

CERIDIAN

# Release Notes

Powerpay

Release 6.12

July 06, 2022

## Publication Record

Software Version	Publication Date	Description
6.12	07/06/2022	Original publication date

These Release Notes describe the enhancements and fixed defects that have been incorporated into the latest release of Powerpay.

The document is organized in chapters in the following sections if they apply:

- New Functionality section, which describes the features and functions that were added.
- Enhancements, which describes the enhanced features.

For questions, please contact your Ceridian representative.

Ceridian provides the information in Release Notes to customers for general information purposes only. This information should not be construed as legal, tax or other advice specific to any individual or organization. Please consult your appropriate adviser for such specific advice.

© 2022 Ceridian HCM, Inc. All rights reserved. Ceridian is a registered trademark of Ceridian HCM, Inc. Product names mentioned herein may be trademarks and/or registered trademarks of other companies.

## Summary

Welcome to the 6.12 release of Powerpay.

Some of the key enhancements that are delivered in this Powerpay release include:

- **Multifactor Authentication for Self Service** – For added security, Powerpay now utilizes multifactor authentication to verify your identity when logging into Powerpay.

# Contents

- Summary .....3**
- New Functionality .....5**
- Multifactor Authentication (MFA).....5
  - Things to note .....5
  - Set up your multifactor authentication methods for a Self Service .....5
  - Log in to Self Service after multifactor authentication is set up .....11
  - Add or edit multifactor authentication methods for a Self Service user.....13
  - Reset Multifactor Authentication (MFA) for a Self Service employee user.....16

## New Functionality

### Multifactor Authentication (MFA)

Multifactor authentication (MFA) adds a layer of protection to the sign-in process. When accessing accounts or apps, MFA requires you to provide additional identity verification, such as entering a code received on your phone, preventing unauthorized access.

Using only a password for authentication leaves your information vulnerable to an attack. If your password is weak or has been exposed elsewhere, an attacker could be using it to gain access. Using MFA, a second form of authentication, increases security because it isn't something that's easy for an attacker to obtain or duplicate.

For added security, Powerpay utilizes multifactor authentication to verify your identity when logging into Powerpay and Powerpay Self Service. Each time you log into Powerpay or Powerpay Self Service, you must provide your username and password. In addition, you may be required to provide an additional unique verification code that is sent to your phone.

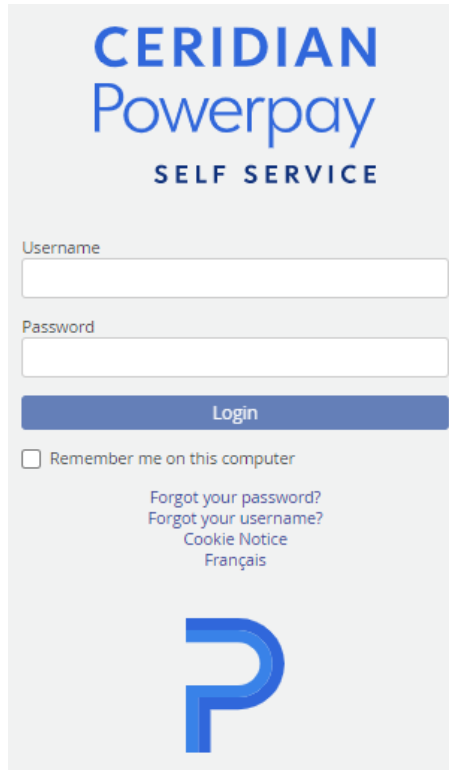
#### Things to note

- If a terminated employee is deleted in Powerpay Self Service, their MFA settings are also deleted.
- The first time set up pages for MFA are not dynamic. We recommend using a full-sized desktop/PC platform (not a mobile device) for the initial setup.
- MFA support for Powerpay Self Service users using the iOS Self Service app will not be available in this release. It will be available in a coming release.

