Two Factor Authentication Guide

At Ingram Micro, securing your information is very important to us. Ingram Micro has made available a two-factor authentication system feature on our website.

This will simplify the login process and improve security and, in the future, allow you to sign onto numerous Ingram Micro platforms using a single set of credentials.

1. Enable Enhanced Security Switch
2. Output Email Message
3. Email Authentication Code
4. New User Created

Enhanced Security

The activation switch is located on the menu bar under My Account > Enhanced Security. Any user with Admin rights has the ability to select this and apply it to all users within the company.
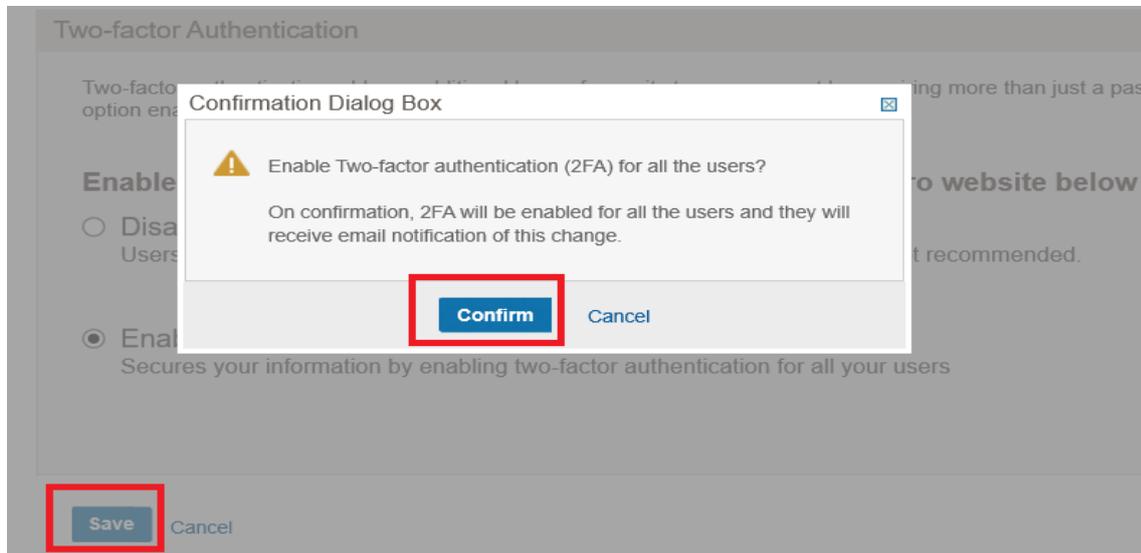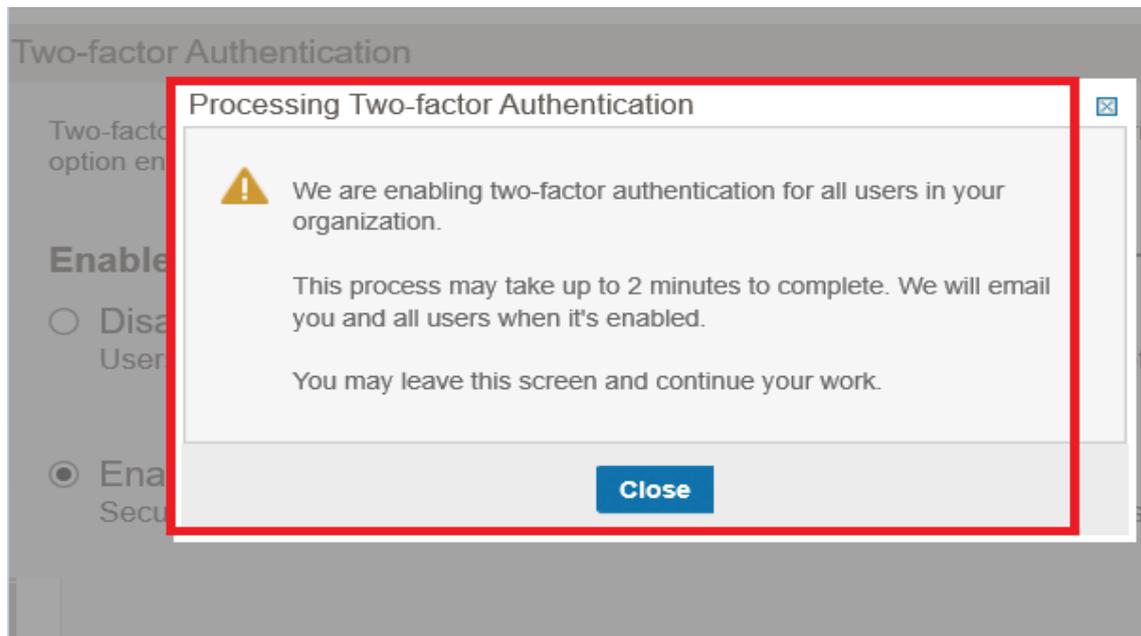
Two options:

