



MULTI FACTOR AUTHENTICATION (MFA) INTRODUCTION



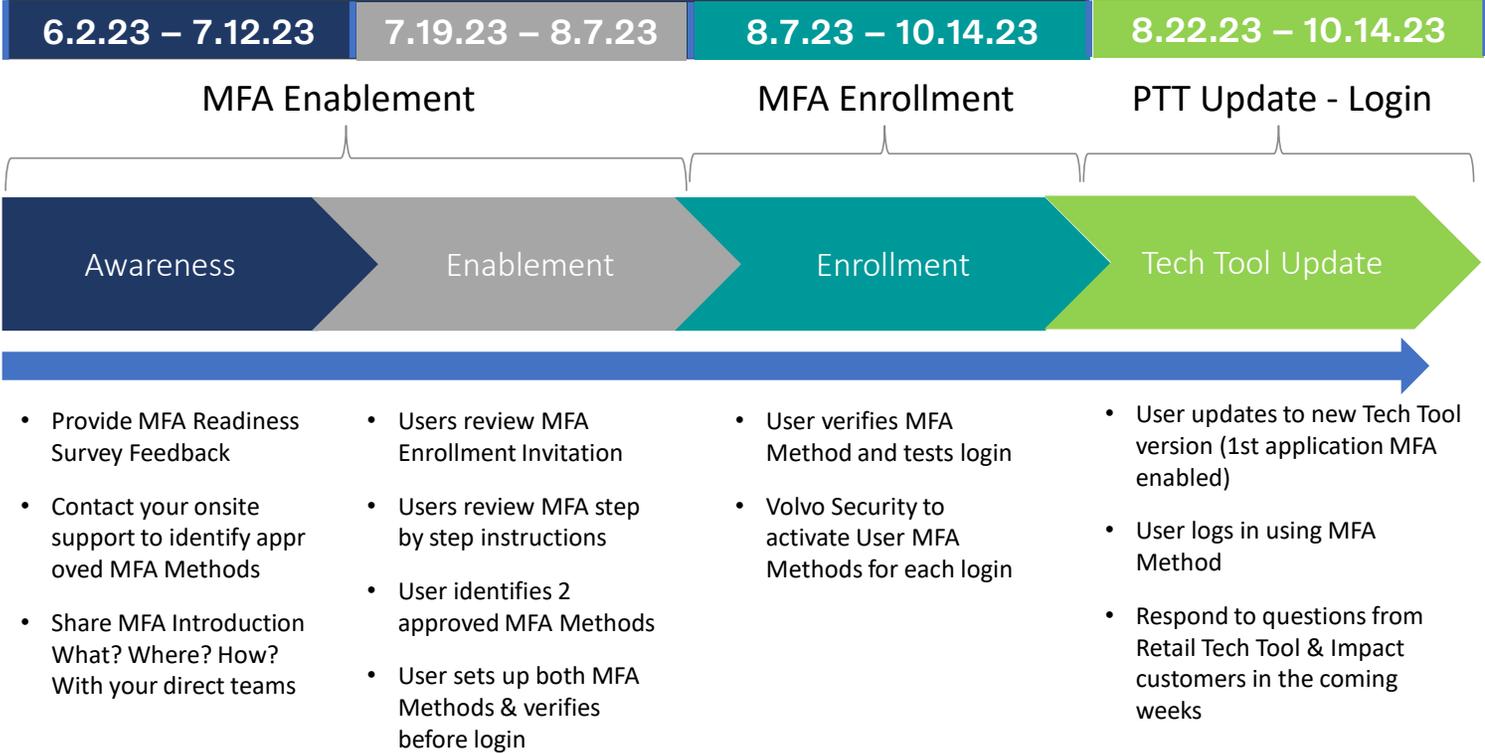
VOLVO GROUP IS IMPLEMENTING ADVANCED LOGIN SECURITY



Volvo Group (*Mack Trucks, Volvo Trucks, Volvo Bus, Prevost, Nova, Volvo Construction*) is taking a proactive approach to safeguard its digital assets. This effort is aimed at ensuring the security and confidentiality of sensitive information in the digital space. As part of this initiative, Volvo Group is implementing a new and more secure login method to Volvo Group systems called, Microsoft Azure AD Technology.

