

# MULTI-FACTOR AUTHENTICATION (MFA)

## FREQUENTLY ASKED QUESTIONS



### 1. Why is GDT introducing Multi-Factor Authentication?

Global Dairy Trade is introducing multi-factor authentication (MFA) as an added level of security for our customers.

### 2. What is Okta?

Okta is an identity and access management company that provides cloud software to help companies manage and secure user authentication. Okta identity management service supports multi-factor authentication (MFA) to access MyGDT. This minimises the risk of an account being compromised and strengthens the reliability and performance of authentication process.

### 3. What is MFA?

Multi-factor Authentication (MFA) combines something you know (your email address and password) with something you have (an authenticator app on your smartphone or tablet).

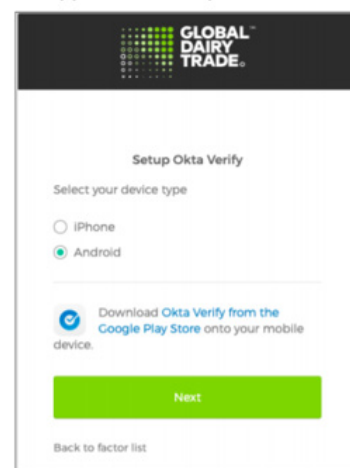
MFA provides an additional layer of security to your password, reducing the risk of your account being compromised.

### 4. How do I set up a Multi-Factor Authentication?

If you already have an existing MyGDT account, you will be prompted onscreen to set up MFA when you next login.

If you do not yet have a MyGDT account, you will receive a welcome email from [help@globaldairytrade.info](mailto:help@globaldairytrade.info) once your new MyGDT account has been set up, with instructions on how to set up MFA. Please also refer to our user guide 'How to Setup MFA'.

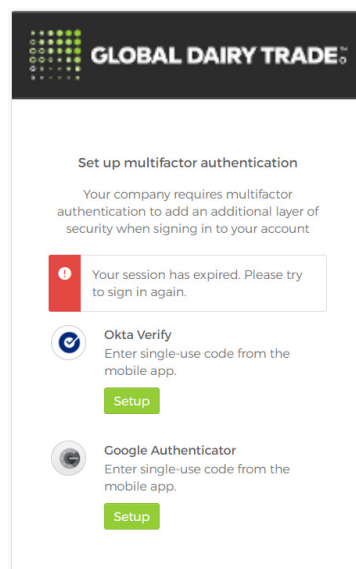
### 5. I tried logging into MyGDT and followed the instruction to setup MFA. I selected an authenticator to download.



But when I tried to proceed it displayed this error message:

#### What should I do?

Please refresh your page and login again. You may have already downloaded an authenticator app on your smartphone. Once a barcode is displayed onscreen, open the authenticator app on your smartphone and scan the barcode.



## 6. Is my existing password changing?

No, your existing password will not change. However, when you login you will then be prompted to setup and authenticate with MFA to access your account.

## 7. I cannot download an authenticator app on my smartphone. What should I do?

Please email GDT at [help@globaldairytrade.info](mailto:help@globaldairytrade.info).

## 8. I do not have a smartphone, what should I do?

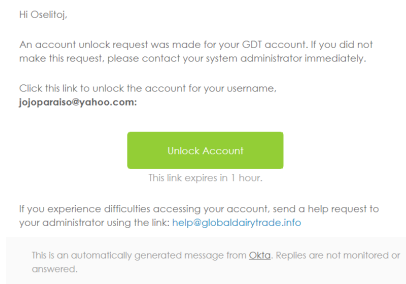
You can set up MFA using SMS-Text authentication. Please refer to our user guide 'How to Setup SMS-Text Message Authentication.

Alternatively, GDT can set-up the authentication method using SMS. Send an email to [help@globaldairytrade.info](mailto:help@globaldairytrade.info) and we could set up your SMS authentication.

## 9. How do I unlock my account?

Select the 'Unlock Account' link in the sign-in page.

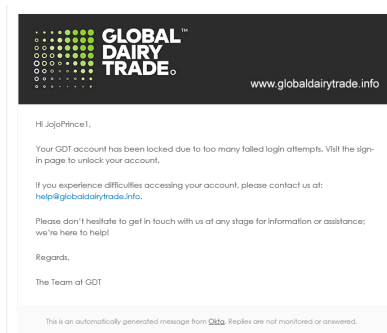
Enter your user email and click 'Send Email'. An email will be sent to your account to initiate the process of unlocking.



Accounts are locked after four (4) incorrect password entries.

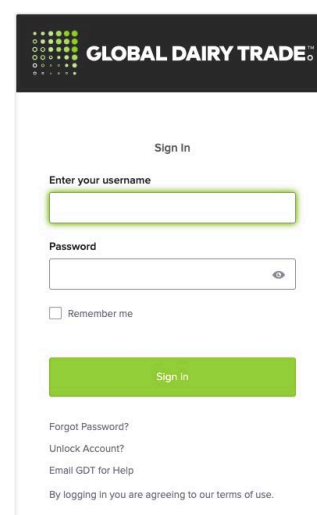
Accounts are also locked, if five incorrect code entries for MFA are entered.

For both cases, the same process of unlocking applies.



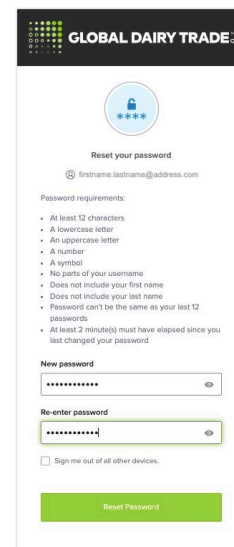
## 10. How do I reset my password?

