

Multifactor authentication (MFA) for suppliers

Table of contents

Background	2
Set up and selection for multifactor authentication (MFA)	2
Setting up MFA using <i>Okta Verify</i>	3
Setting up MFA using SMS authentication.....	7
Setting up MFA using voice call authentication.....	9
Setting up MFA using email authentication.....	10
General inquiries and technical support	11

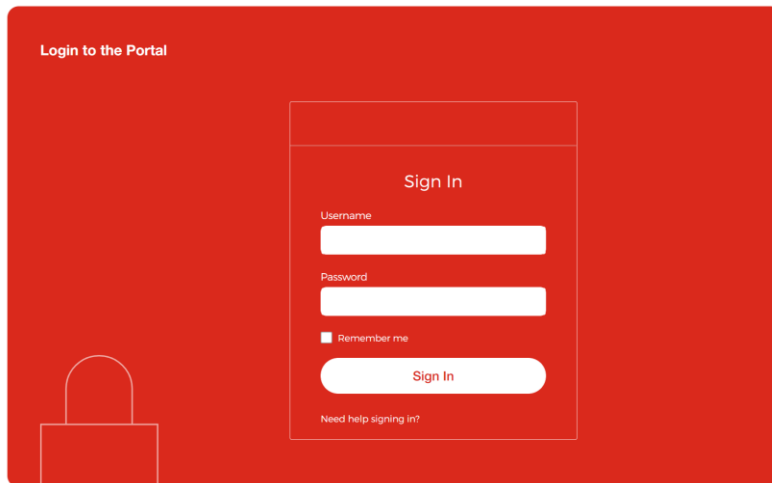
Loblaw Companies Supplier Portal job aid

Background

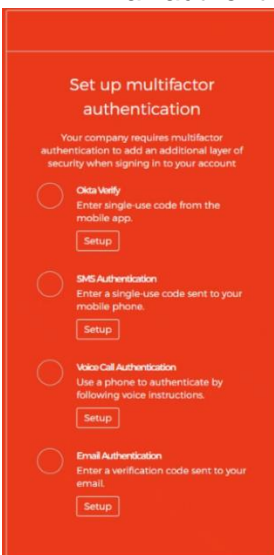
All current and new suppliers using the Loblaw Companies Supplier Portal, will be prompted to set up multifactor authentication (MFA) at the time of sign-in with their current credentials. Multifactor authentication confirms that you are who you say you are, after your initial login to the Loblaw Companies Supplier Portal.

Set up and selection for multifactor authentication (MFA)

1. From your browser, navigate to the Loblaw Companies Supplier Portal (<https://www.loblaw.ca/en/supplier>). Log in using your current credentials.



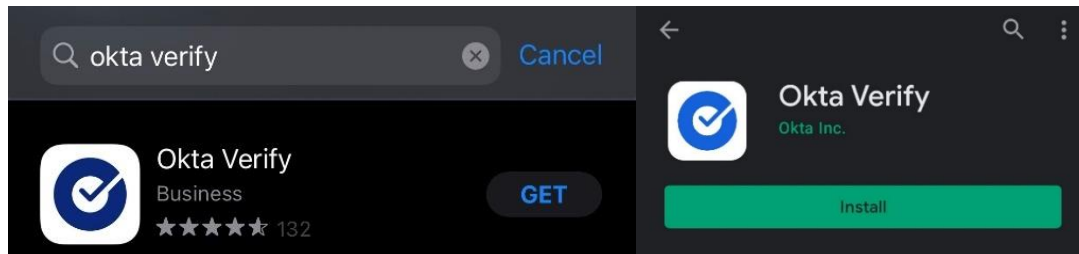
2. You will be prompted to set up one method of multifactor authentication. You can choose from the following options:
 - *Okta Verify* application;
 - SMS authentication;
 - Voice call authentication; or
 - Email authentication



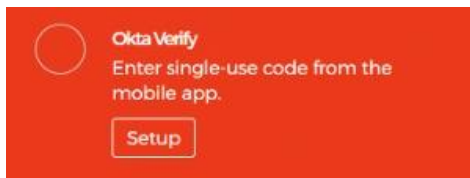
Loblaw Companies Supplier Portal job aid