#### Set up your multifactor authentication methods for a Self Service

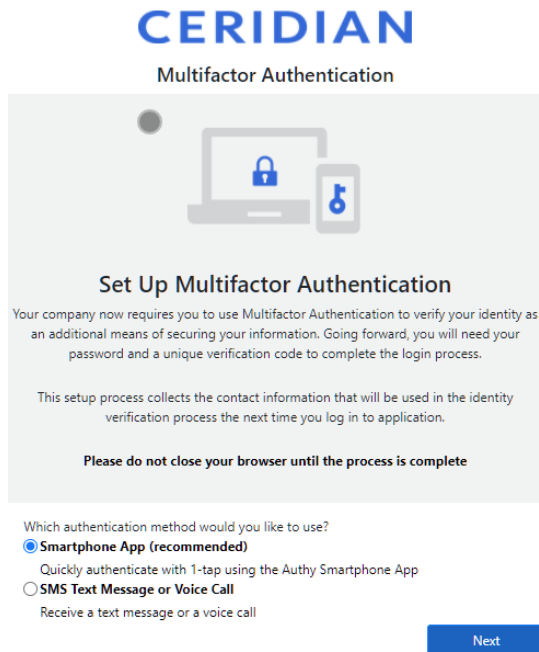
If your company requires multifactor authentication to verify your identity, you need your password and a unique verification code to log in to Self Service. The set up process walks you through the steps to select your contact information to use to log in.

1. Go to the Self Service log in page.
2. Enter your username and password.



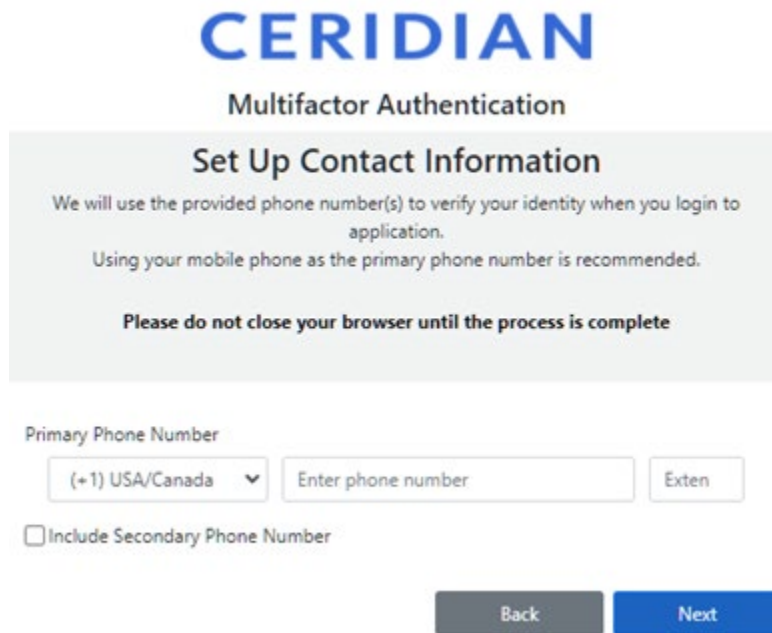
The screenshot shows the login interface for CERIDIAN Powerpay SELF SERVICE. At the top, the logo "CERIDIAN Powerpay" is displayed in blue, with "SELF SERVICE" underneath. Below the logo are two input fields: "Username" and "Password". A blue "Login" button is positioned below the password field. Underneath the button is a checkbox labeled "Remember me on this computer". Further down, there are links for "Forgot your password?", "Forgot your username?", "Cookie Notice", and "Français". At the bottom of the page is a large blue stylized "P" logo.

