

# WE'RE UPDATING WEBSITE SECURITY

## MULTIFACTOR AUTHENTICATION LAUNCHING SOON

This month, we will be adding a new security access step to the Scheme's website ([www.dairysuper.superfacts.co.nz](http://www.dairysuper.superfacts.co.nz)), known as Multifactor Authentication.

### WHAT'S MULTIFACTOR AUTHENTICATION (MFA)?

MFA combines your existing username and password with an additional security factor, usually a temporary numeric verification code sent to you, to confirm your identity and keep your online information secure.

MFA has been widely adopted by banking and social media websites and apps, as it enhances online security by adding another level of identity verification and protection to online accounts.

Once MFA is implemented, upon logging on for the first time on any device, you will be asked to enter a verification code. You will be able to choose how you receive this, either by email, SMS, or phone call. Once completed for that device you won't have to repeat the MFA process each time you login, unless the authentication system detects unusual user behaviour (for example changes to device location, device resets, using different internet browsers, unusual times or frequency of accessing your account).

### WHAT YOU'LL NEED TO DO

Below are steps to help you logon to the website once MFA has been introduced:

1. Log in to [www.dairysuper.superfacts.co.nz](http://www.dairysuper.superfacts.co.nz)
2. Enter your username and password. You'll be directed to the MFA registration page.
3. You will be asked to confirm your contact details we have on file or update/create new contact details, to receive the temporary verification code. You can request the code to be sent to you via email, text message, or via a phone call.
4. Enter the temporary code you receive to complete the authentication process and access your personal account. The temporary verification code is case sensitive and it can take a few minutes before you receive the code.
5. If you've forgotten your PIN and your email address is already registered, then you can reset your PIN online at any time.

Although we don't expect you to encounter any problems with MFA, if you experience any difficulties or want to find out more about MFA, please call the Helpline on 0800 355 900 between 9 am and 7 pm Monday to Friday, except for national public holidays.

### SECURE PASSWORDS ARE STILL IMPORTANT

Although MFA will provide an additional layer of security, choosing a strong password and keeping it safe is still very important. We recommend using strong, unique passwords for your online accounts.

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