Setting up MFA using *Okta Verify*

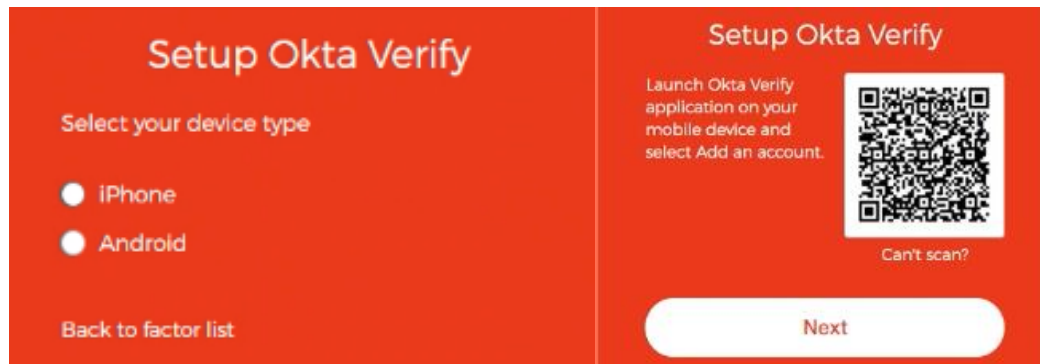
1. In order to use *Okta Verify*, you will need to install the application on your mobile device. Go to your Apple Store (for iPhone users) or Google Play Store (for Android users). Search for **Okta Verify** in your app store and download the application.



2. On the supplier portal, select **Okta Verify** as your method of multifactor authentication. Click **Setup**.

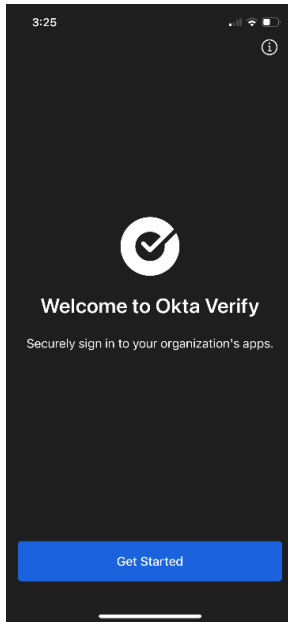


3. Select the type of mobile device that you have (iPhone or Android). You will then be prompted on the supplier portal to scan the QR code.