3. Click **Login**.

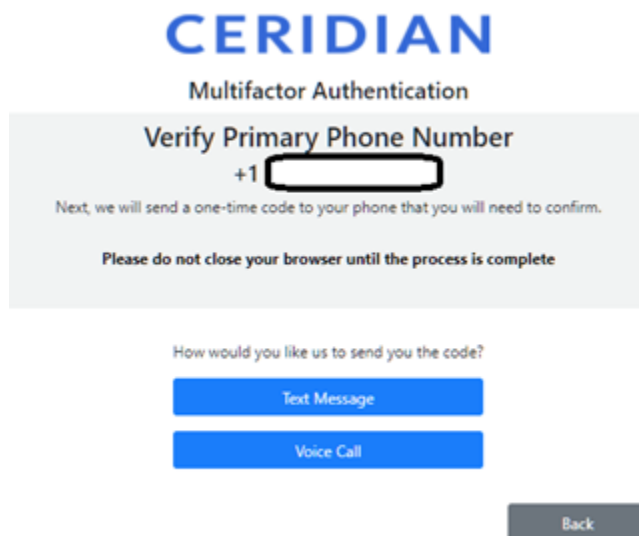


The screenshot shows the "CERIDIAN Multifactor Authentication" setup page. At the top, the "CERIDIAN" logo is in blue, followed by "Multifactor Authentication" in black. Below this is an illustration of a laptop with a lock icon and a smartphone with a key icon. The main heading is "Set Up Multifactor Authentication". The text below explains that the company now requires MFA for identity verification, requiring a password and a unique verification code. It states that the setup process collects contact information for future verification. A bold instruction reads: "Please do not close your browser until the process is complete". Below this, a question asks "Which authentication method would you like to use?". Two options are provided: "Smartphone App (recommended)" with a selected radio button, and "SMS Text Message or Voice Call" with an unselected radio button. A blue "Next" button is located at the bottom right.

4. Select the authentication method you would like to use.
5. Click **Next**.



6. In the **Primary Phone Number** field, enter the phone number to use to deliver the unique code that will be used to verify your identity when you log in to Powerpay. Using your mobile phone as your primary number is recommended.
7. (optional) Add a secondary phone number.
  - a. Select the **Include Secondary Phone Number** checkbox.
  - b. Enter your secondary phone number in the **Secondary Phone Number** field.
8. Click **Next**.



9. Ceridian verifies the numbers provided for authentication. Select the method by which you want to receive your code, text message or voice call.

The screenshot shows the CERIDIAN Multifactor Authentication interface. At the top, the CERIDIAN logo is displayed in blue, followed by the text 'Multifactor Authentication'. Below this is a grey box containing an icon of a smartphone with a text message notification. The main heading is 'Verify Primary Phone Number' with a phone number starting with '+1' followed by a redacted area. Below the phone number, it says 'We sent a text message with a one-time code to your phone.' and 'Please do not close your browser until the process is complete'. Underneath is a text input field with the placeholder 'Enter the verification code'. Below the input field are two buttons: 'Resend code' (with a circular arrow icon) and 'Receive a code by voice call instead'. At the bottom of the grey box are two buttons: 'Back' and 'Next'.

10. Enter your verification code.

11. Click **Next**. If you selected a secondary phone number, that number is verified as well.

The screenshot shows the CERIDIAN Multifactor Authentication interface for a secondary phone number. At the top, the CERIDIAN logo is displayed in blue, followed by the text 'Multifactor Authentication'. Below this is a grey box containing the heading 'Verify Secondary Phone Number' and a phone number starting with '+230 5'. Below the phone number, it says 'Next, we will send a one-time code to your phone that you will need to confirm.' and 'Please do not close your browser until the process is complete'. Below the grey box is the question 'How would you like us to send you the code?' followed by two blue buttons: 'Text Message' and 'Voice Call'. A mouse cursor is pointing at the 'Text Message' button. At the bottom right of the screen is a grey button labeled 'Log out'.

12. Select the method by which you want to receive your code, text message or voice call.

The screenshot shows the CERIDIAN Multifactor Authentication interface. At the top, the CERIDIAN logo is displayed in blue, followed by the text "Multifactor Authentication". Below this is a grey box containing a smartphone icon with a verification code on its screen. The main heading is "Verify Secondary Phone Number" followed by the phone number "+230 5". Below the phone number, it says "We sent a text message with a one-time code to your phone." and "Please do not close your browser until the process is complete". A text input field is labeled "Enter the verification code". Below the input field is a "Resend code" button with a circular arrow icon. Below that is the text "Receive a code by voice call instead". At the bottom are two buttons: "Back" (grey) and "Next" (blue).

