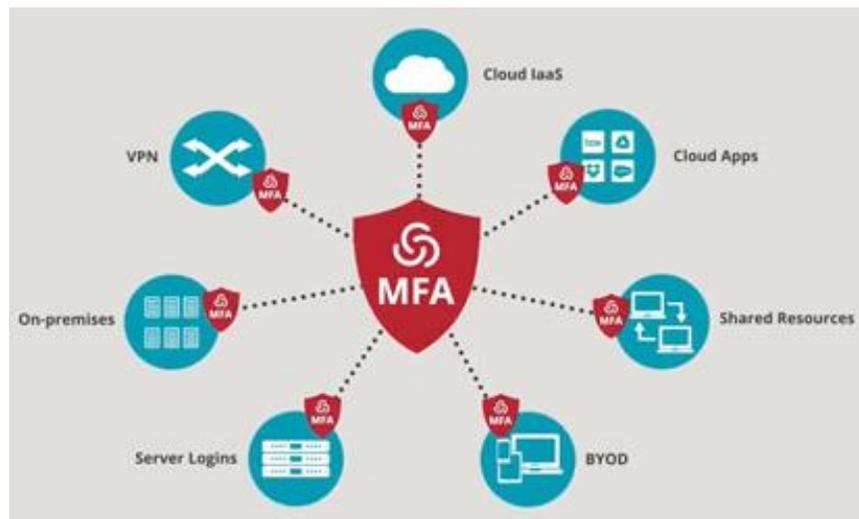




C&S Wholesale Grocers

Centrify Multi-Factor Authentication

User Enrollment Guide



IS Security & Compliance
10-31-2019

Configuring Multi-Factor Authentication Options

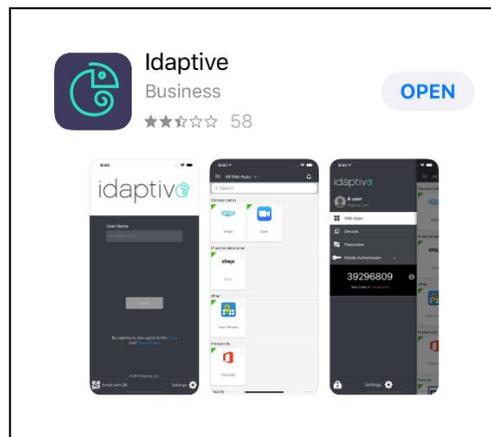
You must configure **at least one** of the following Multifactor Authentication options:

Mobile Authenticator (Idaptive App)	You will receive a prompt on the mobile application on your phone and must approve the login request. You can also use the Passcode feature if you do not have cellular service. This is the C&S recommended option.
SMS/Text	You will receive a confirmation code via a text message to a pre-registered mobile number. <i>Note: This will also update your mobile number in Active Directory/Exchange. You may also enter a land line to use with a phone pin by entering Home Number.</i>
Phone Call	You will receive an automated phone call to a pre-registered phone number and provide a pin that you configure in the Centrify user portal. <i>Note: This will also update your mobile number in Active Directory/Exchange. You may also enter a land line to use with a phone pin by entering Home Number.</i>

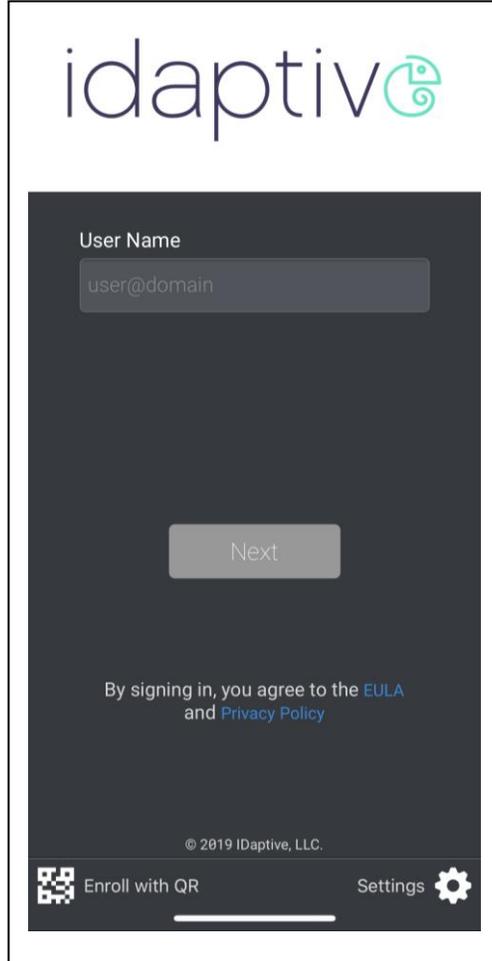
*Note: If you choose **not** to provide your mobile phone or land line, you will have to opt for the Mobile Application or a 3rd party Code Generator in order to use VPN.*

