DAYFORCE MULTIFACTOR AUTHENTICATION (MFA)
GO LIVE DATE 11/01/2023

What is MFA?
With Dayforce MFA enabled, users must verify their identity by first entering their username and password and then entering a time-based one-time code that they receive by text message, voice call or the Authy App.

Why is MFA now required?
MFA provides an extra layer of security for user logins and helps protect against credential theft and fraudulent behavior within Dayforce.

What can I do to prepare?
Review this communication and consider downloading the Authy app on your smartphone.
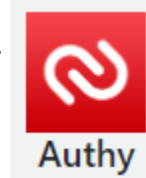
When will MFA be enabled?
Dayforce MFA will be enabled on Wednesday, 11/01/2023.

What can I expect to see when MFA is enabled?
Upon logging in for the first time on 11/01/2023, you will be asked to register with Multifactor Authentication, example below. The Dayforce wizard will guide you through the first time, quick set up process.

Will I have to enter the one-time code every time I clock in or out?
MFA can remember a user's verification for 30 days if you are using the same browser and have not cleared your cookies.

What if I enter the wrong code?
You will have several attempts to provide the one-time code. If this fails, you will be locked out of your Dayforce account for 10 minutes. At this point, you may try again.

What if I have issues with MFA and cannot clock in?
Please give your clock in or out time to your Hospital Manager. They will edit your timesheet, as needed, until the issue is resolved. Please reach out to payroll if you need guidance or have any issues with the MFA process.

What if I need to change my Dayforce MFA phone number?
Please have your Hospital Manager reach out to payroll with your request.