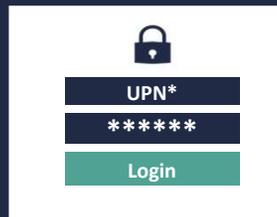
The first application to require MFA is Premium Tech Tool and over time other applications will require MFA to login. Additional communication to follow.

Clarifying the Customer MFA Enablement Journey



MFA - WHAT IT IS AND HOW IT WORKS

1 LOGIN ON YOUR
PREFERRED DEVICE



2 CONFIRMATION
WITH A PHONE

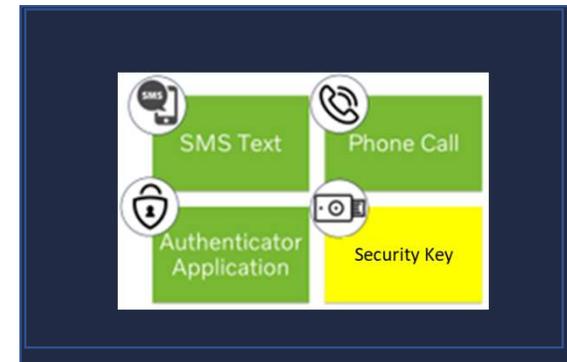


3 SUCCESS! YOU
CAN CONTINUE



Multi Factor Authentication (MFA) is an important aspect in enhancing the security of personal and organizational accounts. User will be asked to provide a second authentication factor, as well, like a one-time-password (OTP) to the user's verified phone number (SMS or Phone Call), a push notification to the registered authenticator app (Microsoft Authenticator App), or a hardware token (Security Key).

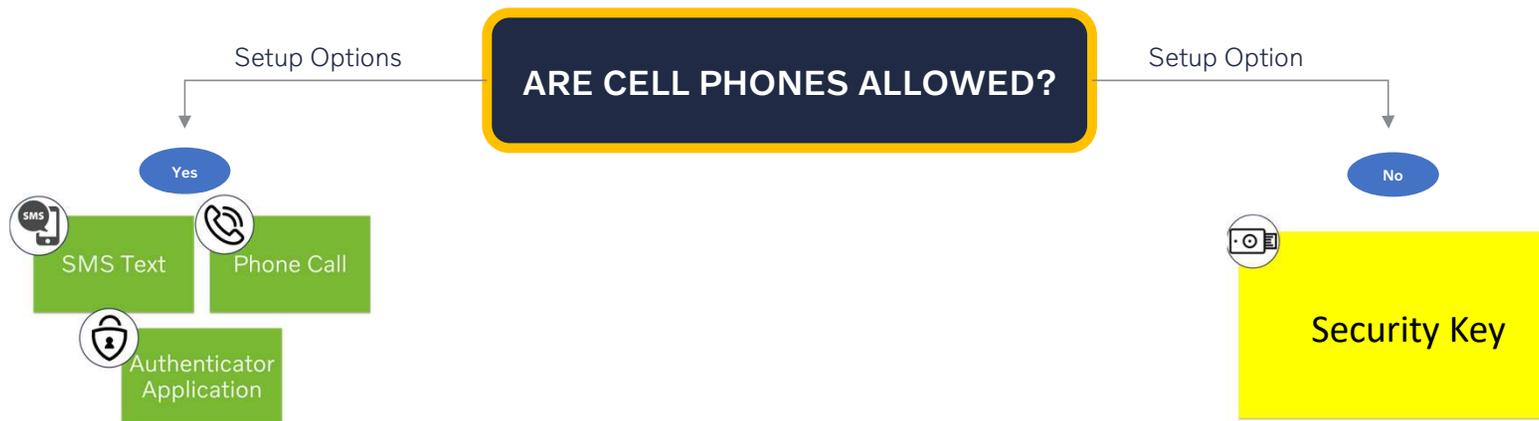
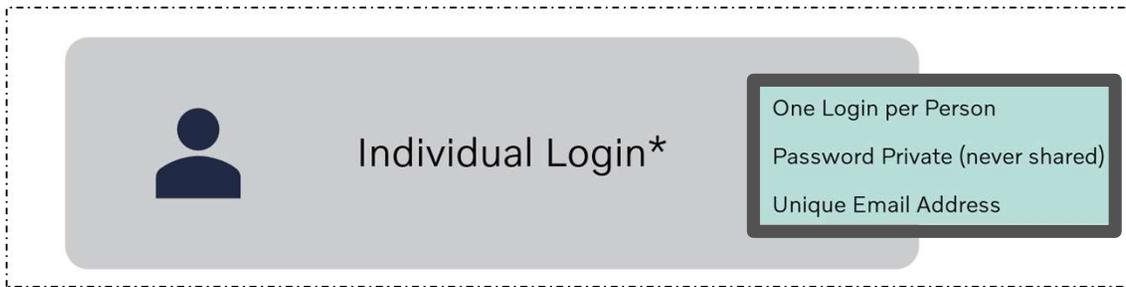
MFA adds an additional layer of security, making it more difficult for unauthorized access to sensitive information.