- Disable
- Enable

Once the enabled switch is selected, followed by save, two pop up system dialog box will appear.

Select Confirm

Processing message appears, please select close

Email Output Messages

Automated email messages are generated by the system. Each active individual user will be advised once two-factor authentication on your online account is Enabled or Disabled.

The below example indicates that Two-factor authentication has been enabled on your account.

From: sales@ingrammicro.com.au <sales@ingrammicro.com.au>
Sent: Tuesday, 26 May 2020 10:13 AM
To: Hopkins, Mary <Mary.Hopkins@ingrammicro.com>
Subject: Two-factor authentication is enabled on your Ingram Micro account

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Two-factor authentication enabled on your account.

Dear Partner,

You are receiving this email from Ingram Micro eCommerce portal because your company administrator Mary Hopkins has enabled two-factor authentication on your online account.

From now on, whenever you sign in, you can authorize your login using the following two-factor authentication option:

Verification code on email ID – Mary.Hopkins@ingrammicro.com

Questions?

You are receiving this email from Ingram Micro eCommerce portal because you have an account on the portal. If you have any questions, please contact Mary at Mary.Hopkins@ingrammicro.com before reaching out to Ingram Micro customer support.

https://auecommercestg.ingrammicro.com

Below is an example of an email the admin on the account will receive which confirms the total number of users successfully enrolled for Two-factor authentication on your account.

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Two-factor Authentication Enrolment Status

Dear Mary,

Thank you for enabling two-factor authentication for all your Ingram Micro users accounts.

Enrollment Status

Total Users: **152**

Enrolment successful: **152**

Enrolment Unchanged/NotExists/Skipped:

Enrolment failed: **0** *(In case of failures, our platform security administrator will be notified and we will be in touch to resolve this issue)*

If you did not enable two-factor authentication and believe an unauthorized user has accessed your account, please change the password of your account right away and contact Ingram Micro customer support.

Questions?

We are happy to help, please reach out to us if you have any questions regarding the two-factor authentication feature.

Email Authentication Code

- ➢ Once you have Enabled Two-factor Authentication, when a user next logs into IM Online the system will automatically ask you for the Verification Code.
- ➢ Enter the code and verify to proceed with logging on.
- ➢ The user has the option to resend a new Verification Code by clicking on the Send email button as shown below.
- ➢ The option to not challenge me on this device for the next 15 days exist. If applied the system will not ask you for the Verification Code for 15 days.

Home

Log In

Email Authentication

(m...s@ingrammicro.com)

Enter Code

Send email

☐ Do not challenge me on this device for the next 15 days

Verify

☐ Send email automatically

Sign Out

Verification Code example. The output will be automatically sent to the user email address based on the user's credentials.

Note the code is only valid for 5 minutes once requested.

From: stage-Ingram Micro <donctreply@sso.ingrammicro.com>
Sent: Tuesday, 26 May 2020 10:05 AM
To: Hopkins, Mary <Mary.Hopkins@ingrammicro.com>
Subject: Your verification code

Your one-time verification code for two-factor authentication

Dear Mary,

Please use the following code to access your account. This code will expire in 5 minutes.

Your verification code is: **702401**

If you believe you have received this email in error, please reach out to your company administrator.

Questions?

You can request your **company administrator** to manage two-factor authentication settings.

We are happy to help, please contact customer support if you have any questions regarding new two-factor authentication feature.

This is an automatically generated message. Replies are not monitored or answered..

New Users Created

The system will prompt the new user to reset the password immediately after they have logged in with the temporary password.

Directly afterward the user will need to create a Challenge Question, followed by the acceptance of the IM Online Terms of Use.

If the account is Security Enabled, on the initial logon the system will not prompt you for the Email Authentication, but all future logon attempts will require the verification code.

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