Multi Factor Authentication & FAQ's

Background

What is MFA? Multifactor Authentication (or MFA) will be used to protect your personal information when accessing your pay details and pay slips against hackers by ensuring that you are who you say you are. MFA will require you to provide two pieces of verification to gain access to personal information in VPC, being your password and a One Time Pin (OTP). Previously Award Employees only had access to VPC LMS, going forward they will have access to VPC LMS and VPC Employee Central (Here you can view your pay details and pay slips, including updating your personal/emergency contact details)

How will MFA apply to your employees?

From 18 July 2022, when an award employee accesses their Employee Self Service page in VPC, the employee will be directed to the 'Multi-Factor Authentication' page requiring them to input a One Time Pin (OTP) to access the relevant page. To set up MFA, employees will need to register the device they require the OTP to be sent to, being an:

- SMS message to a mobile phone number

To receive an OTP, employees will need to have at least one mobile device registered.

What do your employees need to do to prepare?

To ensure Award employees are prepared for the introduction of MFA they should ensure they can already login into VPC with their employee ID and Passwords

Employees not using VPC?

If your employees do not use VPC, the change to MFA will not affect you.

Got questions?

If you have any queries in relation to the above MFA changes, please contact us or raise a service now ticket.

Vist visy.me/help for more guided help/support.

FAQ's

1. What is MFA?

Multifactor Authentication (or MFA) will be used to protect your personal information when accessing your pay details and pay slips against hackers by ensuring that you are who you say you are. MFA will require you to provide two pieces of verification to gain access to certain information in VPC, being your password and a One Time Pin (OTP)

2. What does the introduction of MFA mean to Award Employees?

When you access VPC, you will see a 'Multi-factor Authentication' page requesting a One Time Pin (OTP). To receive a One Time Pin (OTP) you will need to have one of the following (that you have access to) entered in VPC

- Employee ID
- Password you have used before to log on to VPC LMS
- Mobile phone number

3. How can you update your information? You can enter or update your information via VPC portal by going to 'My Profile' and selecting the following for:

1. An email address, go to the 'My Profile' section > Contact Information > select 'EDIT' > in either contact information, Address or Emergency Contact portlets and click 'SAVE'
   Note: when inputting an email address, ensure this is easily accessible to you. It can be either your personal or business email address (if you have one)
2. If you would like to update to a new number after you have already registered for MFA, please contact VPC Support (vpc@visy.com.au)

4. What is the correct mobile phone number format?

To ensure you receive the OTP to your mobile phone number you will need to ensure it is in the correct format: For Australia (AU) – select the country code +61 plus your mobile phone number only e.g., 0400 000 000 or 0400000000

For International (Int'l) – select the country code plus your 9-digit mobile phone number e.g., 65 400 000 000 or 64400000000

Note: For AU and Int'l do not use any special characters e.g., + (). For Int'l do not add the preceding zero (0).

5. I am an Award employee with a Visy Employee Email address and authenticate via SSO already, do I need to use OTP now?

No, the change to MFA will not affect you. You will login as normal

6. Does VPC have a mobile app?

Yes, once you have successfully logged in, you can register to activate the mobile app via VPC
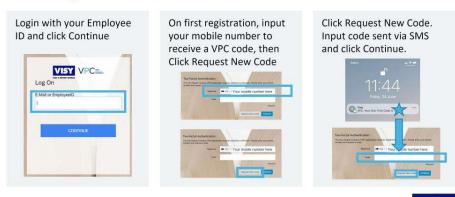
7. Does MFA apply to Visy Salary Employees?

No, only Award Employees are required to use OTP

8. I still need more help?

Go to visy.me/help for more guided help & support

9. What will the experience be like for Award Employees?