13. Enter your verification code.
14. Click **Next**.
15. If you selected **Smartphone App** as your verification method:
  - a. Follow the instructions on the page to install and set up Twilio Authy.

# CERIDIAN

## Multifactor Authentication

Follow the instructions below to download Authy app on your smart phone.



Authy



Please do not close your browser until the process is complete

### 1. Install Authy

Open the App Store on your Apple device or the Google Play Store on your Android device then download and install the Authy app.

**Do not manually add accounts to the Authy App, they are added automatically during the verification process.**

### 2. Set Up Account

Open the Authy app and set up an account using the following contact information.

Phone Number +1

### 3. Continue

After you complete the setup process in the Authy app, click Next.

Next

### b. Click **Next**.

# CERIDIAN

## Multifactor Authentication



Open the Authy app on your phone and select the application icon that corresponds to your company's application instance.

Please do not close your browser until the process is complete

Enter the 7-digit code you see on Authy app screen.

Next

### c. Enter the 7 digit code from Twilio Authy.

### d. Click **Next**.

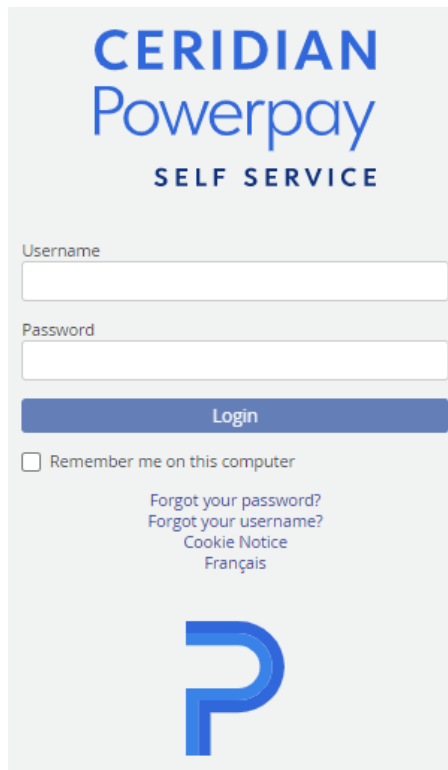
### 16. Your verification is complete.

You are now logged in to Self Service.

## Log in to Self Service after multifactor authentication is set up

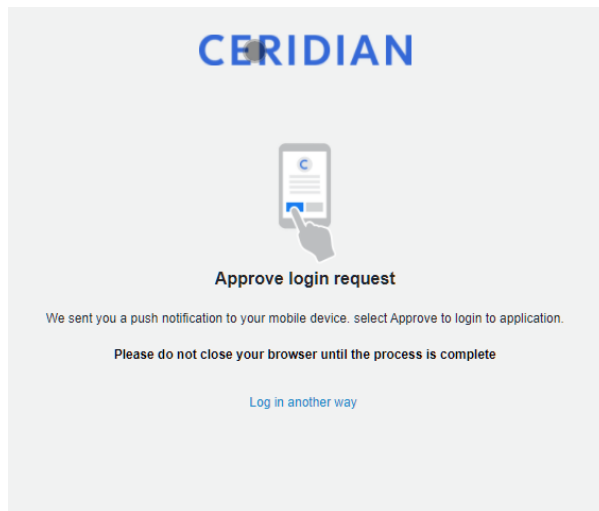
After you have set up your multifactor authentication methods, you will use the verification code sent to your device to log in to Self Service. Depending on your payroll settings, you may not be asked to log in using a verification code each log in.

