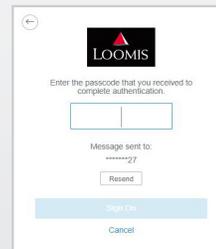
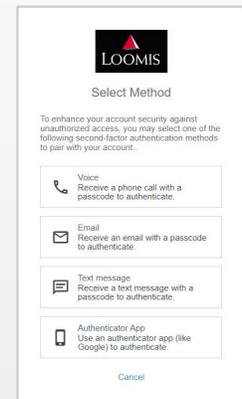
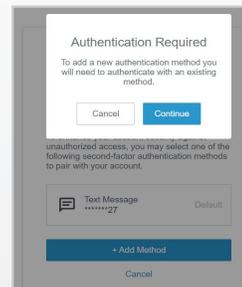
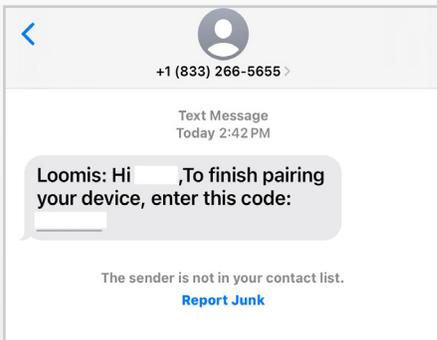


5. After the pairing is complete and the six-digit code is accepted the user will land in the Loomis Direct Lounge and see all their corresponding portals. When a user signs out and signs back in they will see the username and password screen followed by the MFA option. After pairing is complete users will be required to key in a six-digit code provided through SMS/Text.



4. The code will be from a +1 (833) number with the message “Loomis: Hi username, To finish pairing your device, enter the code: # # # # #.” The six-digit code is only valid for 30 minutes. After 30 minutes the code will expire a new one will need to be requested.

6. If desired users can add an additional MFA method through this screen but will need to complete the text message authentication before adding an additional MFA method. Once the user keys in the six-digit code provided through SMS/text they can additional MFA methods.



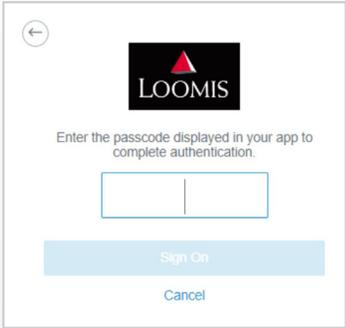
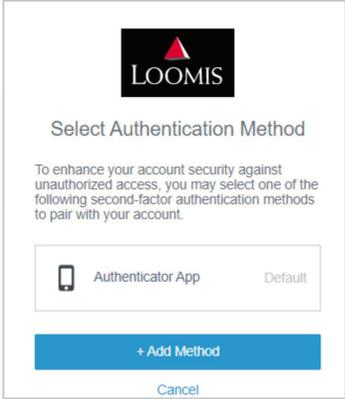


# MFA Setup Procedures – Authenticator App



1. The “Authenticator App” option allows the user to receive the six-digit MFA code via an authenticator app.
2. To pair an authenticator app select the “Authenticator App” option.
3. The supported authenticator apps are listed below and will need to be downloaded from the app stores to a mobile device.
  - Google Authenticator
  - Microsoft Authenticator
  - Duo Authenticator
4. After an authenticator app is downloaded open the authenticator app on the mobile device and scan the QR code on the screen with the camera on the mobile device.
5. After the QR code is scanned the user will see a six-digit code on the mobile device which will need to be keyed in to authenticate and proceed into Loomis Direct.

6. After the pairing is complete and the six-digit code is accepted the user will land in the Loomis Direct Lounge and see all their corresponding portals. When a user signs out and signs back in they will see the username and password screen followed by the MFA option.



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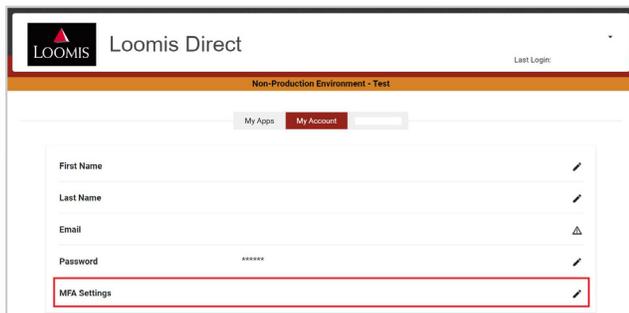


# MFA Maintenance Through Loomis Direct



Loomis Direct allows up to two separate MFA devices to be paired with a Loomis Direct account. Users can change their own MFA devices as needed after proper authentication with their sign in credentials and MFA is completed with an existing method. To update MFA settings follow the steps outlined below.

1. Sign into Loomis Direct with credentials and MFA.
2. Select the "My Account" tab and then select the "MFA Settings" pencil.



3. After selecting the pencil select any of the two MFA methods to reauthenticate and key in the MFA code provided to finish authenticating.

### MFA Settings

In order to edit MFA settings You must first authenticate using one of the below MFA settings.

MFA Type	Setting	Actions
Sms	Phone Number Provided	<span style="background-color: #800000; color: white; padding: 5px 10px;">Authenticate</span>
Email	Email Address Provided	<span style="background-color: #800000; color: white; padding: 5px 10px;">Authenticate</span>

Close

4. Once the authentication is complete the "X Delete MFA" buttons will be enabled for editing. Only one MFA type can be deleted since a primary MFA method needs to remain on file for future MFA authentication.

**MFA Settings**

The following MFA devices are configured for [User Name]

NOTE: Max number of MFA options is 2

MFA Type	Setting	Actions
Sms	Phone Number Provided	<span style="background-color: #800000; color: white; padding: 5px 10px;">X Delete MFA</span>
Email	Email Address Provided	<span style="background-color: #800000; color: white; padding: 5px 10px;">X Delete MFA</span>

NOTE: Security requires that one MFA device is configured at all times. New MFA devices can be configured during login.

**MFA Settings** ✎

5. If an email is deleted as an MFA method the email address defaults to the email used to sign into Loomis Direct and cannot be changed.

### Add Email MFA

Please confirm that the following MFA device should be added

MFA Type	Setting
EMAIL	DEFAULTS TO SIGN IN EMAIL AND CANNOT BE CHANGED

Confirm
Cancel

6. The MFA settings functionality is limited to deleting existing MFA methods already paired with Loomis Direct. Adding new methods can only be completed through the sign in screen after a user is authenticated with their credentials and MFA.
7. As MFA methods are added and deleted, Loomis Direct sends emails real time to inform users of the changes being made with their MFA settings.