MULTI-FACTOR-AUTHENTICATION
USER GUIDE

v 1.0 - 09/09/2025

SAFRAN

Summary

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Multi Factor authentication methods

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Multi-Factor Authentication methods (MFA)

How it Works ?

1 – Something you know

Enter your username as usual

2 – Something you have

Choose your verification method

- Email verification
- Internet Browser authentication
- Mobile Phone
- Hardware Security Key

Multi-factor authentication (MFA) will be mandatory from **15 October 2025** when logging in to all Safran company customer portals

Multi-Factor-Authentication methods (MFA)

Email verification

A One-Time-Password (OTP) sent to your registered email address

OR

Browser verification

Use your usual internet browser with a registered PIN code

OR

Authentication app

Enter your PIN code on your smartphone app

OR

Hardware security key

Plug in a physical USB key to validate your connection

We recommend that you configure your MFA methods **before October 15**

If you do not take action by 15 October 2025, **email verification will be the default MFA method** for your user account.

MFA tips & support

- **For shared PC**
  We recommend the 'Mobile authentication' and 'Security USB key' methods to ensure you can log in independently.

- **For shared account on <u>same PC</u>**
  We recommend to use the 'email verification' (if you have access to the mailbox) or 'Browser authentication' methods

- **For shared customer portal account on <u>different PC</u>**
  We recommend to use the 'email verification' method (if you have access to the mailbox). We strongly advise against using mobile phone and browsers authentication.
  - *E.g. If you register 3 mobile phones or 3 browsers for the same account, the PIN code will be the same. The PIN code is linked to the user's account, not to the device.*

If you encounter any issues with configuring or using MFA, please contact the **support team for the relevant customer portal**.

How to set your Multi Factor Authentification (MFA)

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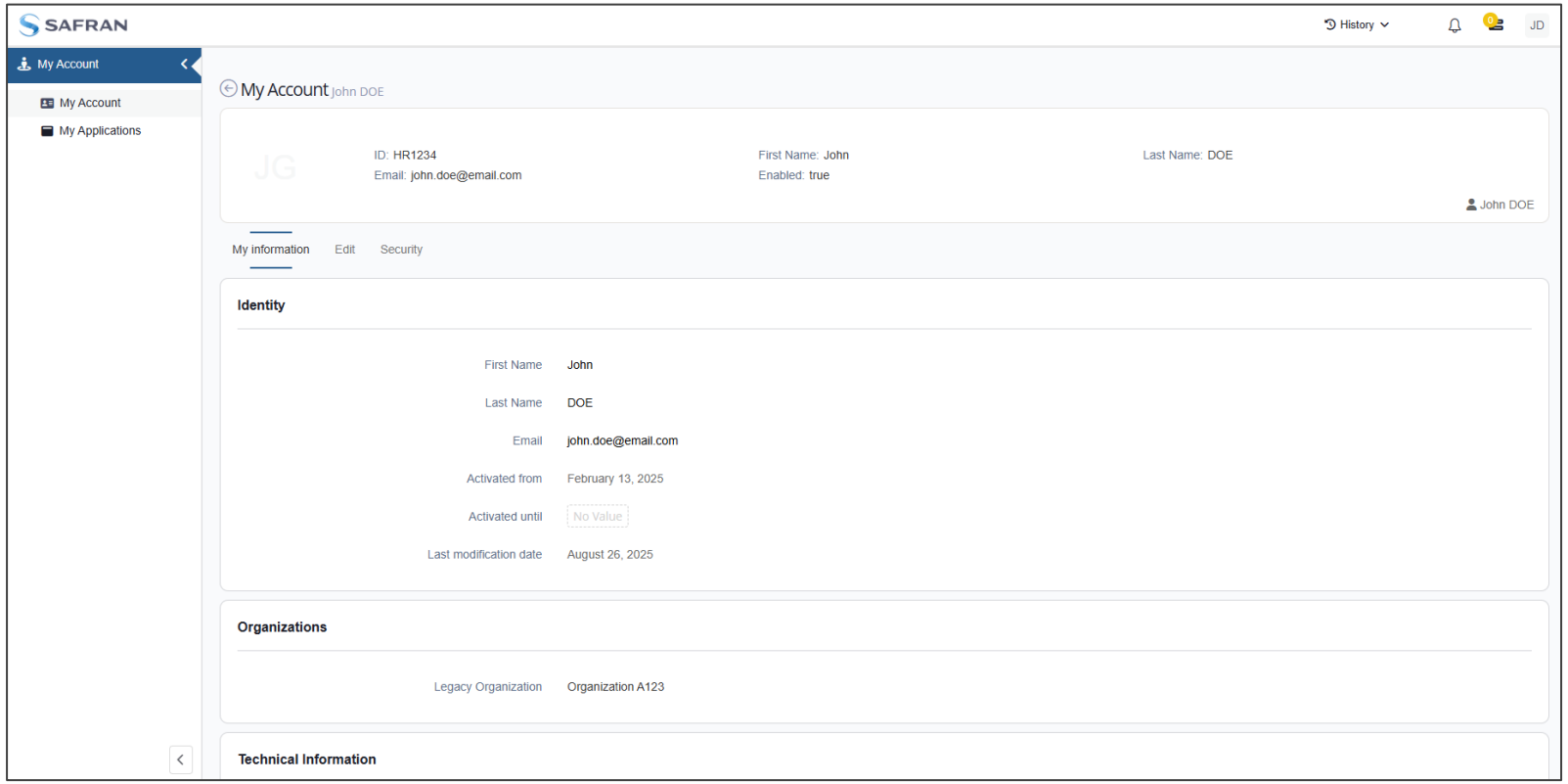
My Account

Safran uses the Memority application to manage your MFA methods.

The following interfaces are available by connecting directly to the following Memority link:

https://my.memority.com/portal/safran/

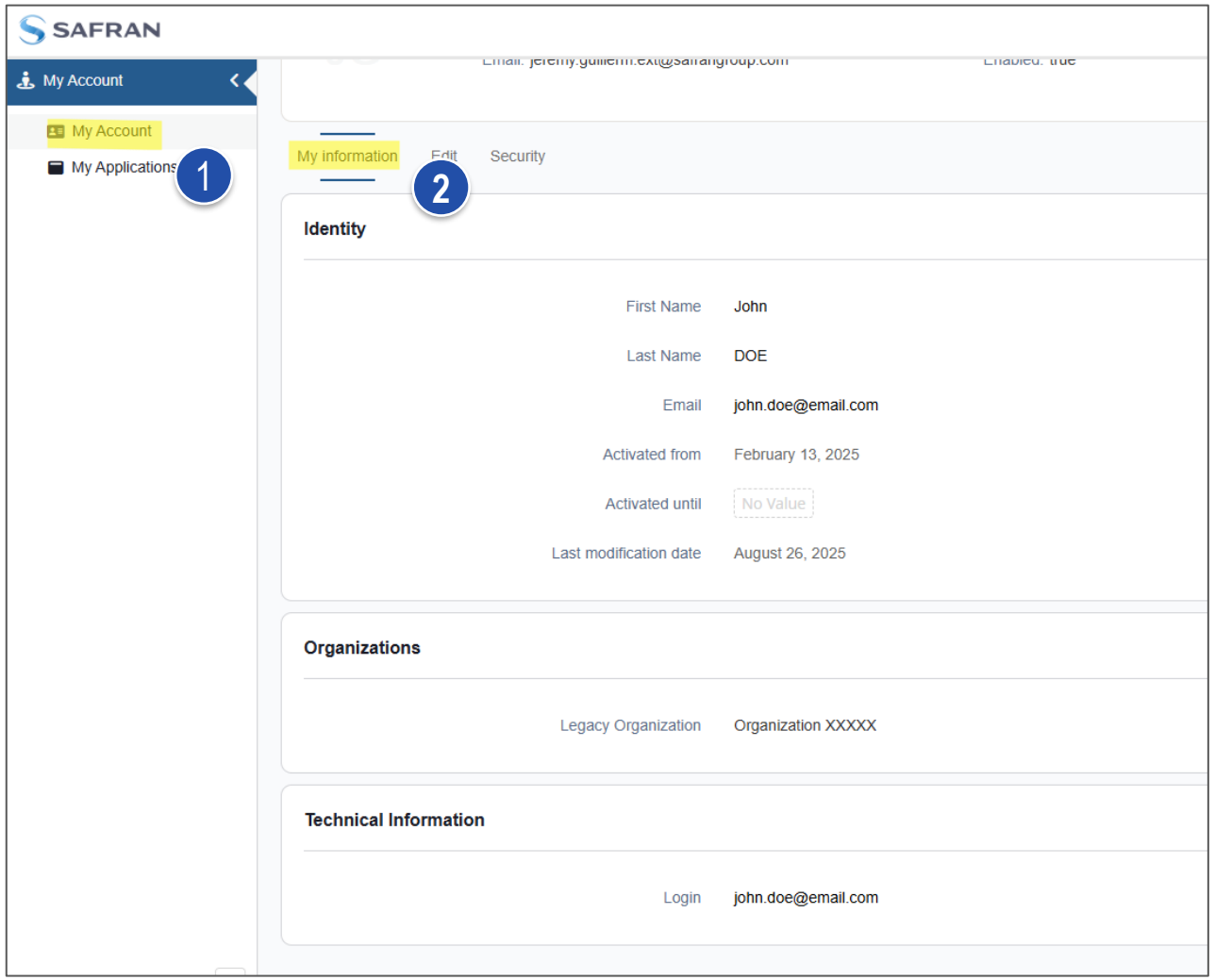


My Account – My information

My Information Tab

On the « *My information* » tab it will be possible to find essential account information such as:

- First Name
- Last Name
- Email
- Status
- Organization
- username

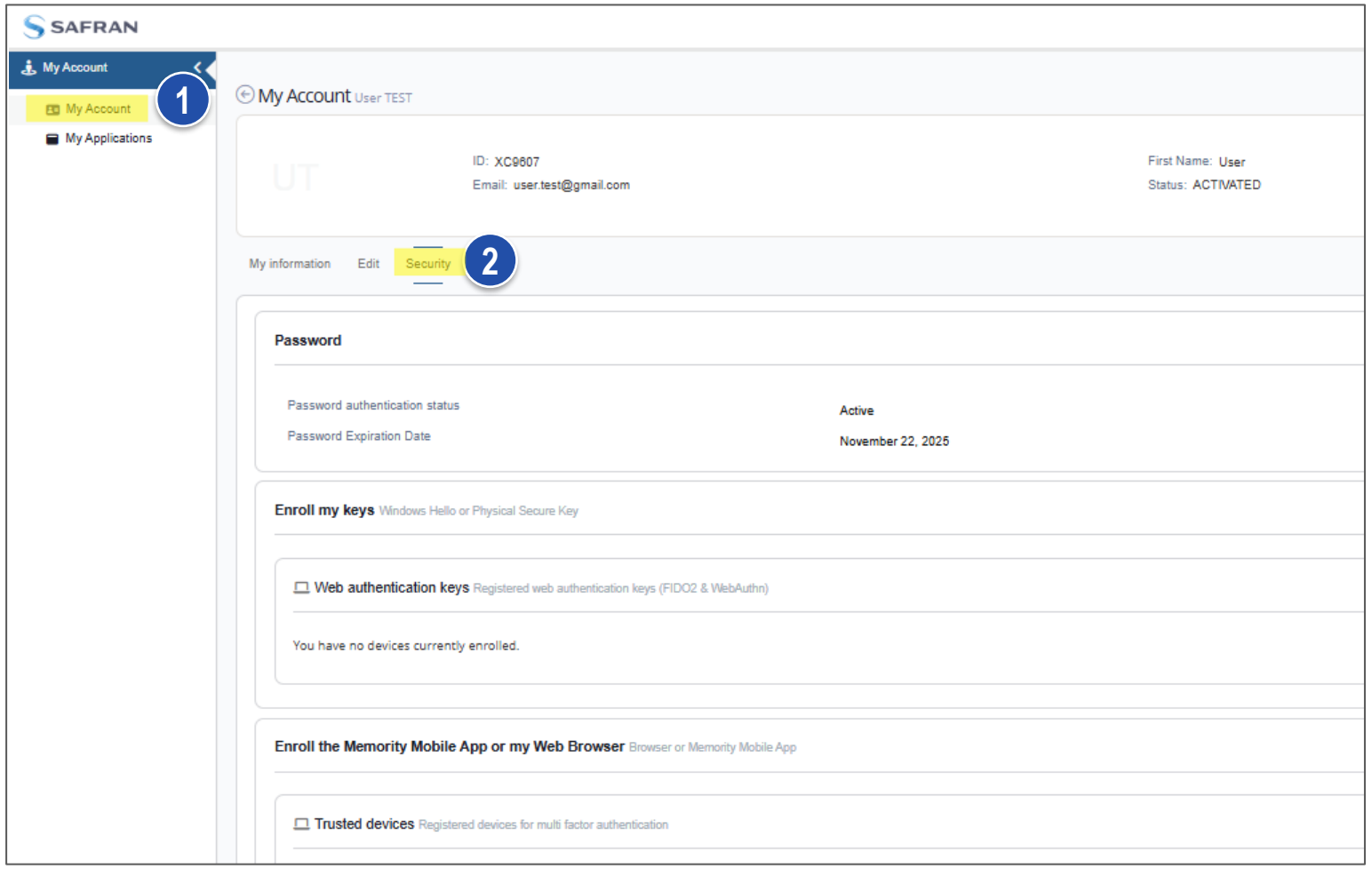


My Account – Security

Security Tab

On the « *Security* » tab it will be possible to find all information regarding your authentication methods.