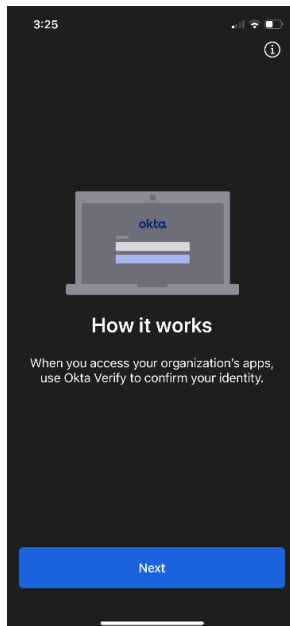


Loblaw Companies Supplier Portal job aid

4. Open the *Okta Verify* application on your mobile device and click **Get Started**.

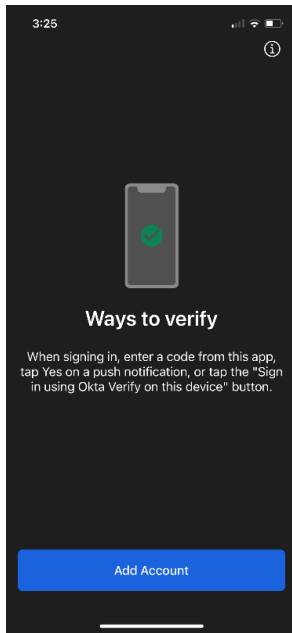


5. Click **Next**.

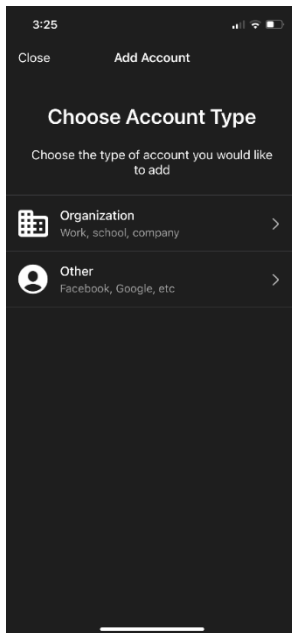


Loblaw Companies Supplier Portal job aid

6. Click **Add Account**.

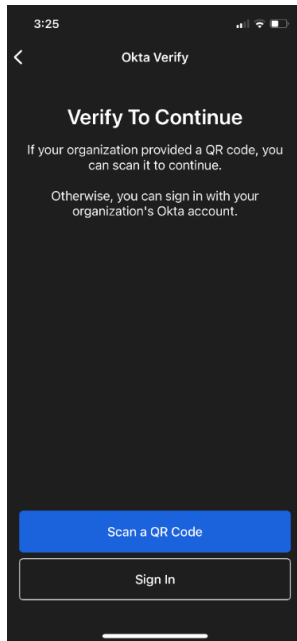


7. Under **Choose Account Type**, select **Organization**.

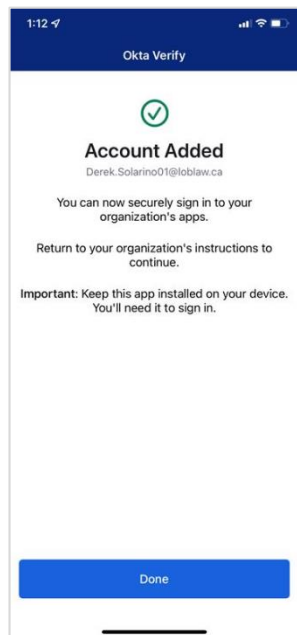


Loblaw Companies Supplier Portal job aid

8. Click **Scan a QR Code**. Scan the QR code as you see on your computer screen, referenced in step 3.

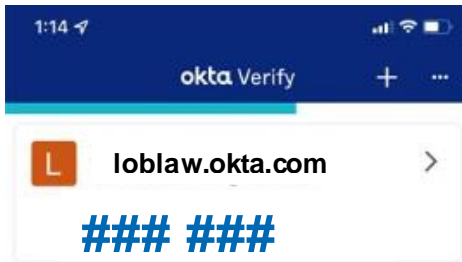


9. Your multifactor authentication has now been successfully added. Click **Done**.

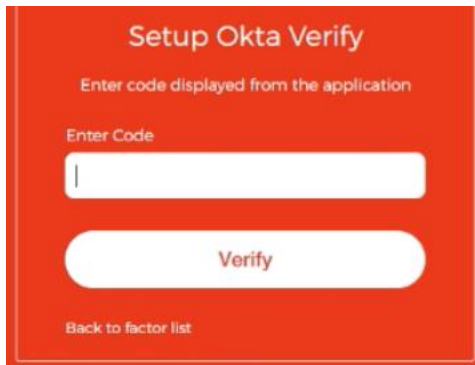


Loblaw Companies Supplier Portal job aid

10. You will now be directed back to your *Okta Verify* homepage, where you will see a 6-digit code.

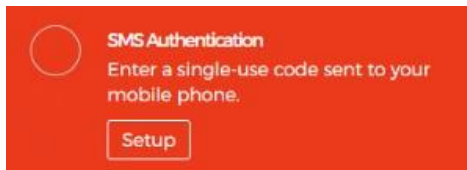


11. Enter the 6-digit code from the *Okta Verify* app on the Loblaw Companies Supplier Portal login box and click **Verify**. Whenever you need to sign in to the Loblaw Companies Supplier Portal, you will be prompted to enter a new *Okta Verify* app code after signing in with your login credentials.



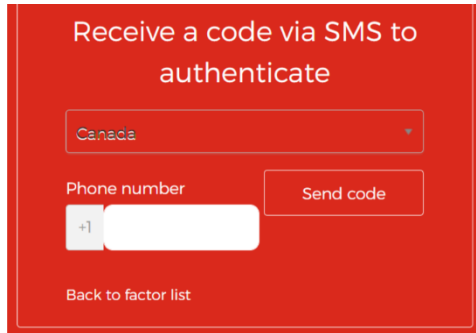
Setting up MFA using SMS authentication

1. Click on the **Setup** button under **SMS Authentication**.

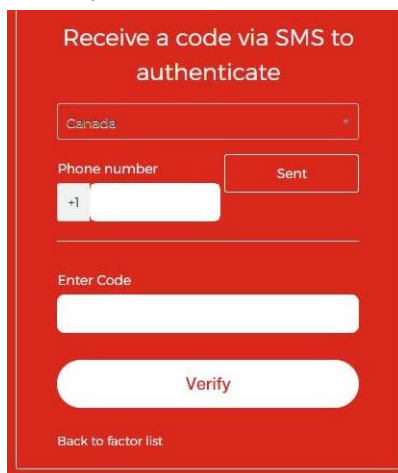


Loblaw Companies Supplier Portal job aid

2. You will be brought to this page which will ask you for your phone number.
 - a. Select the current country your phone number is associated with. For example, select **Canada** from the countries drop down menu, if you reside in Canada.
 - b. Enter your phone number text box. Ensure that the area code is accurate.
 - c. Click **Send Code** to send the verification code to your phone.