Option 1: Configuring Idaptive Mobile Authenticator (C&S Recommended Option)

1. Download the Idaptive application from the App Store on your phone

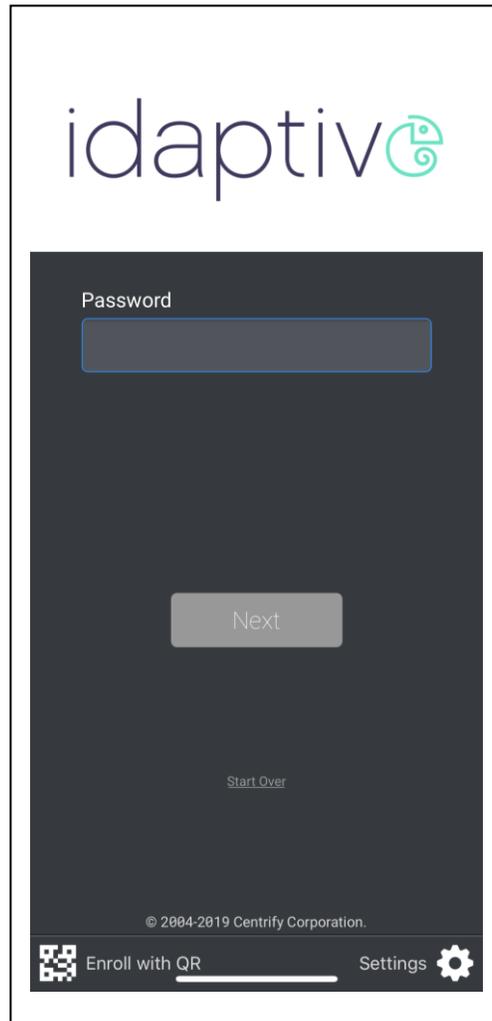


2. Enter your username (CSWG/ES3/Hansen login ID) and click **Next**
 - a. If you are CSWG, enter Userid@cswg.com
 - b. If you are ES3, enter Userid@es3.com
 - c. If you are Grocers, enter Userid@cswg.com
 - d. If you are Hansen, enter Userid@hansenhawaii.com



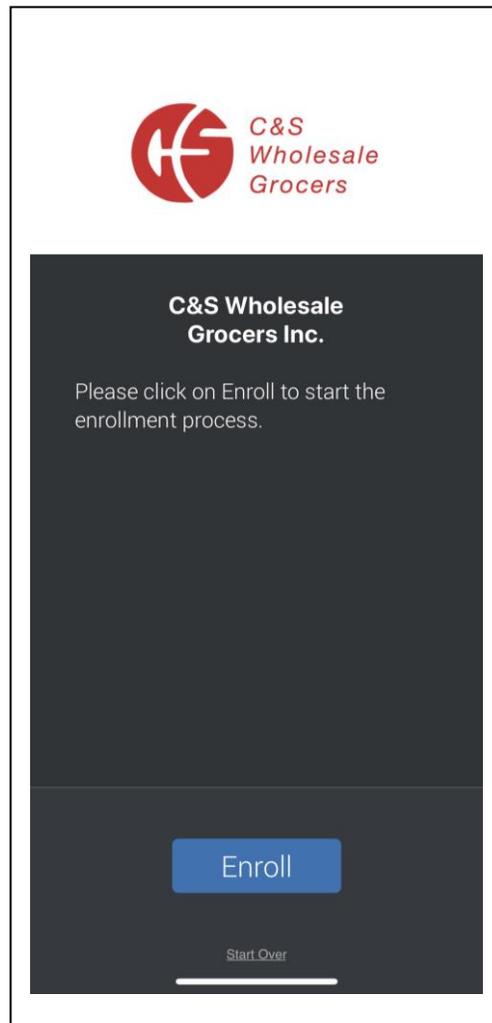
The screenshot shows the idaptive login interface. At the top, the idaptive logo is displayed. Below it, there is a dark grey login card. The card contains a 'User Name' label above a text input field with the placeholder 'user@domain'. A 'Next' button is positioned below the input field. At the bottom of the card, there is a line of text: 'By signing in, you agree to the [EULA](#) and [Privacy Policy](#)'. Below the card, the copyright notice '© 2019 IDaptive, LLC.' is visible. At the very bottom, there are two options: 'Enroll with QR' with a QR code icon and 'Settings' with a gear icon.