Enrollment will be possible from here.



Email Authentication

Enrollment & Login

SAFRAN

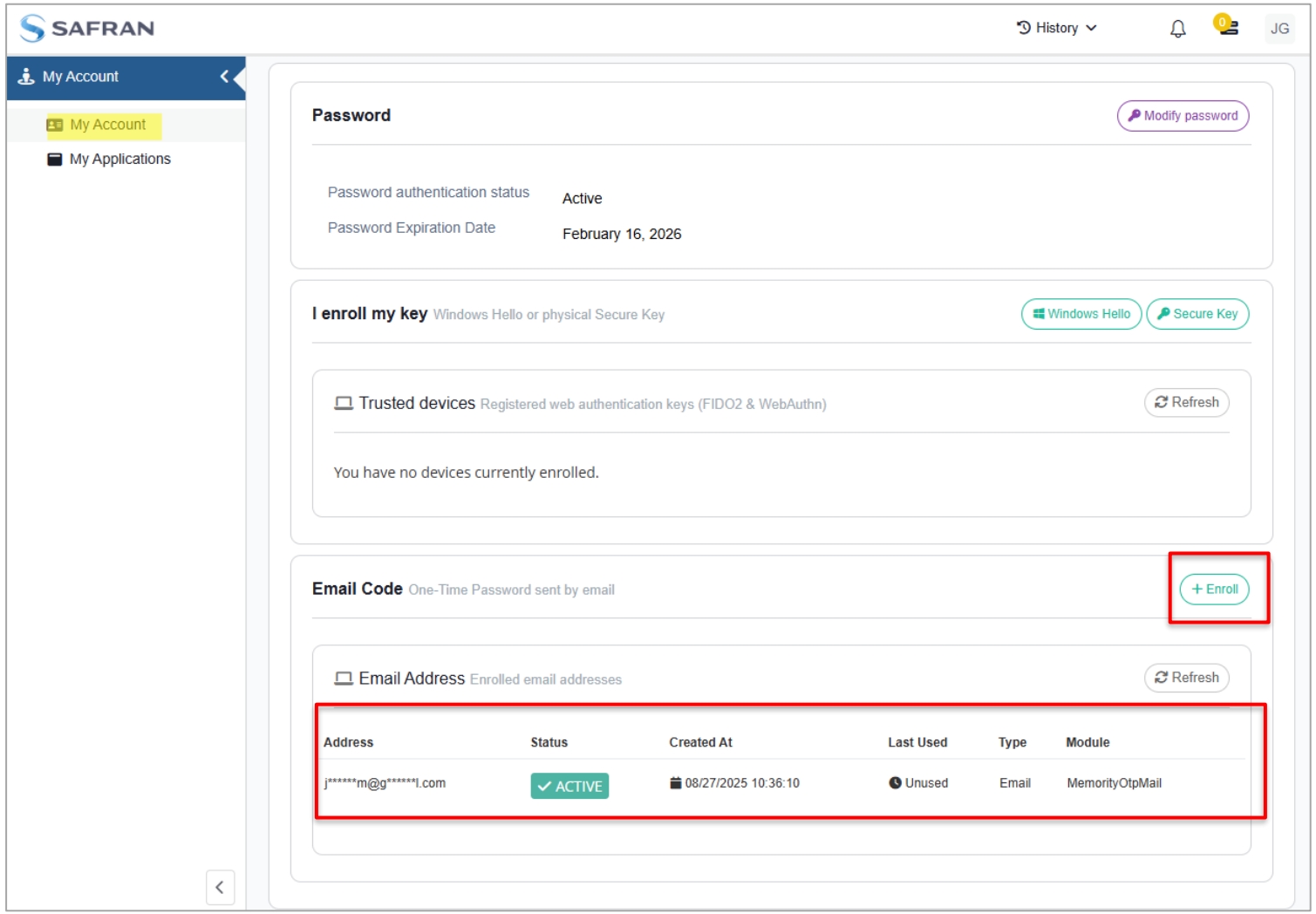
Email authentication – Enrollment

Enroll my email address

1. Go to « My Account » > « Security »
2. In "Email code" section click on « **Enroll**» & click on «confirm»

This will enroll the email address registered in the 'My information' section.

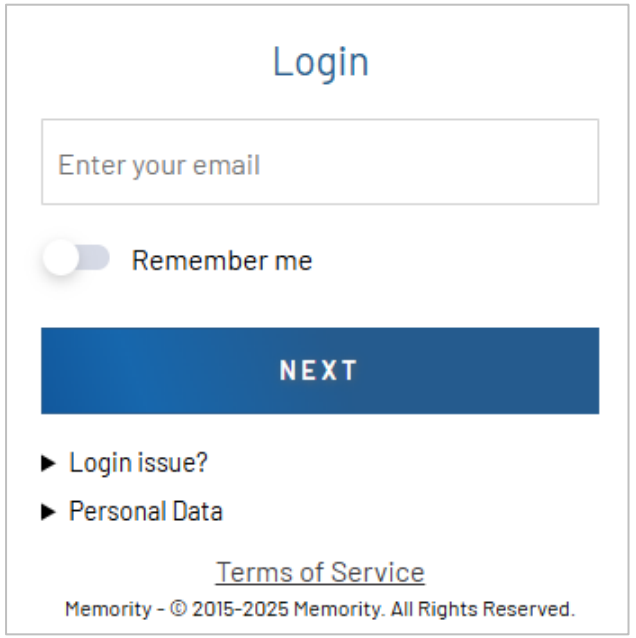
If you do not take action by 15 October 2025, email verification **will be the default MFA method** for your user account.



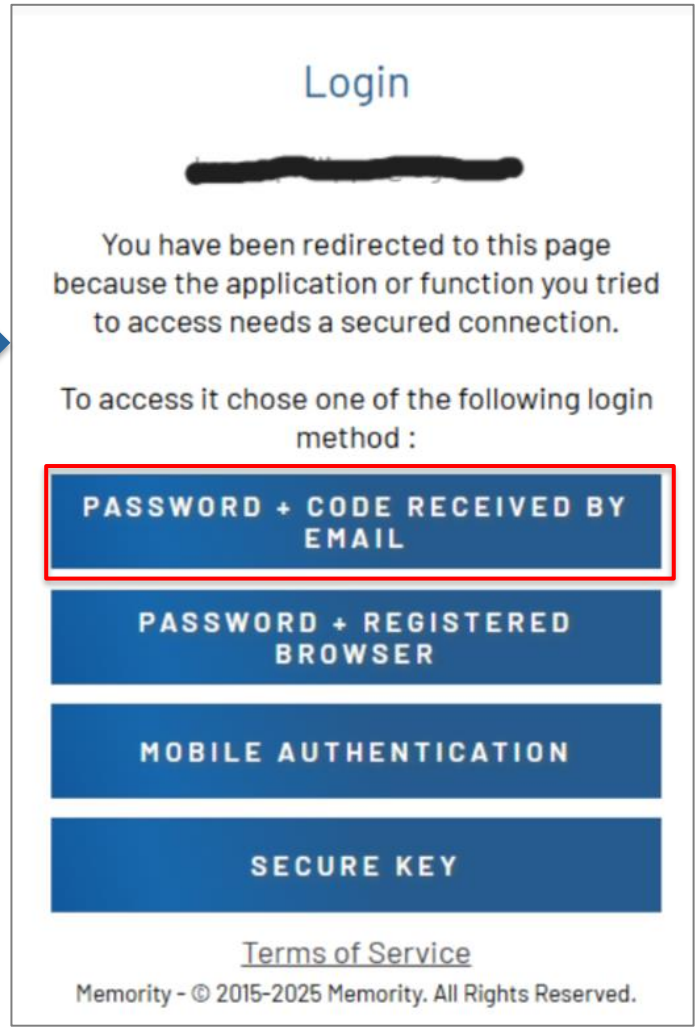
Email authentication – How to login

1 - Login page

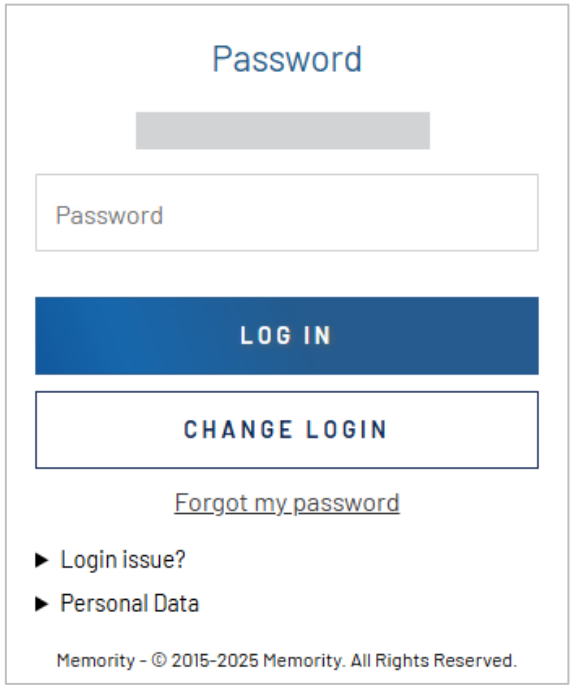
- Go on the **customer portal** login page
- Fill in the login field with your email address.
- Click on « Next »

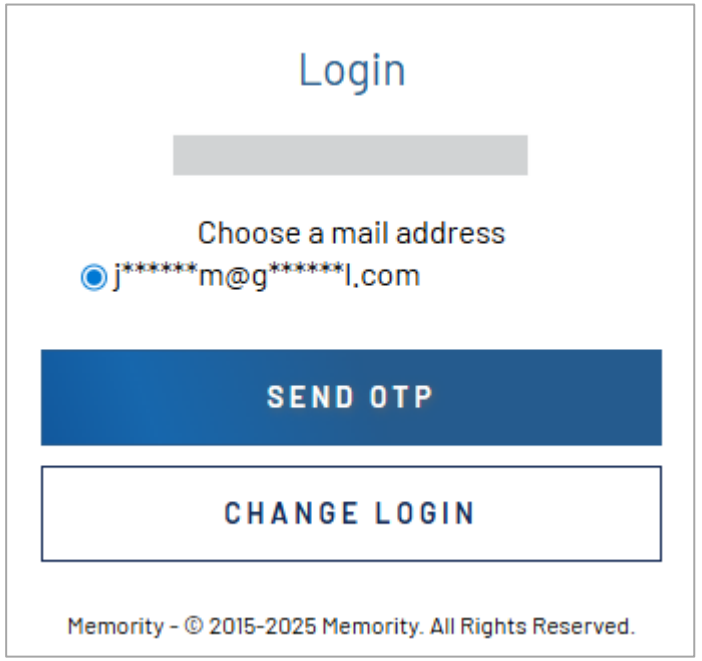


2 – Select « **Password + code received by email**»



