

Voya Supplier Portal to introduce multi-factor authentication

On October 31, 2022, the Voya Supplier Portal will be enabled with multi-factor authentication (MFA). Once enabled, accessing the portal will require an extra level of security.

By logging into accounts and systems, the credentials you provide are intended to confirm your status as an authorized user. MFA is the method of verifying your identity via a two-factor authentication or two-step verification process instead of only one, making it twice as hard for bad actors to access your accounts and personal information. Today, it is best practice to add MFA when available to increase the security and protection to your accounts and data.

What MFA means for Voya Supplier Portal users

Username and the Portal URL will remain the same. An email with a default password and reset instructions will be sent the weekend prior to Oct. 31.

- At each sign in, users will be prompted for their username and password (the first factor)
- Next, the user is prompted to provide a verification code received via email (the second factor)

The two factors work together to verify the user's identity and complete the sign-in process.

How to prepare

The required verification code will be sent to the email address associated with the user account. We encourage users to visit the **Manage Profile** section of the Voya Supplier Portal to review and, if necessary, update contact information.

We appreciate your partnership in this important security initiative. If you have questions, please contact Procurement@voya.com.