NEW MULTIFACTOR AUTHENTICATION REQUIRED FOR CPO PHOENIX

WITH OUR PAYROLL CLIENTS' SECURITY IN MIND, MULTIFACTOR AUTHENTICATION AND OTHER CHANGES HAVE BEEN IMPLEMENTED

Multifactor authentication (MFA) is an added layer of security to protect sensitive information housed within the payroll system, which until now, has been optional for users. Due to increasing reports of fraud within the financial services arena, MFA is no longer optional and is now in effect for all users, including employees accessing their pay stubs via the employee self-service (ESS) portal.

What To Expect

If you had not previously elected to use MFA, the next time you log in, you will see a notification stating MFA has been activated, along with a prompt to verify your email address and/or cell phone number in order to receive your MFA codes.

The system will verify your selections by sending a message requiring a confirmation within five minutes. Once verified, each time you login, you will be prompted to select where you want your MFA code sent so that you can receive and enter it within a few minutes.

Other Changes

Direct deposit change notifications, which were previously optional, are now in effect, providing an additional layer of protection in preventing funds from being diverted to fraudulent bank accounts through unauthorized changes to direct deposit information. Going forward:

- All payroll administrative users will automatically receive an email anytime banking information is added, changed, or removed from an employee's direct deposit setup.
- All clients will be required to have at least two users set up to receive direct deposit change notifications.
- Employees can no longer request direct deposit changes via the ESS portal. We strongly recommend confirming all direct deposit change requests via an alternate method than received. For example, confirm emails with a phone call to the employee.

There is no preemptive action required on your end; we simply wanted to make you aware of these changes. As always, please let us know if you have any questions or experience any issues.

For More Information

If you have any questions or would like to learn more, please contact our Payroll team at **210–293-6620**, toll-free at **1–888–757–2104**, or **PayrollServices@BFGonline.com**.

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