3. Enter your network password (CSWG/ES3/Hansen Password) and click **Next**

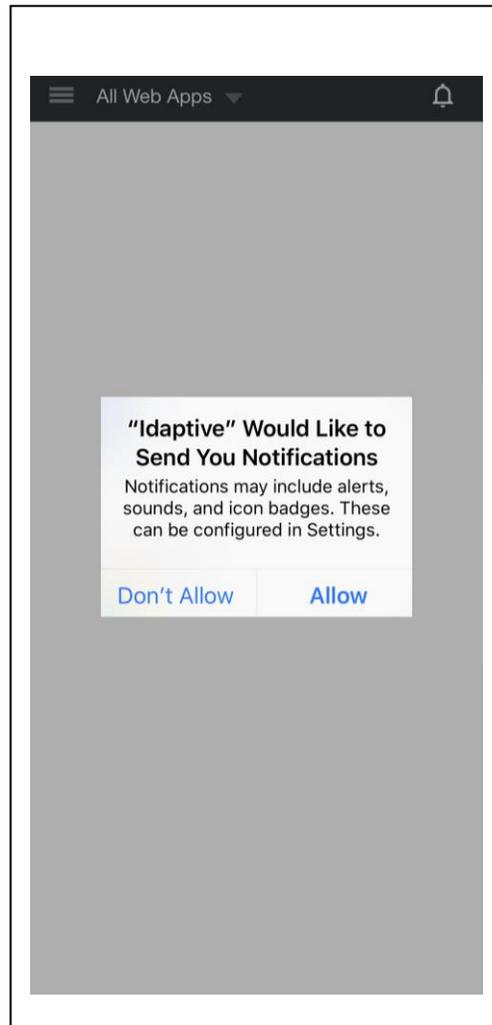


The screenshot shows the idaptive mobile application interface. At the top, the 'idaptive' logo is displayed in a light purple font. Below the logo, the word 'Password' is written in white on a dark grey background. A rectangular input field for the password is positioned below the label. In the center of the screen, there is a large, light grey button labeled 'Next'. Below the 'Next' button, the text 'Start Over' is visible in a smaller, lighter font. At the bottom of the screen, there is a footer area containing the copyright notice '© 2004-2019 Centify Corporation.' and two options: 'Enroll with QR' with a QR code icon and 'Settings' with a gear icon.