Email authentication – How to login





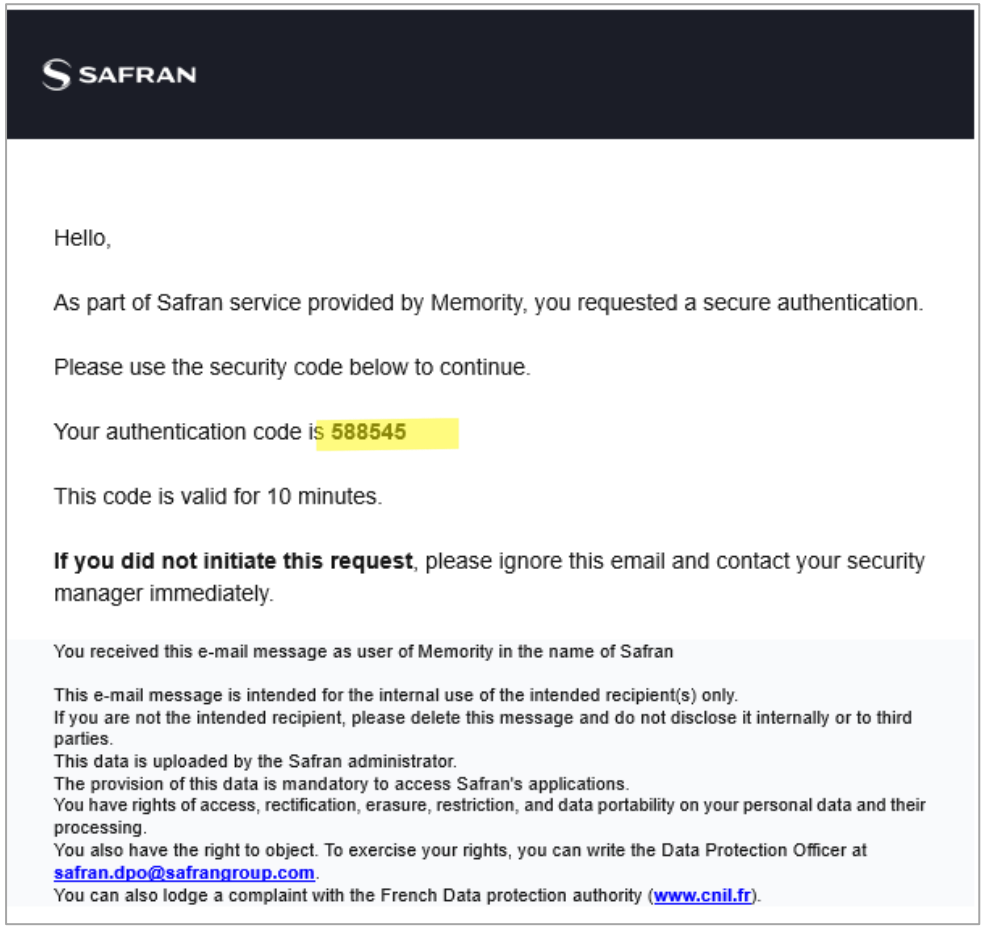
3 – Enter your Password & click on « log in »

This is the password you use to log into your customer portal.

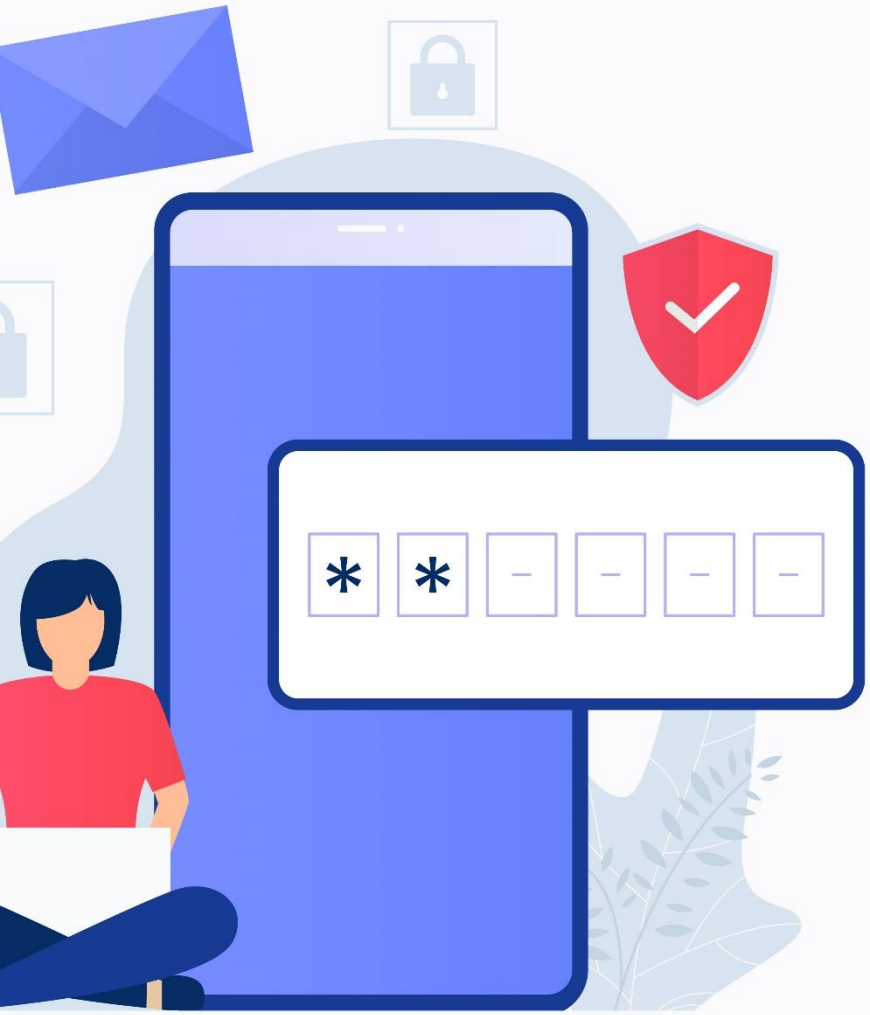
4 – Select the email and click on « **Send OTP**»

Email authentication – How to login

5 – Enter the **code received by email** and click on « Log In »



Email received with authentication code



Mobile authentication application

Enrollment & login

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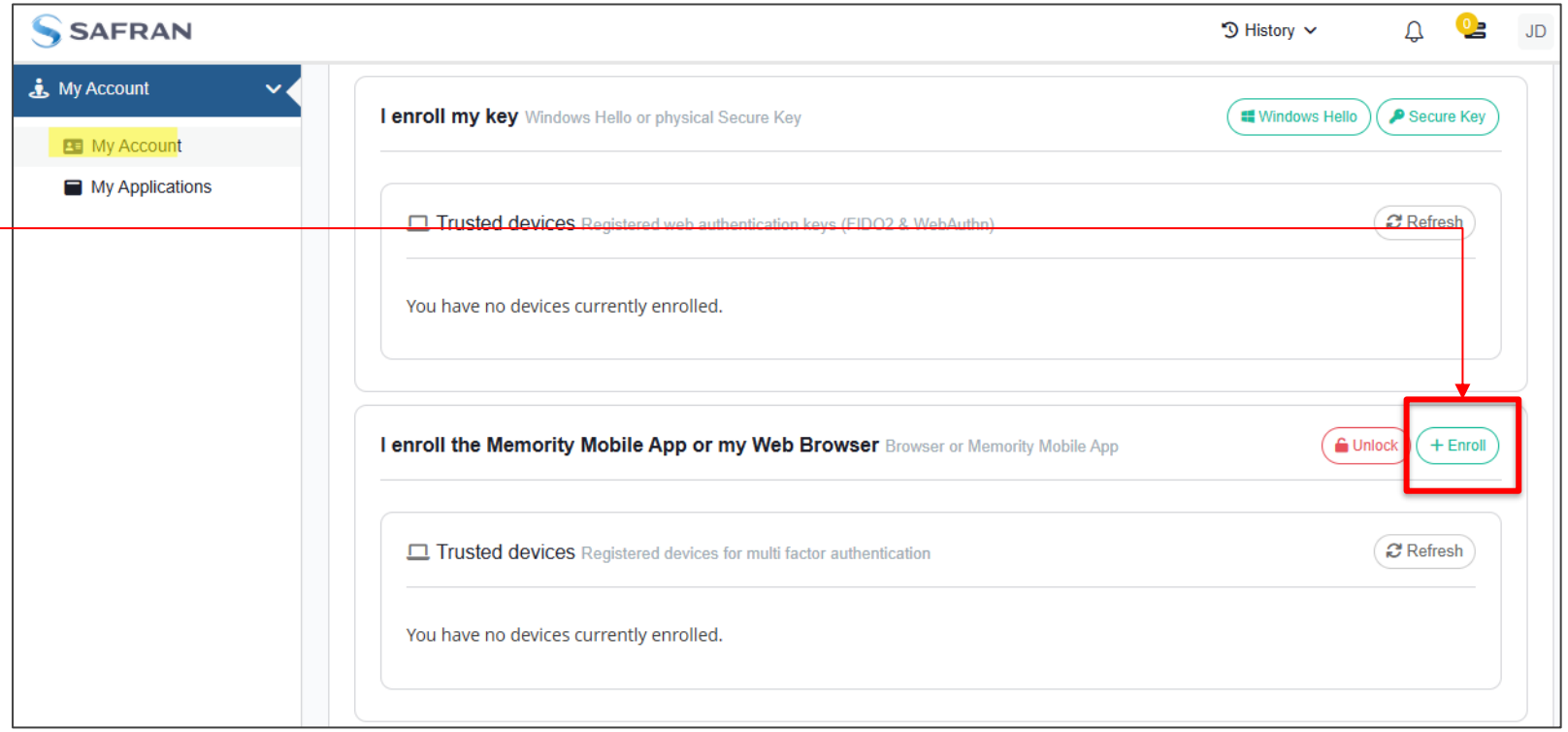
Mobile Authentication application - Enrollment

Enroll Memority Mobile App

1. Go to « My Account » > « Security »
2. In “Enroll the Memority Mobile app or my Web Browser” section click on « **Enroll**»



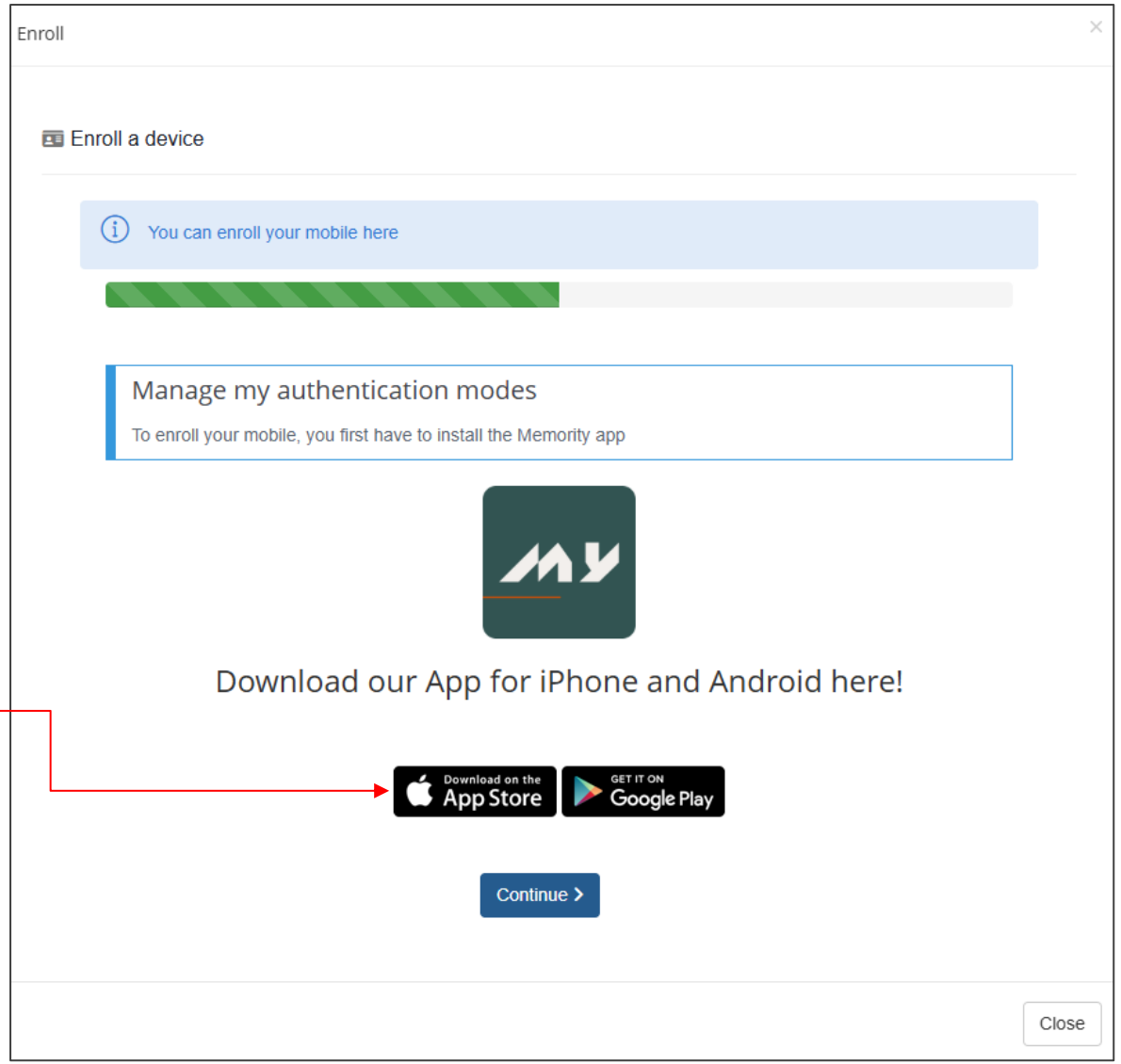
Mobile Authentication application - Enrollment