1. Go to the Self Service login page.
2. Enter your username and password.

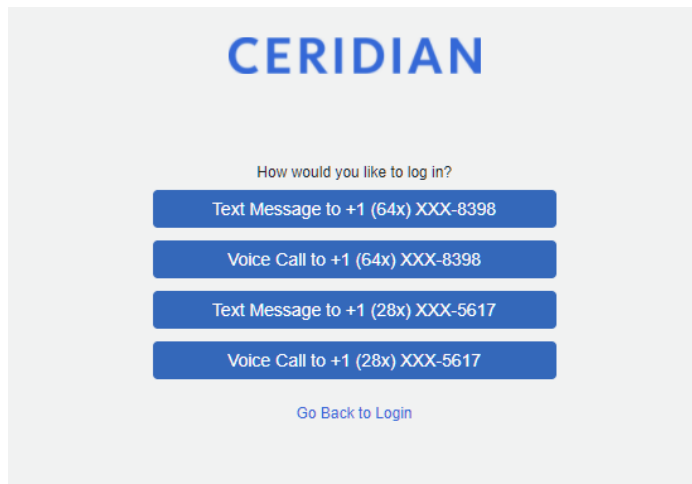


The screenshot shows the login interface for CERIDIAN Powerpay SELF SERVICE. At the top, the logo 'CERIDIAN Powerpay SELF SERVICE' is displayed in blue. Below the logo are two input fields: 'Username' and 'Password'. A blue 'Login' button is positioned below the password field. Underneath the button is a checkbox labeled 'Remember me on this computer'. At the bottom of the form area, there are four links: 'Forgot your password?', 'Forgot your username?', 'Cookie Notice', and 'Français'. A large blue stylized 'P' logo is centered at the bottom of the page.

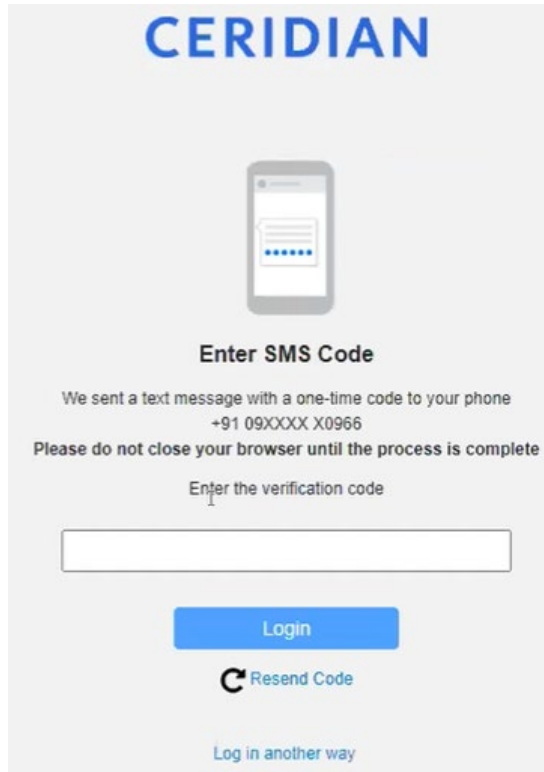
3. Click **Login**.
4. Select the method to receive your verification code.
  - If your preferred verification method is the smartphone App (Authy), respond to the push notification in the Twilio Authy app.



- If your preferred method of verification is phone or text message:
  - a. Select the method to receive your verification code.



- b. Enter your verification code.

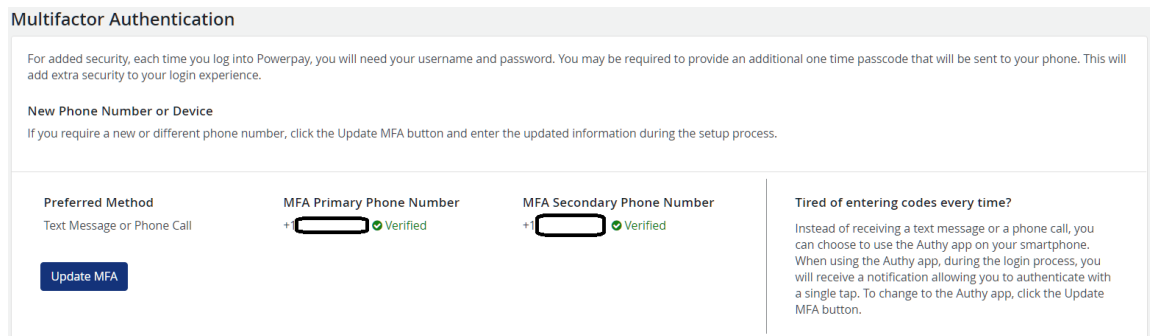


- c. Click **Login**.

