

Multi-factor Authentication Frequently Asked Questions

Q. What is MFA?

A. Multi-Factor Authentication (MFA) is a login method that adds another layer of security to user sign-ins and transactions. MFA provides strong authentication against account takeovers and helps reduce identity and access risk. By adding a second security layer to applications that hold sensitive company and personal data, Albertsons Companies can help protect the Company and employees from identity theft, viruses and other potential cyber-security threats.

Albertsons Companies uses the following two factors when employees access certain apps, such as Direct2HR and Empower, from computers, tablets, cellphones not on the company network.

- Factor 1: User name or employee identification number and password
- Factor 2: Numeric code received on an employee's mobile device

Q. Who must enroll for MFA?

A. Any Albertsons Companies Employee or Contractor that accesses MFA-protected applications including Direct2HR and Empower from outside of the Company network must register for MFA.

Q. How do I register for MFA?

A. For detailed instructions on how to register for MFA, download the " Multi-Factor Authentication Quick Reference Guide." A link to the guide is available on your division portal and in Direct2HR.

Q. When will I be prompted to use MFA?

A. Beginning September 4, 2019, you will be prompted to use an MFA code when accessing Direct2HR and Empower outside of the Company network. But, you can go ahead and register now.

Q. I do not have a Company issued mobile phone, what should I do?

A. Employees can voluntarily access the Direct 2HR and Empower apps on their personal mobile device if they prefer the convenience of using personal phone or device. Employees who voluntarily choose to use a personal device should only do so on Company Wi-Fi. Because employees have other options for MFA, they will not receive reimbursement if they choose to use a personal device. Hourly employees can access their schedules and payroll information on their own time. However, they are not permitted to access their email or other Company databases for work related purposes while off-the-clock.

Q. Will Albertsons Companies pay for my data charges if I use my personal phone?

A. Because employees have options other than multifactor authentication (MFA) on a personal device to retrieve this information, they will not receive reimbursement if they choose to use a personal device to download the Authenticator app or use their personal device in obtaining the second MFA factor.

Q. I work on a desktop computer; do I still need to enroll for MFA?

A. Any Albertsons Companies Employee or Contractor that accesses MFA-protected applications, such as Direct2HR and Empower, from outside the network on a computer, tablet or cellphone must register for MFA.

Q. What will the login process look like when I access applications like Direct2HR from an external network?

A. When accessing Direct2HR and Empower from outside the company network, you will be prompted with the login screen where you can enter your employee number, or LDAP user ID, and password. After the first factor is accepted, you will be prompted for additional security verification from one of the three possible authentication methods.

1. MS Authenticator
2. Text Message
3. Call Me

See the Multi-Factor Authentication Quick Reference Guide for details on each method.

Q. What happens if I don't register by September 4?

A. On or after September 4, 2019, to access Direct2HR and Empower from outside the company network, you will be prompted with the login screen where you can enter your employee number, or LDAP user ID, and password. After the first factor is accepted, you will be prompted to register for the second factor before you can log in. Follow the instructions to select an authentication method. After you register, you will be directed to the app.

Q. I have more questions, is there an expert on the team who can help?

A. Please call the Service Desk, (877) 286-3200