3. Once you receive the code on your smartphone, enter it in the provided box and click **Verify**.

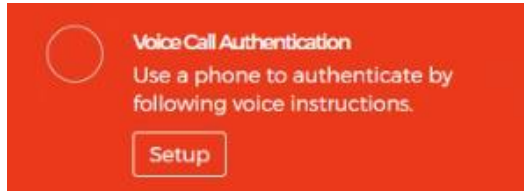


4. You are now setup and able to use SMS authentication as your multifactor authentication solution. Whenever you need to sign in to the Loblaw Companies Supplier Portal, you will be prompted to enter a new SMS authentication code sent to your phone after signing in with your login credentials.

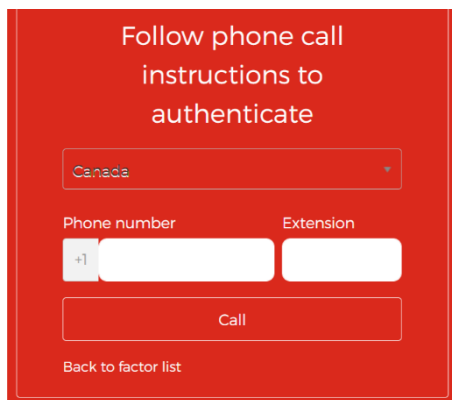
Loblaw Companies Supplier Portal job aid

Setting up MFA using voice call authentication

1. Click on the **Setup** button under **Voice Call Authentication**.



2. You will be brought to this page which will ask you for your phone number.
 - a. Select the current country your phone number is associated with. For example, select **Canada** from the countries drop down menu, if you reside in Canada.
 - b. Enter your phone number text box. Ensure that the area code is accurate.
 - c. Click on **Call** to get a phone call with the verification code to the provided number.



3. Once you receive a phone call to the number you provided with the multifactor authentication code, enter it in the provided box and click **Verify**.

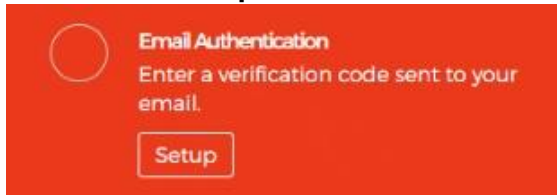


4. You are now setup and able to use Voice Call authentication as your multifactor authentication solution. Whenever you need to sign in to the Loblaw Companies Supplier Portal, you will be prompted to enter a new authentication code sent to your phone after signing in with your login credentials.

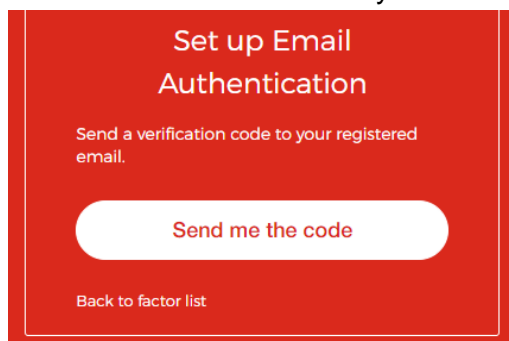
Loblaw Companies Supplier Portal job aid

Setting up MFA using email authentication

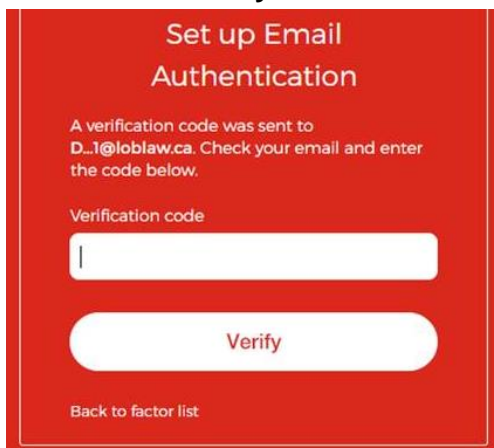
1. Click on the **Setup** button under **Email Authentication**.



2. You will be brought to this page which will ask you to click on the **Send me the code** button to send the verification code to the email address that you entered to log in to the portal with. The code will be sent to the email associated with your Loblaw Companies Supplier Portal account.



3. Once you receive an email with the multifactor authentication code, enter it in the email authentication box and click **Verify**.



4. You are now setup and able to use email authentication as your multifactor authentication solution. Whenever you need to sign in to the Loblaw Companies Supplier Portal, you will be prompted to enter a new verification code sent to your login email address after signing in with your login credentials.

Loblaw Companies Supplier Portal job aid

General inquiries and technical support

For any questions or issues regarding browser settings, please contact the Loblaw Companies Supplier Communications team at vendorcomm@loblaw.ca.