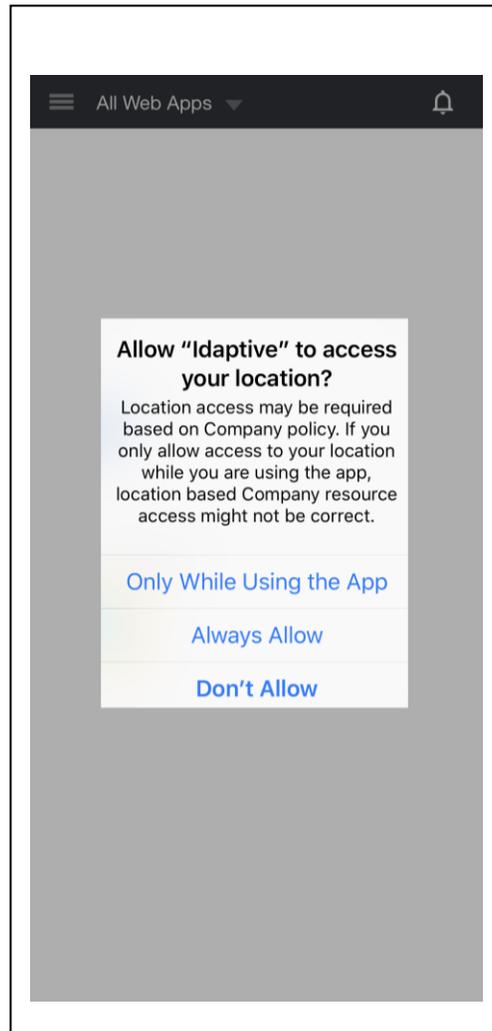
4. Click **Enroll**



5. Click **Allow** to enable notifications



6. Location access is not required, you can select Do not allow.

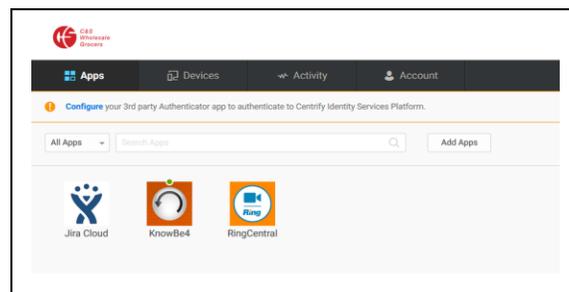


6. You may receive additional messages which you can ignore and close the application. **The setup is now complete**

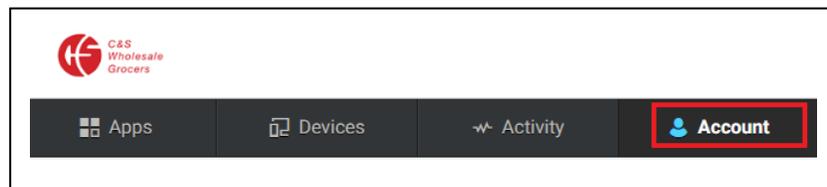
Option 2: Configuring SMS Text Authentication

1. Navigate to the user portal cswg.my.centrixy.com
2. If you are connected to the C&S network, login will occur automatically
3. If the login does not occur automatically, you will be taken to a Centrixy login page, enter your email address and click Next
 - a. If you are CSWG, enter Userid@cswg.com
 - b. If you are ES3, enter Userid@es3.com
 - c. If you are Grocers, enter Userid@cswg.com
 - d. If you are Hansen, enter Userid@hansenhawaii.com
4. Enter your network password

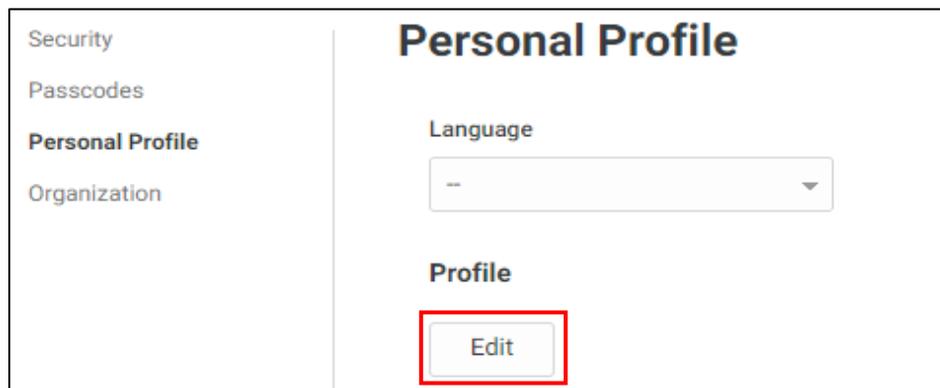
Note: The Centrixy Portal may or may not have icons:



5. In the Centrixy User portal, select the **Account** tab on the toolbar



6. Select **Personal Profile** from the left-hand menu
7. Under Profile, select **Edit** and enter your password



4. Input your phone number in “**Mobile number**” text box in personal profile page and click **Save**

Personal Profile

Language
--

Profile

First Name: John Last Name: Smith

Display Name: Smith, John

Email Address: jsmith@cswg.com

Office Number:

Mobile Number:

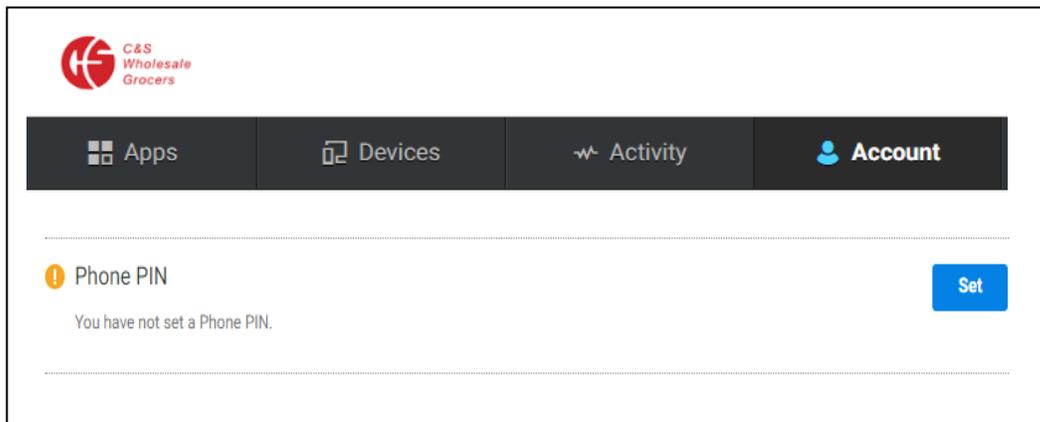
Home Number:

Website:

Note: This will also update your mobile number in Active Directory/Exchange.