2 – Click on « Enroll a mobile»

Mobile Authentication application - Enrollment

3 – Download Memority Authenticator App on the store

4 – Click on « continue »



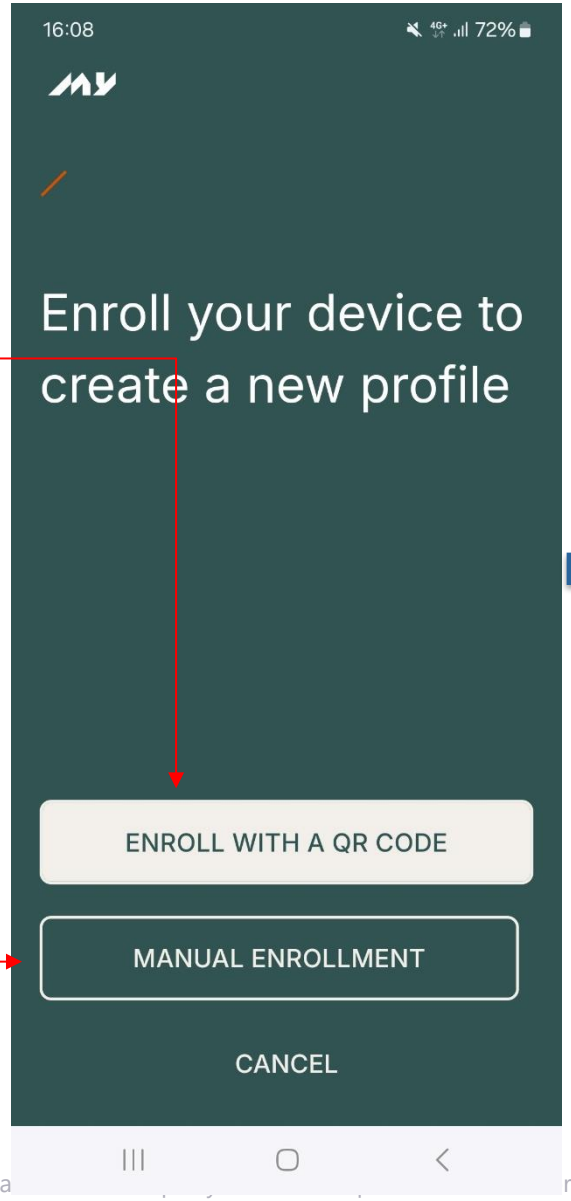
Mobile Authentication application - Enrollment

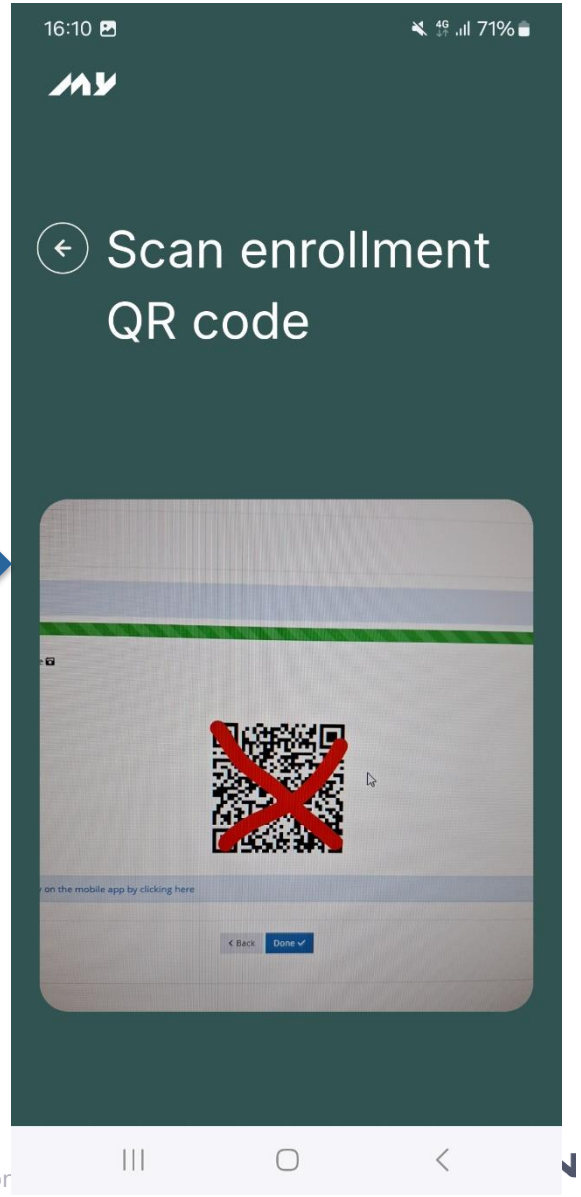
5 – On your smartphone open the Memority App

6 – Click on « Enroll with a QR code »

OR

6* – If necessary, you can manually enroll your app by clicking on “Manual enrollment”.
You will need to fill in the tenant, which is: safran



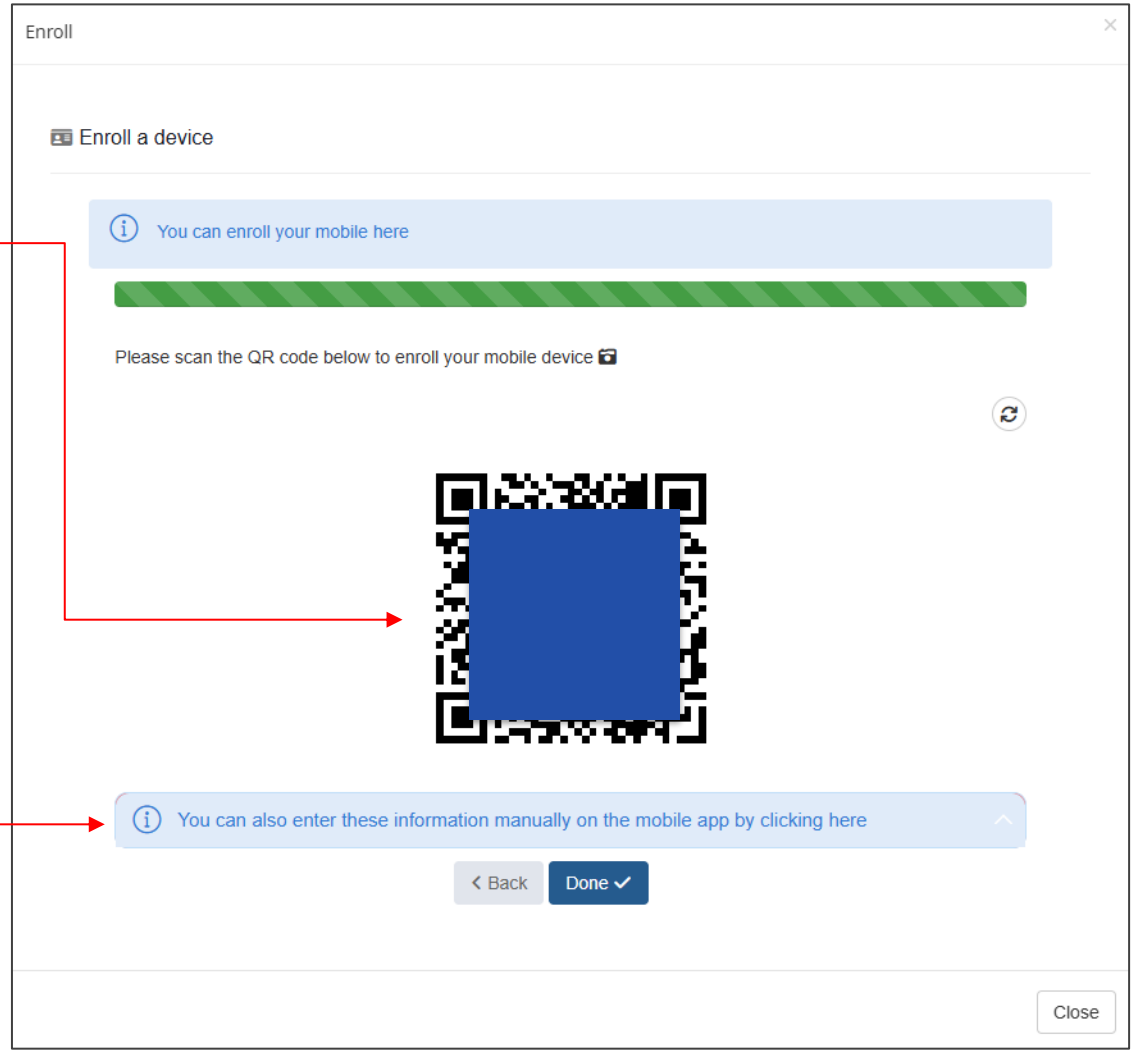


Mobile Authentication application - Enrollment

7 – From the app, Flash the QR code to enroll your device

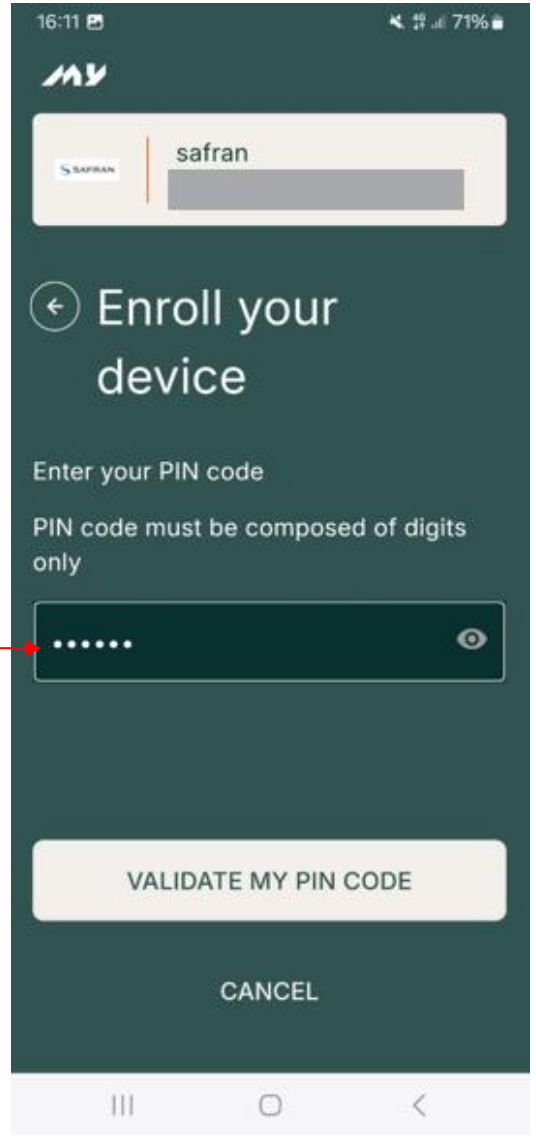
OR

7* – If necessary, you can manually enter your authentication details by clicking here.
You will need to fill in the tenant, which is: safran



Mobile Authentication application - Enrollment

8 – Set a PIN code for the app

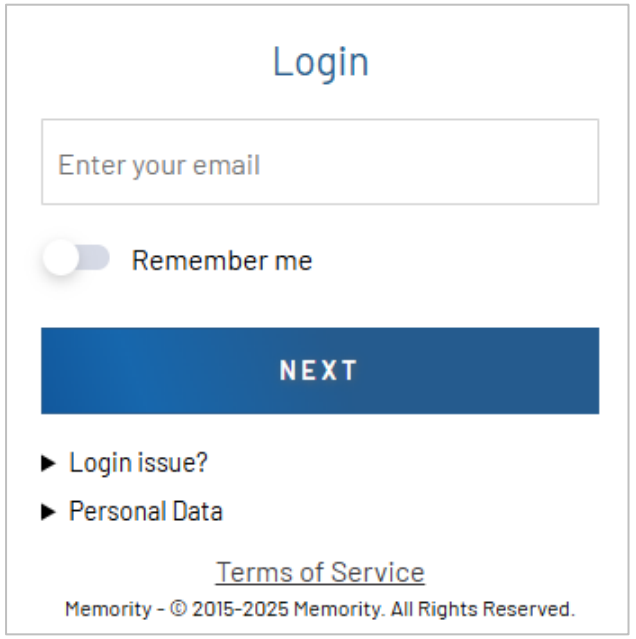


In the event of inactivity (no connection with this method) exceeding 365 days, this method will expire.