During enrollment, users will be asked to select one of the methods to MFA.

Contact your onsite support to identify approved MFA Methods. Additional information on how to enroll in MFA will follow.

MFA SETUP FOR INDIVIDUAL USER LOGINS



MFA SETUP FOR GROUP USER LOGINS



Group Login (Shop)

- Shared by Two or More
- Shared Password
- Security Key Required – FIDO2 Compliant



MFA SETUP OPTION



Security Key



SECURITY KEY HARDWARE EXAMPLES

To select a FIDO2 compatible security key, please visit [Microsoft website for compatible keys](#) for additional Microsoft recommendations.



The Yubico branded security key device has been tested and meets compatibility standards at Volvo, however, other FIDO2 Keys may be registered for use.

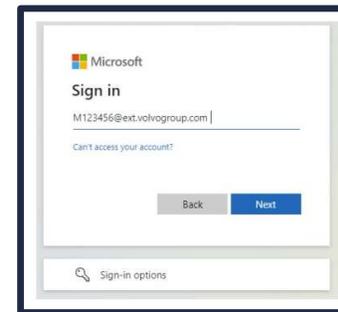
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HOW WILL THE MFA SETUP PROCESS LOOK?

1 User Account Setup (MFA Enablement) – Unique email address is required for each User id. Existing User IDs found using a duplicate email address will be validated for a unique (email not being used) email address.

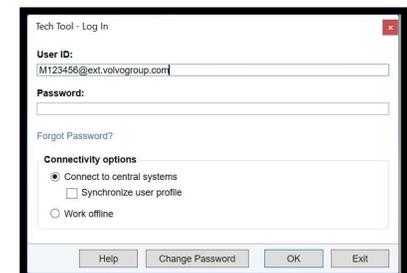
2 MFA Enrollment – Setup MFA method by selecting an option. You will add the extension @ext.volvogroup.com to User ID. *Use your existing password.*



