

Microsoft MFA

Frequently asked questions

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FAQ

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GENERAL

1. What is Multifactor Authentication?

Multifactor authentication (MFA) is a network security feature that provides another level of security when you access Air Canada web-based applications or services from outside the Air Canada network. Rather than relying on just a password, MFA confirms your identity using a combination of *two* different factors – your ACaeronet password and a request for approval on your enrolled mobile device(s) if you are online, or a code generated by your MFA token, or a registered mobile device if you are offline. It is similar to the additional layers of security often required by banking applications.

When an application is enabled for MFA, you will be prompted to supply a code generated by your mobile device, MFA token or “allow” access via your mobile device.

2. How was MFA deployed at Air Canada?

Since 2018, Air Canada has been introducing Multifactor Authentication (MFA) across different employee groups as a way to better protect our company and customer information.

Starting in March 2020, all new employees will be asked to enroll using either a corporate-issued device (if provided) or their own personal device. Frontline employees that were not issued a corporate device may request an MFA token via ServiceNow. There is no cost for the initial token ordered. Any additional tokens requested would be at a cost of \$25 (CAD) each.

3. What are the benefits of MFA?

MFA provides Air Canada’s network an extra level of prevention against cyber security threats such as network breaches, hacking, and credentials compromise. It also prevents anyone from impersonating you on ACaeronet, HR Connex or any other employee applications where your personal information may be stored.

4. By enrolling in MFA will Air Canada be able to track my device or see my activity?

MFA does not allow Air Canada to see anything on your mobile device, track your whereabouts or your device activity. Your own privacy is 100% protected.

5. Which applications are MFA-enabled?

The MFA-enabled applications are: ACaeronet, HR Connex portal, Employee Travel Site, Air Canada SharePoint sites, Microsoft Services (O365, Sharepoint, Teams etc.) and VPN.

6. In which situations am I required to authenticate through MFA?

Each time you access an MFA-enabled application remotely (outside Air Canada network), you will be prompted for your second factor authentication.

7. Does MFA replace my Air Canada password?

No, your Air Canada password is your first factor of authentication when logging in to any service or application, while MFA provides the second factor of authentication.

8. Does having MFA mean that I will no longer need to change my Air Canada password?

No, you will still have to change your Air Canada password on a regular basis. MFA is a complimentary security measure in addition to having a strong password that is frequently reset.

9. Do other companies use MFA to authenticate employees or customers?

Yes, more and more companies are choosing MFA to better protect data on their networks:

- Financial institutions require MFA before users can view financial data from a new computer or device.
- Email providers and tech companies suggest that users set up an additional factor to protect emails and prevent against hacking.

10. What impact does MFA have on my access to the HR Connex portal and Employee Travel Site?

If you are enrolled in MFA and want to access the HR Connex portal and Employee Travel Site (ETS), you will be prompted to provide a second factor authentication before gaining access to the HR Connex portal or your ETS account.

11. I am part of Air Canada Maintenance and have a Yubikey to access *MyBoeingFleet*. Can I use the Yubikey that was provided to me to access MFA-enabled applications from outside the Air Canada network?

No. The Yubikey that you're provided is specific to *MyBoeingFleet*. In order to access MFA-enabled applications from outside the Air Canada network, you will need to provide the code from the Authenticator app you downloaded as part of your enrollment in MFA or from an MFA token.

ENROLLMENT

12. Who is required to enroll in MFA?

All employees are required to enroll in MFA (using either a corporate-issued device or a personal one) if they would like to access MFA-enabled application from outside the Air Canada network.

Starting in March 2020, all new employees will be asked to enroll using either a corporate-issued device (if provided) or their own personal device.

13. How do I enroll in MFA?

Please visit the [MFA overview page](#) to access the detailed enrollment guides for mobile devices and corporate-issued iPads.

Note: Frontline employees that were not issued a corporate device may request an MFA token via ServiceNow. There is no cost for the initial token ordered. Any additional tokens requested would be at a cost of \$25 (CAD) each.

14. I have multiple personal mobile devices – can I enroll more than one or do I always have to carry the same device and authenticate from just that one?

Each employee may enroll up to five (5) devices (including an MFA token if applicable) and authenticate from any of them, anytime, anywhere. If you receive an MFA token and would like to have the option to authenticate from other devices, follow the instructions on the MFA Token Overview Guide available on the [MFA overview page](#).

15. Am I required to enroll in MFA more than once?

No, you only enroll in MFA once. No further enrollment action is needed from you unless you would like to add additional devices. You may enroll up to five other devices (including an MFA token if applicable).

16. What happens if I do not enroll?

Employees who are not enrolled in MFA will not have access to MFA-enabled applications from outside the Air Canada network. We recommend that new employees enroll their personal device as soon as possible to ensure they maintain their access.

17. I've lost my MFA token. How may I obtain a new one?

To report a lost or stolen MFA token please contact the Help Desk at 1-866-274-5444 or at (514) 422-4357 (within Montreal).

The cost of replacing or requesting an additional MFA token is \$25 (CAD). Alternatively, you may enroll your personal mobile device at no cost.

18. I need to return my MFA token. Where do I send it?

If you need to return an MFA token, please send it (along with your name, employee ID and email address) to:

Prière de retourner / Return Requested
CP / P.O. Box 598
Succursale aéroport / Station Airport
DORVAL QC H4Y 1C6
CANADA

19. At termination do I need to return my MFA token?

Yes all company assets, including MFA tokens, need to be returned. Please send it (along with your name, employee ID and email address) to:

Prière de retourner / Return Requested

CP / P.O. Box 598
Succursale aéroport / Station Airport
DORVAL QC H4Y 1C6
CANADA

20. If I need assistance with MFA-related matters, who can I talk to?

If you are experiencing issues with MFA enrollment or authentication, try closing the browser and clearing your web browser's cookies and cache.

For all other issues, including questions surrounding your MFA token, please contact the Help Desk at 1-866-274-5444 or at (514) 422-4357 (within Montreal).