Select the 'Forgot Password' link in the sign-in page.



Then enter your user email and click 'Reset via Email'.

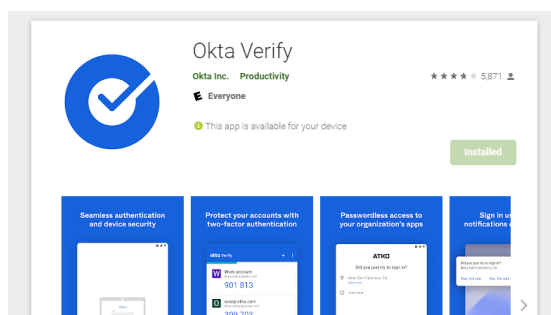
An automatic email will be sent with the instructions on how to create the new password.

A screenshot of a web form titled "Reset your password" for Global Dairy Trade. It includes a login icon, a text field for "firstname.lastname@address.com", and a list of password requirements: at least 12 characters, lowercase and uppercase letters, a number, a symbol, no parts of the username, no first or last name, and not the same as the last 12 passwords. There are fields for "New password" and "Re-enter password", a checkbox for "Sign me out of all other devices", and a green "Reset Password" button.

## 11. How do I download an authenticator app onto my smartphone?

GDT has selected Google Authenticator and Okta Verify as their authenticator apps. Both are available in Google Play for Android and Apple Store for iPhone.

### Android:



### iPhone:



Set up Google Authenticator

Once downloaded, you will receive instructions on how to set it up from the Welcome Email sent by GDT.

## 12. Is there an option of using other authentication apps?

Not at the moment. Google Authenticator and Okta Verify are the two authentication apps recommended by GDT. GDT is looking at other options and will update you as these are added.

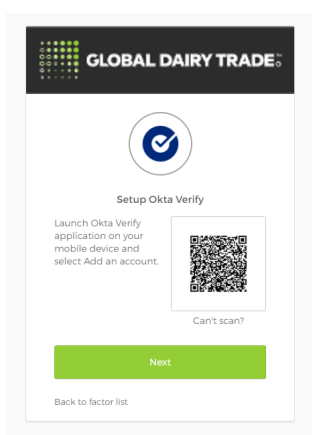
## 13. What happens if I lose or change my mobile device?

Once you get a new mobile device, you will need to register it against your existing account.

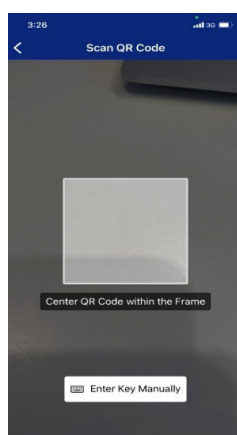
Contact GDT for help at [help@globaldairytrade.info](mailto:help@globaldairytrade.info).

## 14. My smart phone is not scanning the QR code. What should I do?

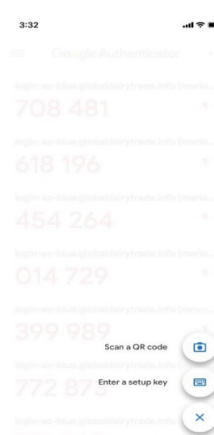
There is an option under the QR Code box that says, 'Can't scan'. Click this.



For Google Authenticator, in your phone, click on 'Enter Key Manually'.



For Okta Verify app, in your phone, click 'Enter a setup key'.

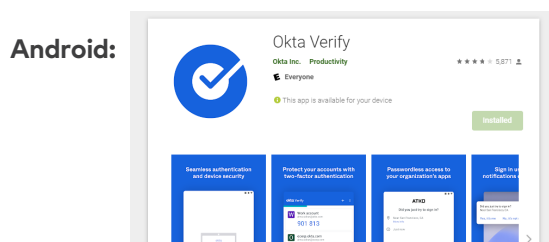


**15. I received an email that says my MFA is reset, what should I do?**

The next time you login to MyGDT follow the prompts in order to reconfigure your MFA.

**16. I deleted the authentication App by mistake. What should I do?**

Re-install the Google Authenticator or Okta Verify app again from Google Play for Android and Apple Store for iPhone. Once downloaded, refer to the Welcome Email sent by GDT for instructions on how to set it up.



**iPhone:**



**Set up Google Authenticator**

**17. Do I have to use a second authentication factor?**

Yes. All users will require a second authentication factor to access MyGDT.

**18. Do I have to use a second factor of authentication every time I access MyGDT?**

No, you will only be required to use the second factor once per device, and then periodically. You will still need to enter your password every time you login.

**19. When will I need to enter the second factor of authentication?**

Some of the scenarios you will need to key in your second factor of authentication are:

- The first time you enable MFA
- When you login to a device (computer, mobile phone, tablet...) for the first time
- On a device you have enabled MFA but using a different browser
- When your MFA is reset by GDT
- Setting up a new password after password expiration
- When clearing cache from existing browser

**20. I am not receiving SMS on my phone despite successfully enrolling. What should I do?**

You can request to resend the code in the login page, or you can contact GDT at [help@globaldairytrade.info](mailto:help@globaldairytrade.info).

**CONTACT US**

[help@globaldairytrade.info](mailto:help@globaldairytrade.info)  
[www.globaldairytrade.info](http://www.globaldairytrade.info)