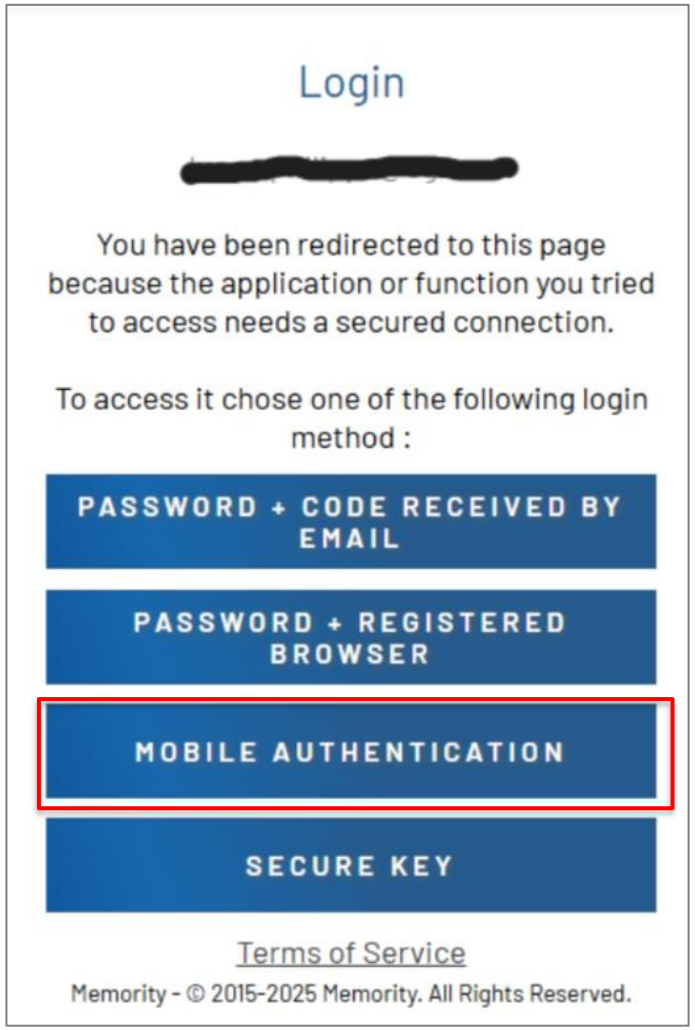
Mobile Authentication application – How to login

1 – Login page :

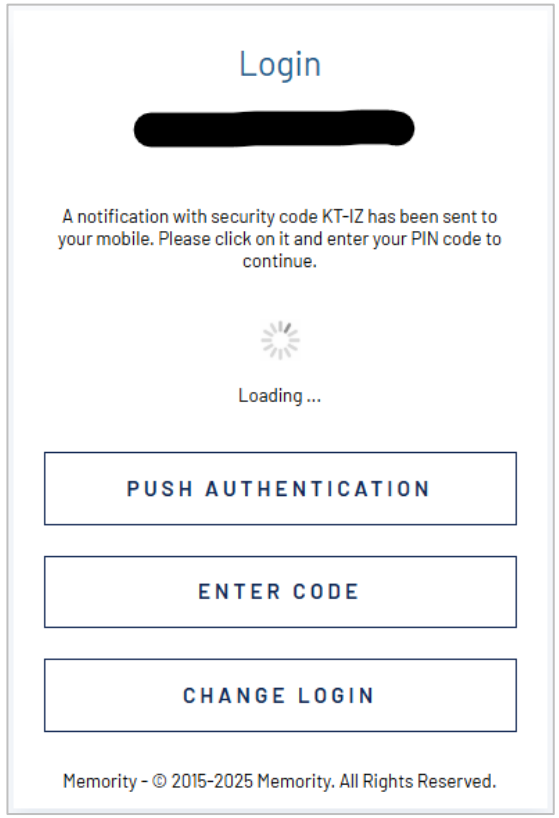
- Go on the **customer portal** login page
- Fill in the login field with your email address.
- Click on « Next »

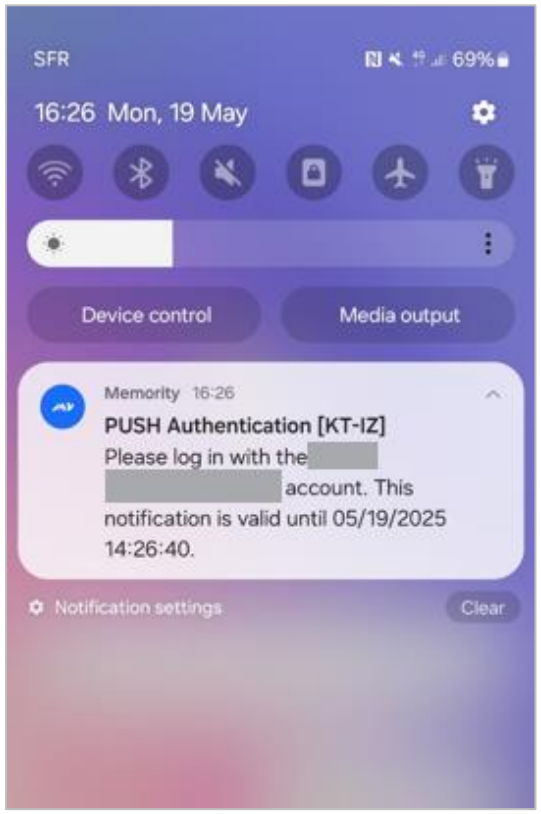


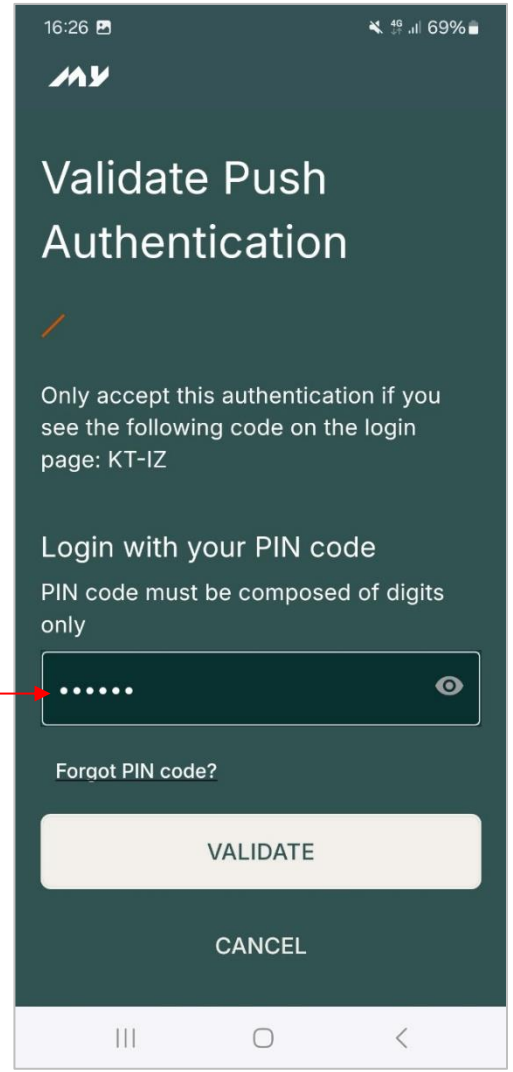
2 – Select «Mobile Authentication»



Mobile Authentication application – How to login







3 – A **notification** will be sent to your smartphone, click on it.

4 – In the app, enter your **PIN code** & validate

Go back on the Customer portal, you're logged in.

Web Browser authentication

Enrollment & login

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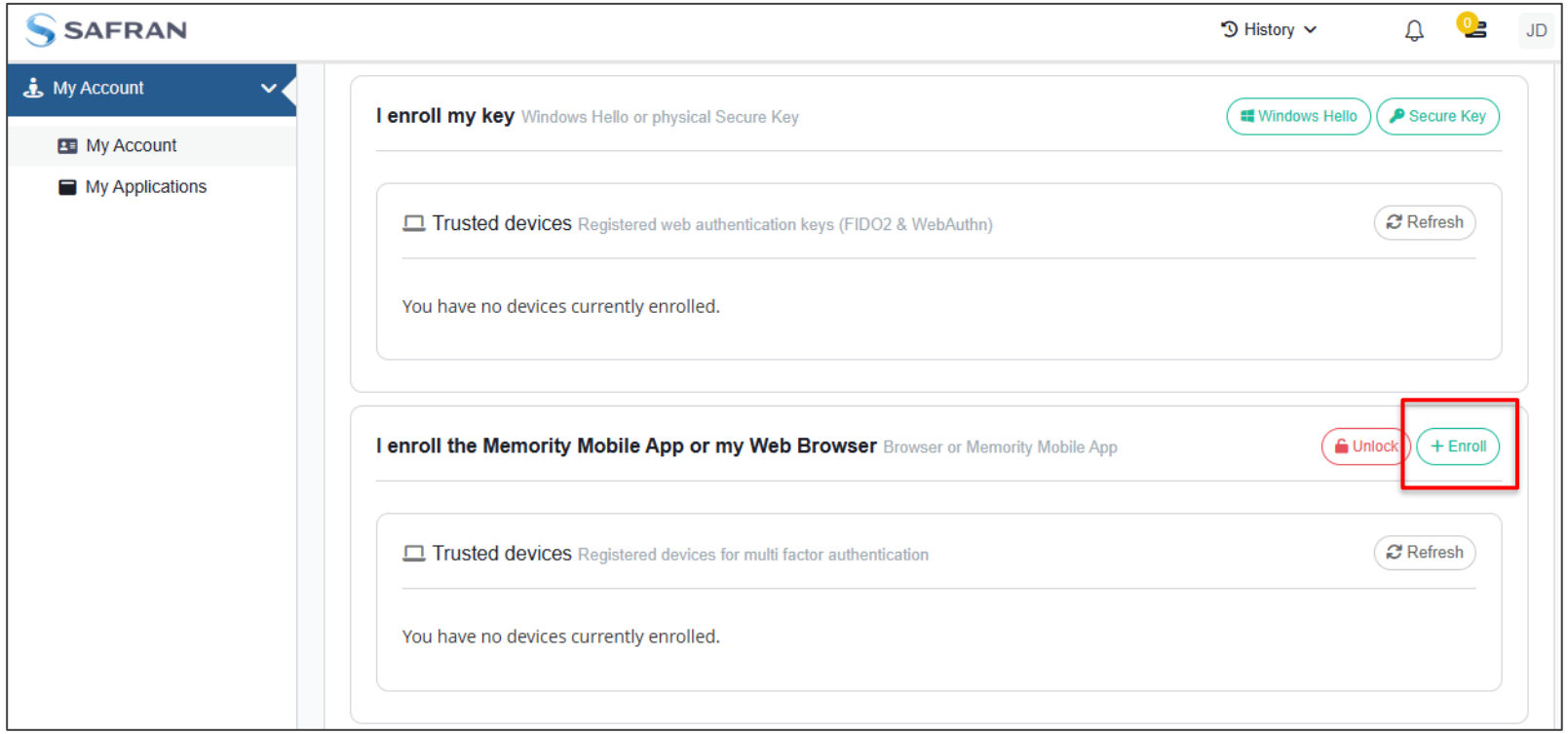
Web Browser authentication – Enrollment

Enroll my Web Browser

1. Go to « My Account » > « Security »
2. In “Enroll the Memority Mobile app or my Web Browser” section click on « **Enroll**»

This is the password you use to log in to your customer portal.