If your verification is successful, you are logged into Self Service. If we cannot verify your identity, your login is rejected, you are re-directed to the login page and an error message displays.

### Add or edit multifactor authentication methods for a Self Service user

1. Open the Multifactor Authentication page in Self Service (**Profile & Settings > Multifactor Authentication**).



2. Click **Update MFA**.  
The Multifactor Authentication Setup wizard opens.

**Multifactor Authentication Setup** ×

### Set Up Multifactor Authentication

Your company now requires you to use Multifactor Authentication to verify your identity as an additional means of securing your information. Going forward, you will need your password and a unique verification code to complete the login process.

This setup process collects the contact information that will be used in the identity verification process the next time you log in to application.

**Please do not close your browser until the process is complete**

Which authentication method would you like to use?

**Smartphone App (recommended)**  
Quickly authenticate with 1-tap using the Authy Smartphone App

**SMS Text Message or Voice Call**  
Receive a text message or a voice call

**Next**

3. Select the authentication method you want to use. Using the Twilio Authy app on your smartphone is recommended as it allows you to authenticate using 1 tap. Install Twilio Authy on your device by searching for it in your device's app store.
4. Click **Next**.

**Multifactor Authentication Setup** ×

### Set Up Contact Information

We will use the provided phone number(s) to verify your identity when you login to application. Using your mobile phone as the primary phone number is recommended.

**Please do not close your browser until the process is complete**

Primary Phone Number

+1 [Redacted] ▾

Include Secondary Phone Number

Secondary Phone Number


+1 [Redacted] ▾



**Back** **Next**

5. In the **Primary Phone Number** field, enter the phone number to use to deliver the unique code that will be used to verify your identity when you log in to Powerpay. Using your mobile phone as your primary number is recommended.
6. (optional) Add a secondary phone number.
  - a. Select the **Include Secondary Phone Number** checkbox.
  - b. Enter your secondary phone number in the **Secondary Phone Number** field.
7. Click **Next**.
8. If you selected **Smartphone App** as your verification method:
  - a. Follow the instructions on the page to install and set up Twilio Authy.

**Multifactor Authentication Setup** ×

Follow the instructions below to download Authy app on your smart phone.

  
Authy

**Please do not close your browser until the process is complete**

- 1. Install Authy**

Open the App Store on your Apple device or the Google Play Store on your Android device then download and install the Authy app.

**Do not manually add accounts to the Authy App, they are added automatically during the verification process.**
- 2. Set Up Account**

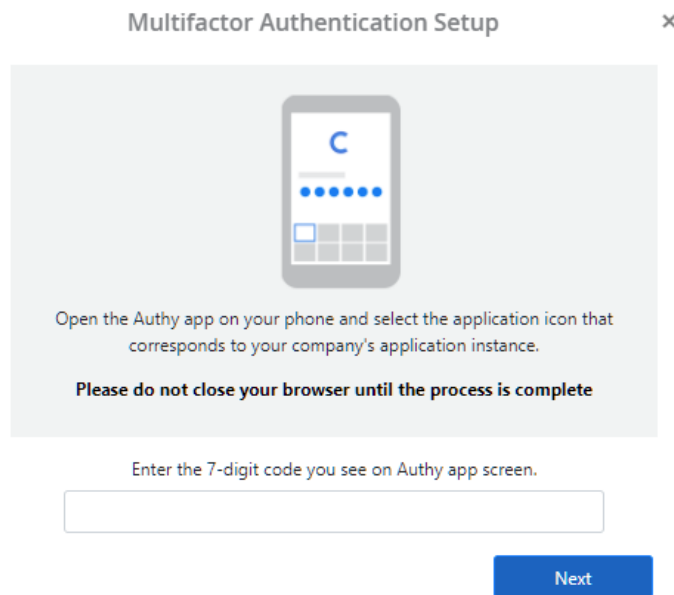
Open the Authy app and set up an account using the following contact information.