Option 3: Configuring Phone Call Authentication

1. Add the desired phone number by following the steps in the **Configuring SMS Text Authentication** section above
2. Select the **Account** tab on the toolbar in the Centrify Portal
3. Under the **Security** menu, select **Set** next to the Phone PIN option
4. Enter a secure phone pin
5. Click **Save**



6.

Note: Due to the integration between Active Directory and Centrify, using the Phone Call or SMS/Text option will update your phone number in Active Directory/Exchange. If you choose not to provide your phone number, you will have to opt for the Mobile Authenticator option in order to use the VPN.

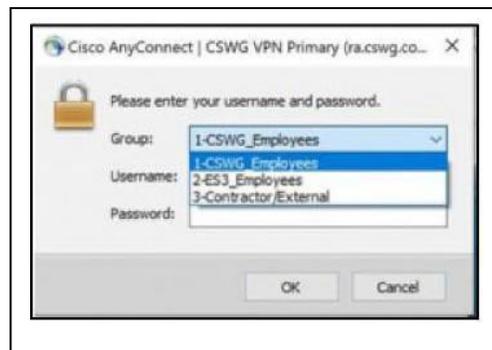
Connecting to AnyConnect VPN using MFA

Prior to attempting to connect to VPN, make sure you are not connected to the C&S Network.

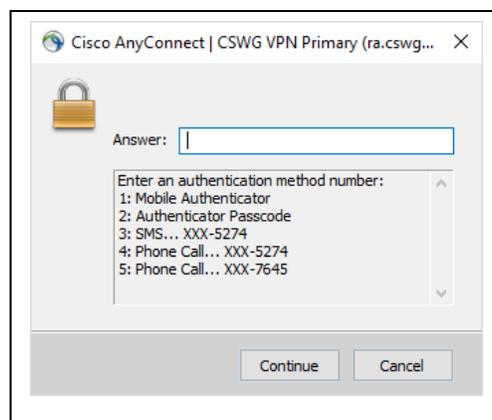
1. Launch AnyConnect and click **Connect**



2. Ensure the appropriate group is selected from the dropdown menu
 - a. For CSWG, select Group1
 - b. For ES3, select Group2
 - c. For External Vendors, select Group3



3. Enter your password and click **OK**
4. Input the number (e.g. 1,2,3,4,5, etc.) for the authentication method you will use and select **Continue**



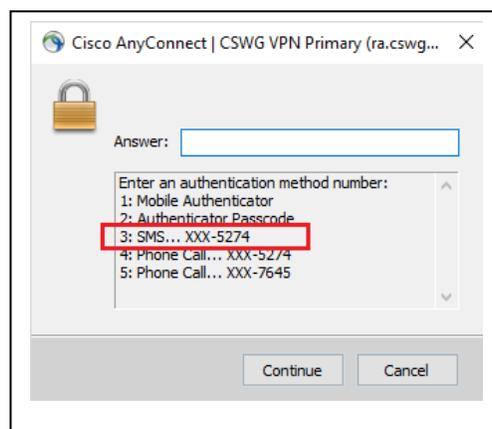
For Example, if you have configured MFA using the SMS option then you would enter 3 in the Answer box. Only the options that you have configured will be displayed on the screen, so the number that you enter may be different.

Depending on your authentication method, follow the corresponding steps:

- **Mobile Authenticator**– Go to the Idaptive app on your phone and click approve
- **Authenticator Passcode**– This option is ideal if you do not have cellular service. An example is provided below.
- **SMS** - Retrieve your code from the SMS text sent to your phone, input it on the screen displayed on your laptop and select Continue
- **Phone Call** –Answer the phone call and follow the instructions to enter your PIN