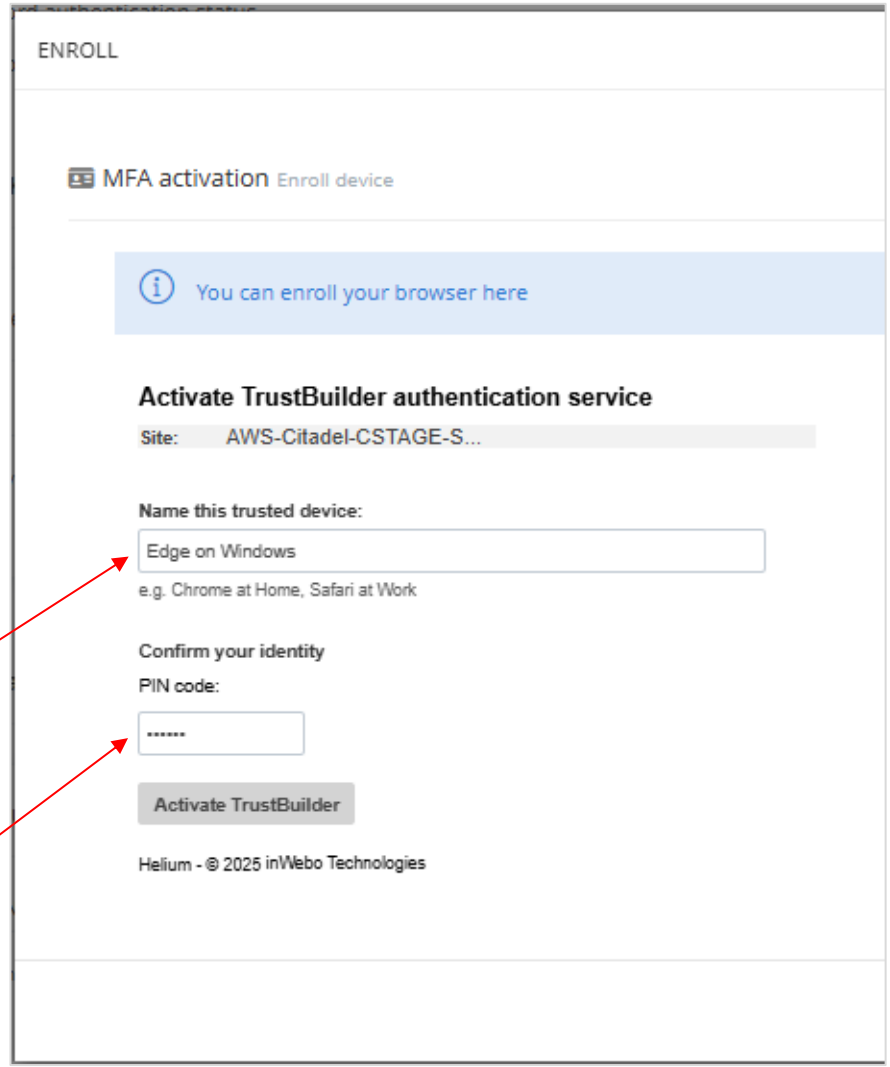


Web Browser authentication – Enrollment

2 – Choose « Enroll this browser»

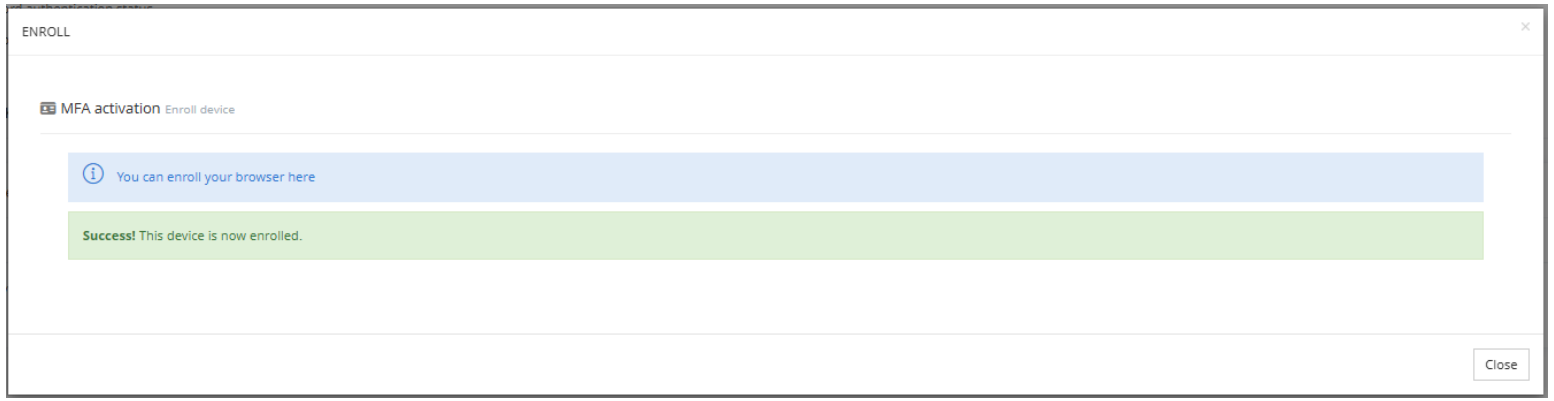
3 – Name your browser

4 – Enter a **PIN code** for this browser & click on « Activate »



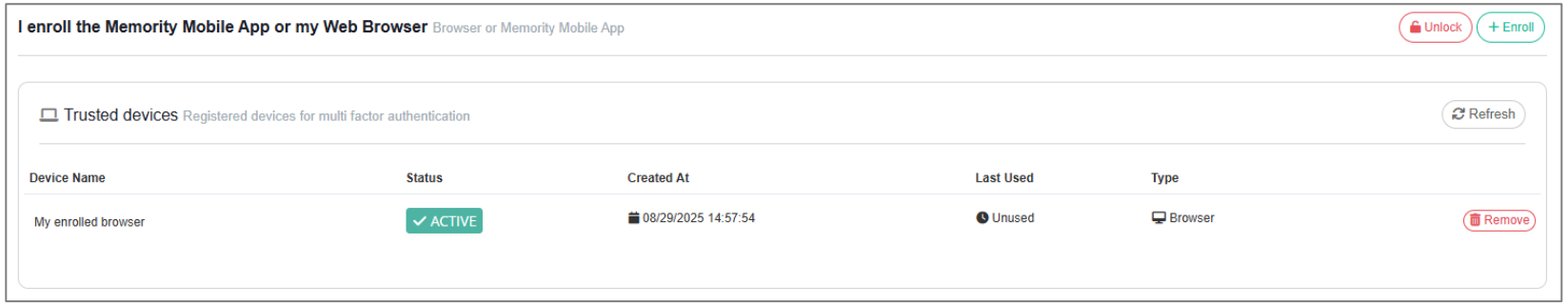
In the event of inactivity (no connection) exceeding 365 days, this method will expire.

Web Browser authentication – Enrollment



Memority Confirmation

Memority message to confirm the registration of the Browser



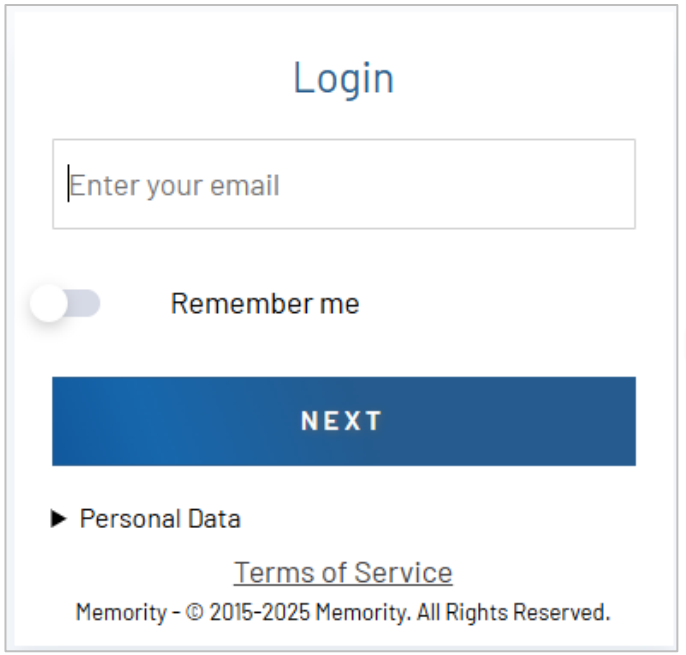
Memority interface

The Browser is now visible in your interface (My Account > Security > « I enroll the memority mobile app or my web browser »)

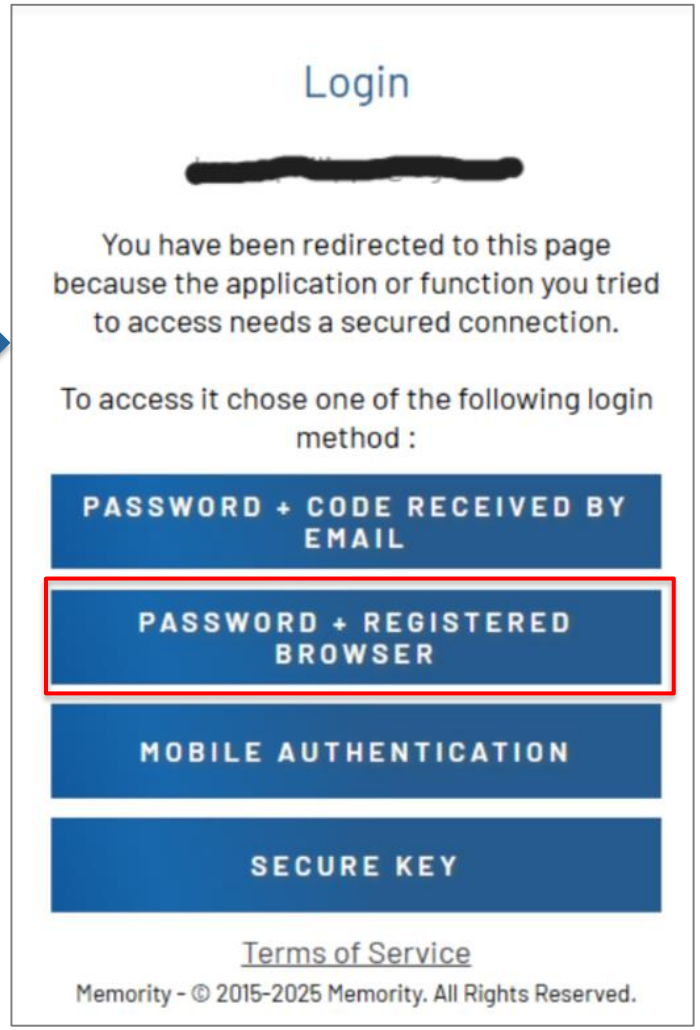
Web Browser authentication – How to login

1 – Login page :

- Go on the **customer portal** login page
- Fill in the login field with your email address.
- Click on « Next »



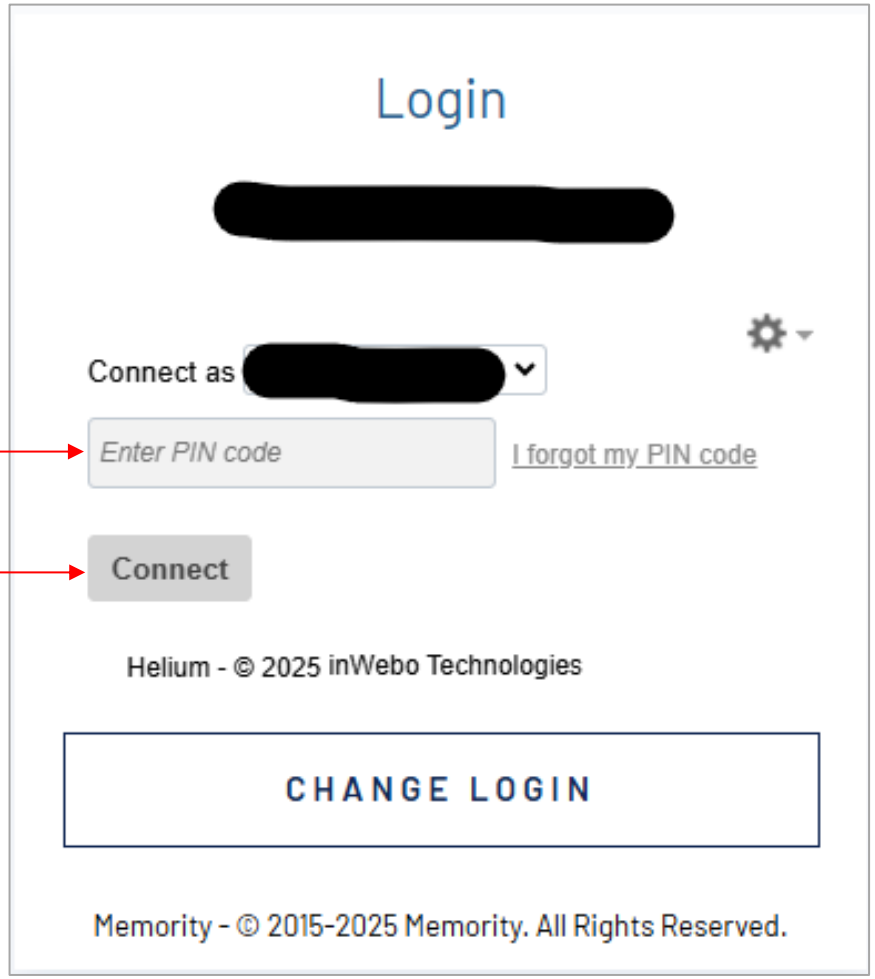
2 – Select « Password + Registered browser»