Phone Number +1
- 3. Continue**

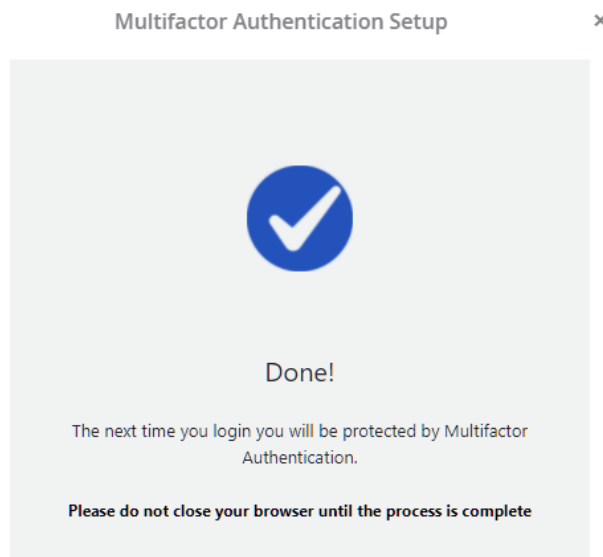
After you complete the setup process in the Authy app, click Next.

[Next](#)

- b. Click **Next**.



- c. Enter the 7 digit code from Twilio Authy.
  - d. Click **Next**.
9. Your verification is complete.



10. Click the “x” in the top right corner to close the Multifactor Authentication Setup wizard. The new numbers and method appear on the Multifactor Authentication page.

### **Reset Multifactor Authentication (MFA) for a Self Service employee user**

If an employee using Self Service loses access to their phone, you can reset that users MFA settings page. After the MFA settings are reset, the employee will have to complete the MFA set up again the next time they log in.

**Note:** You can only reset an employee’s multifactor authentication **after** they have completed the initial set up their multifactor authentication.

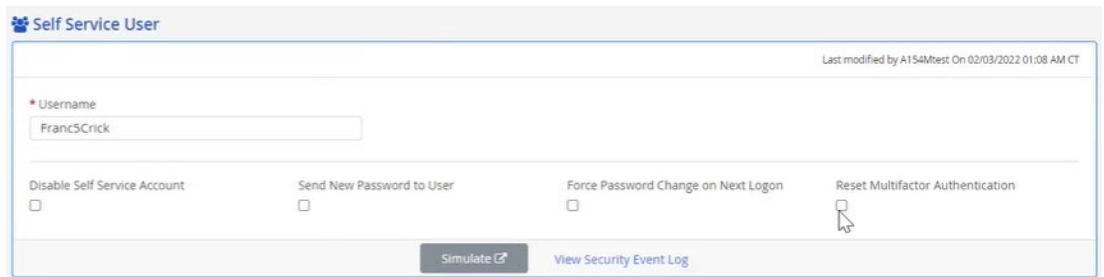
(Powerpay)

1. Go to the Self Server User Maintenance page (**Company > Self Service > User Maintenance**).
2. Select the employee from the Employee List.
3. In the Self Service User section, select the **Reset Multifactor Authentication** checkbox.
4. Click **Save**.

The user can now log into Self Service and set up their multifactor authentication.

(Powerpay People)

1. Go to the Profile tab (**People > People List**).
2. Select the employee from the Employee List.
3. In the Self Service User section, select the **Reset Multifactor Authentication** checkbox.



4. Click **Save**.

The user can now log into Self Service and set up their multifactor authentication.