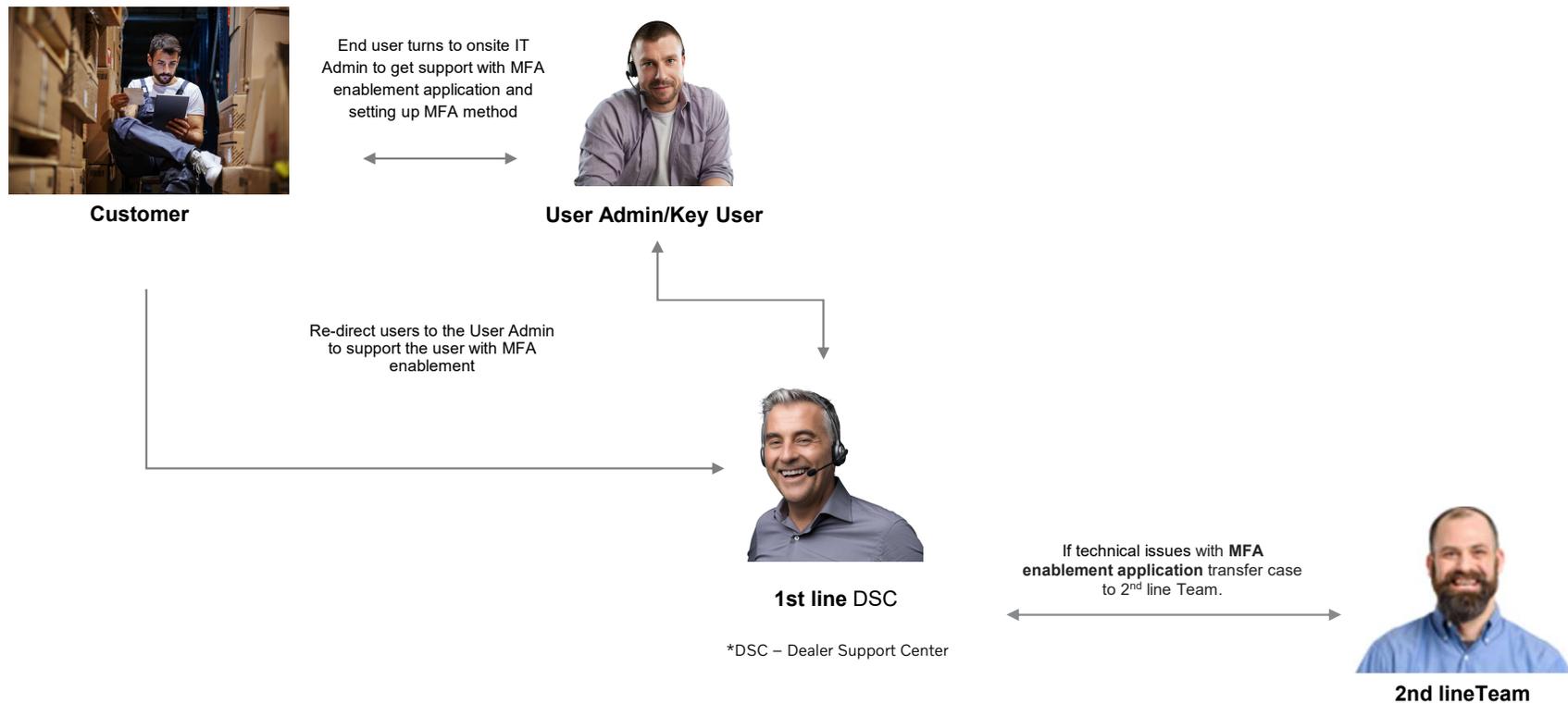
3 Implementation of MFA (MFA Enforcement) - All users will be asked to use the new Microsoft Azure Login:

example: M123456@ext.volvogroup.com

Use your existing password.



NORTH AMERICA MFA SUPPORT PROCESS



CUSTOMER MFA SUPPORT IS AVAILABLE PER CONTACT POINTS BELOW

Additional communication with step-by-step setup instructions to follow.



Volvo Trucks/VTNA Customers – 1-877-978-6586

Mack Trucks Customers – 1-800-247-0039, opt 1



Support Hours:

Monday - Friday 7:00AM - 8:00PM (EST)

Saturday - 8:00AM - 5:00PM (EST)

Sunday - Closed