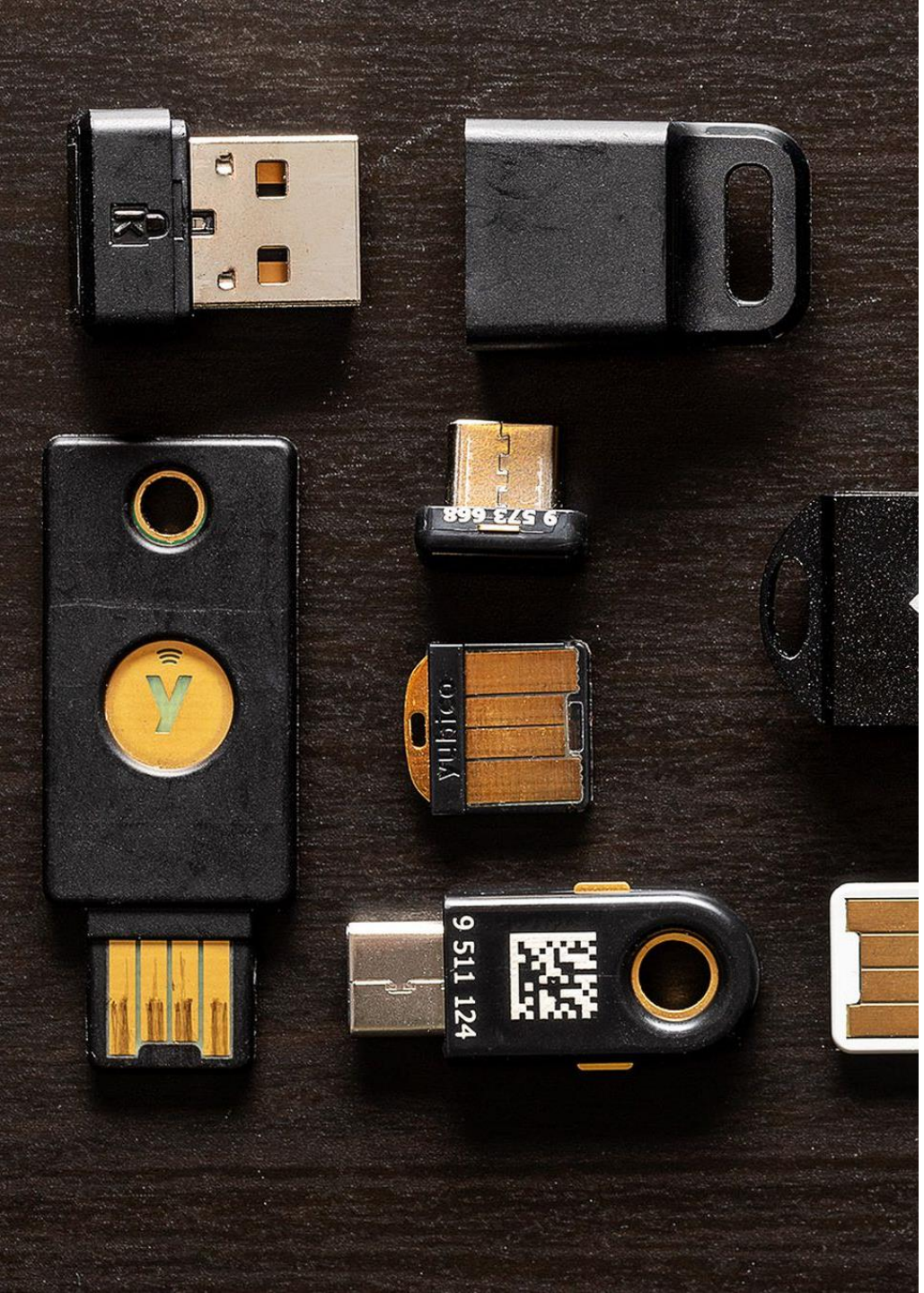


Web Browser authentication – How to login

3 – Enter the PIN code that you defined for this browser

4 – Click on « Connect »





Hardware Security key

Enrollment & login

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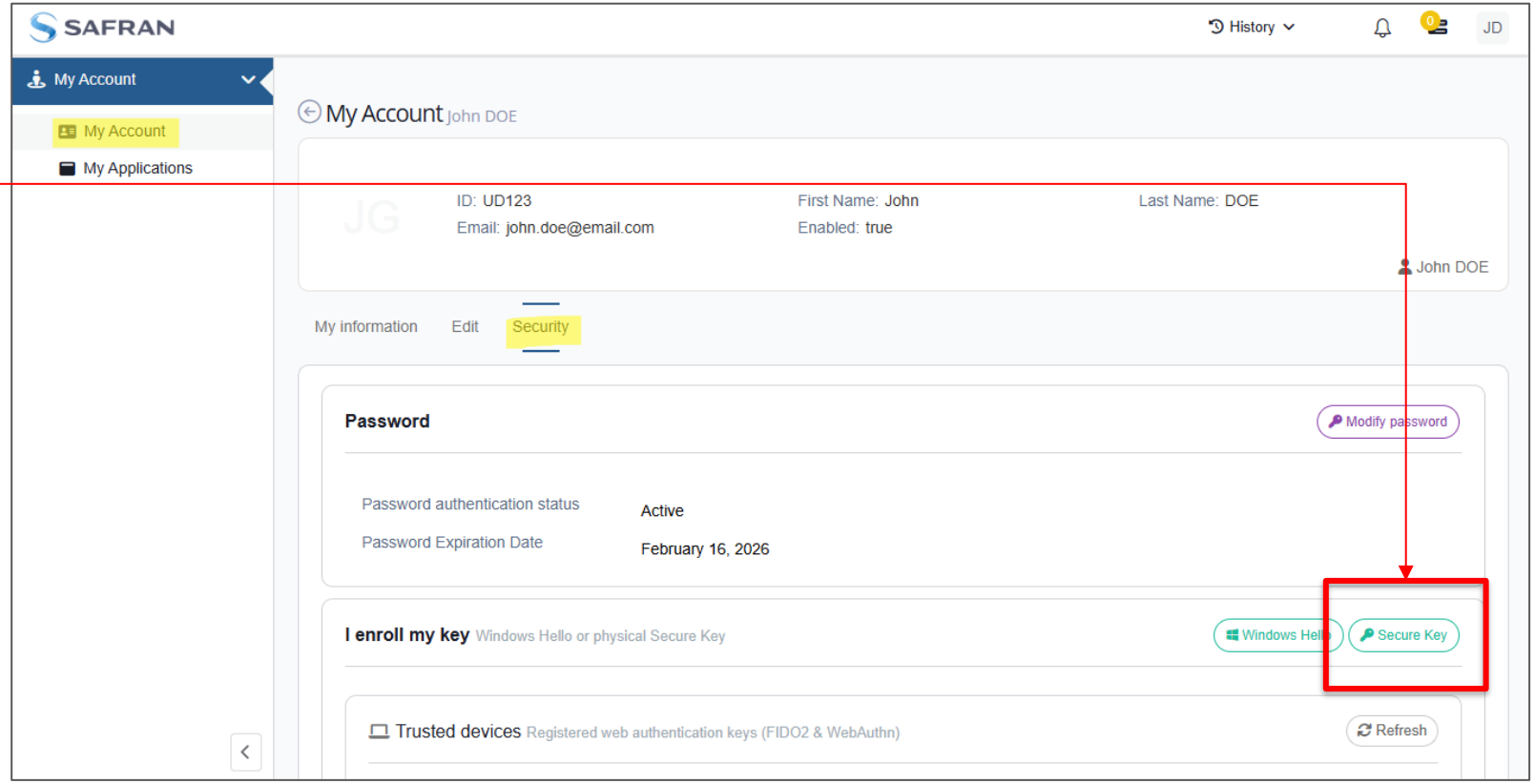
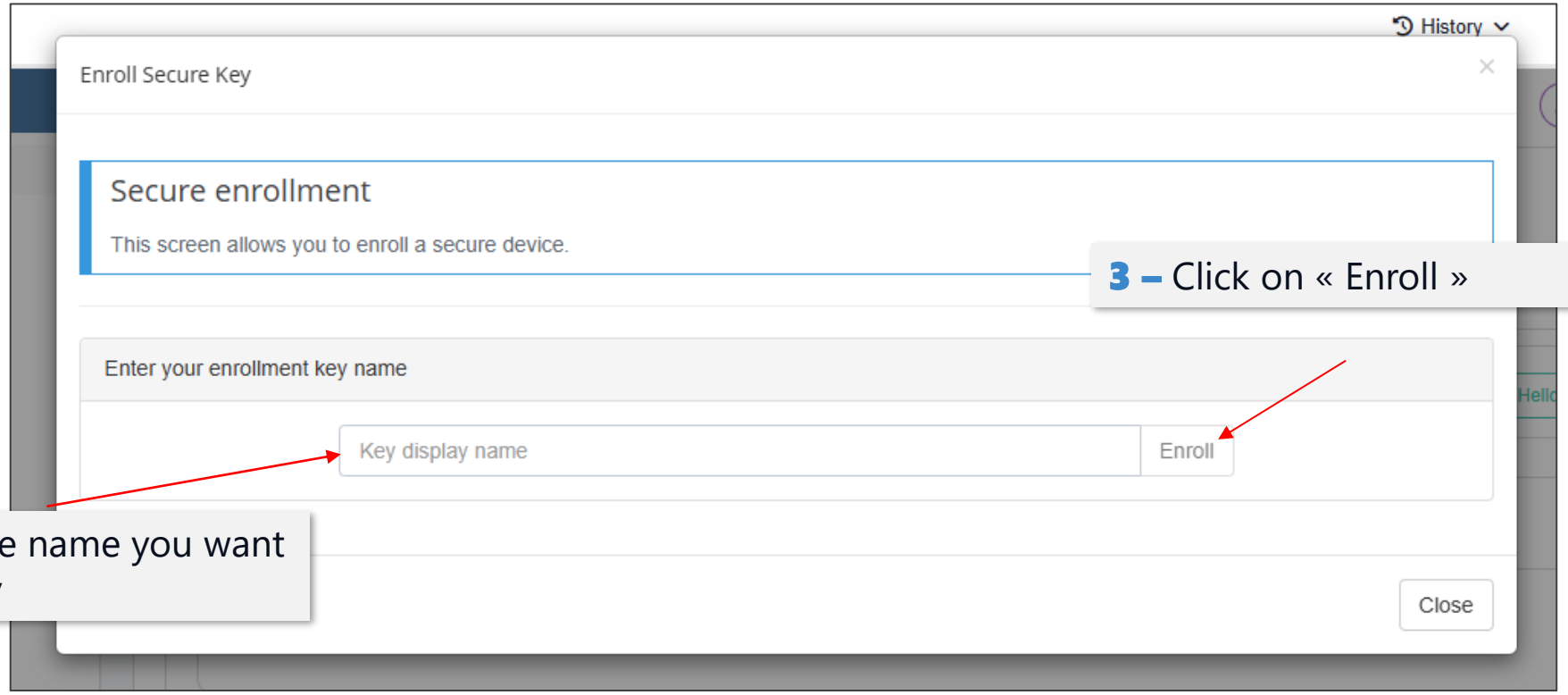
Hardware Security Key - Enrollment