SMS Example

1. Select the SMS option

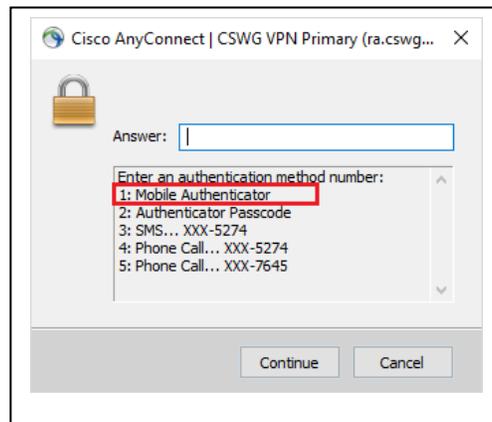


2. You will receive an SMS code, enter it when prompted:

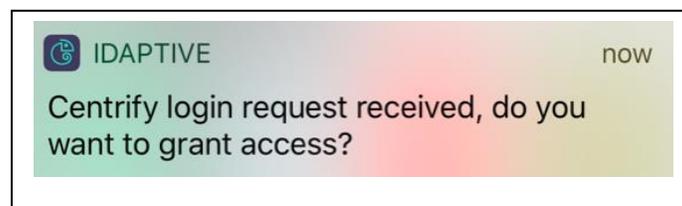


Idaptive Push Notification Example

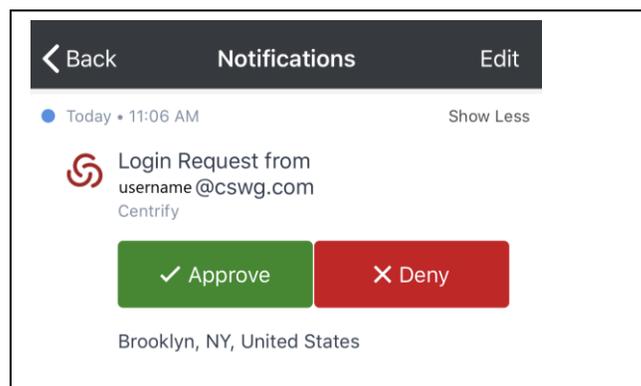
1. Select the Mobile Authenticator option



2. Click on the push notification on your mobile phone



3. Click "Approve" on your mobile phone

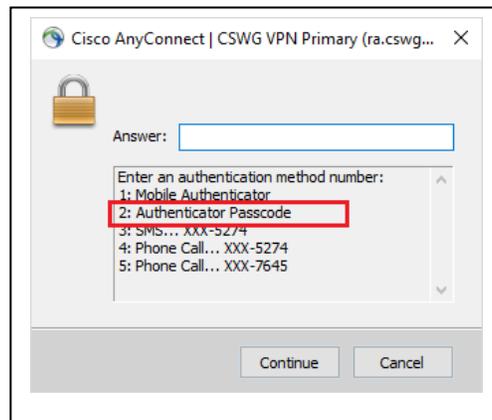


Note: If you missed the notification, you will need to open the Idaptive application and click on the alert icon.

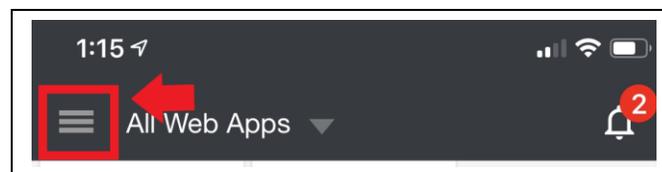


Idaptive Passcode Example

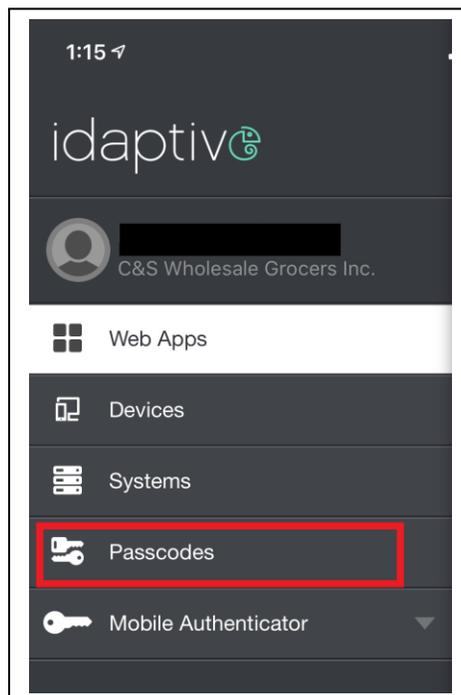
1. Select the Authenticator Passcode Option



2. Open the Idaptive Application and click on the menu icon



3. Click on Passcodes



4. Enter the passcode into the VPN Prompt