Enroll Secure Key

1. Go to « My Account » > « Security »
2. Click on « **Secure Key** »



Hardware Security Key - Enrollment



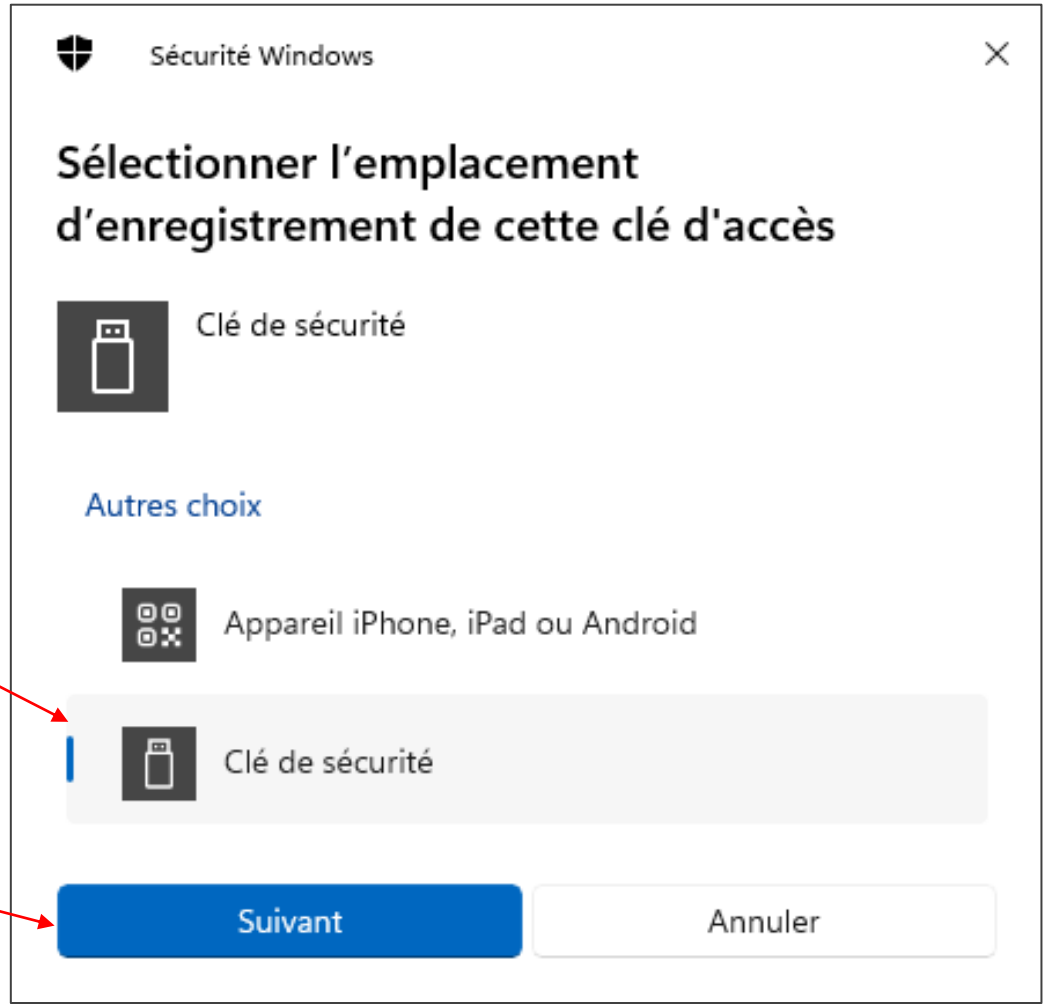
2 – Enter the name you want for your key

3 – Click on « Enroll »

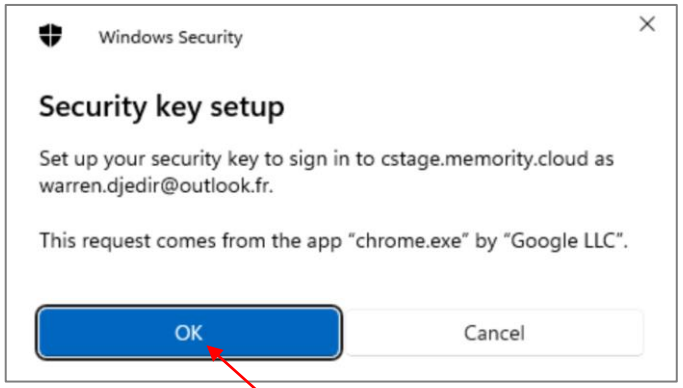
Hardware Security Key - Enrollment

4 – Select « Security key » method

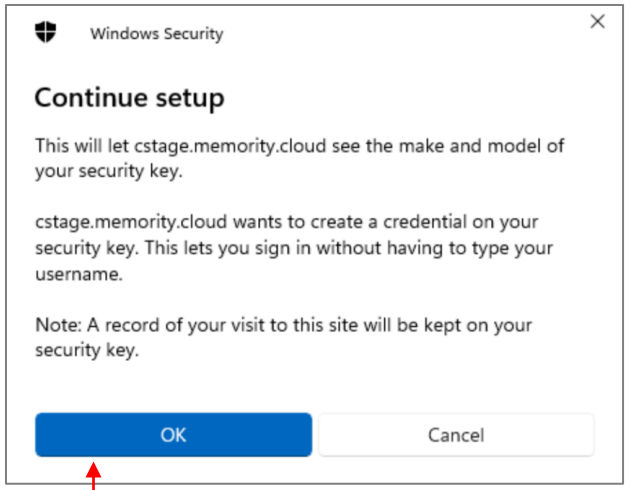
5 – Click on « Next »



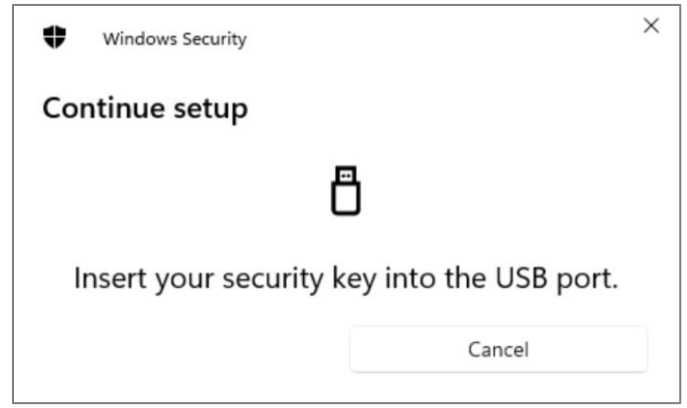
Hardware Security Key - Enrollment



5 - Click on « Ok » to accept

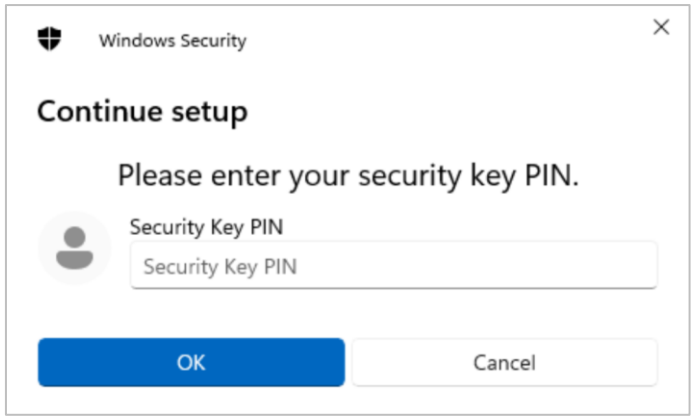


6 - Click on « Ok » to continue



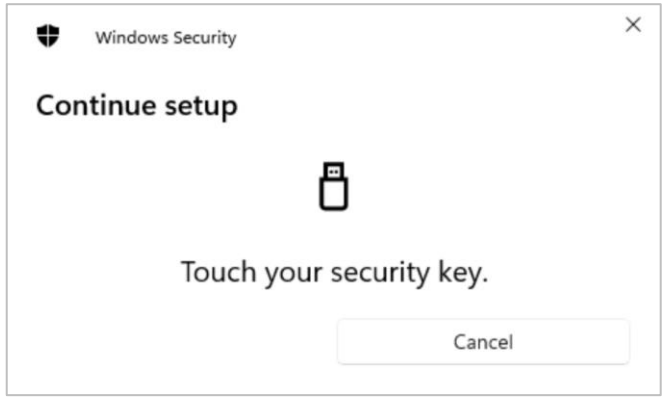
7 – Insert your security key in your USB port

Hardware Security Key - Enrollment

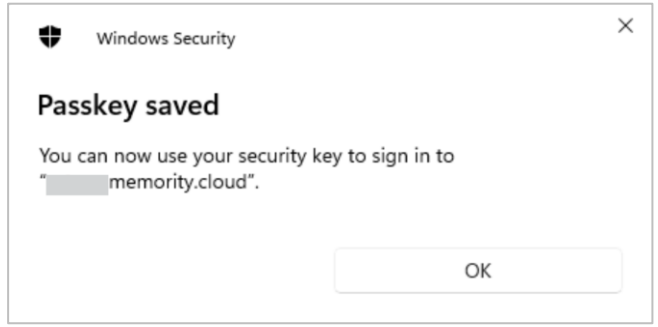


7 – Enter the PIN of your key

8 – Click on « Ok » to confirm

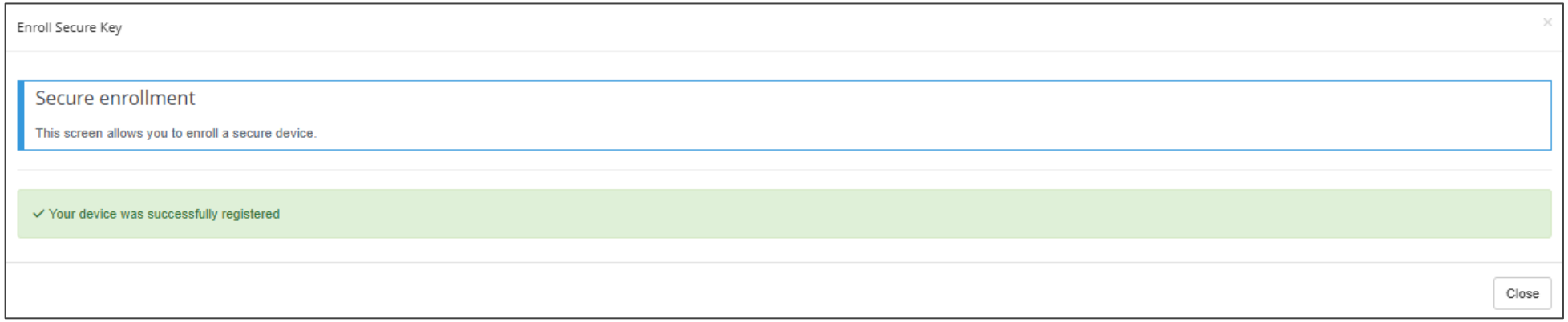


9 – Press your security key



10 – Click on « OK » to finish

Hardware Security Key - Enrollment



Memority Confirmation

Memority message to confirm the registration of the key

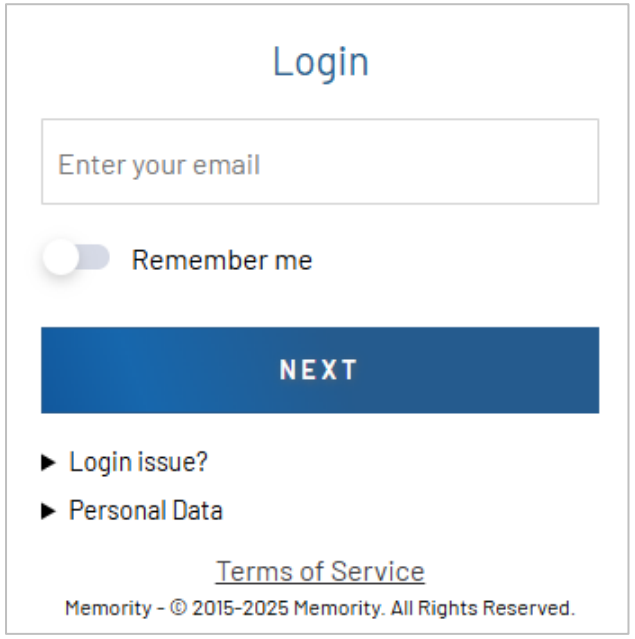
Memority interface

The key is now visible in your interface (My Account > Security > Enroll My Keys)

How to login with the security key

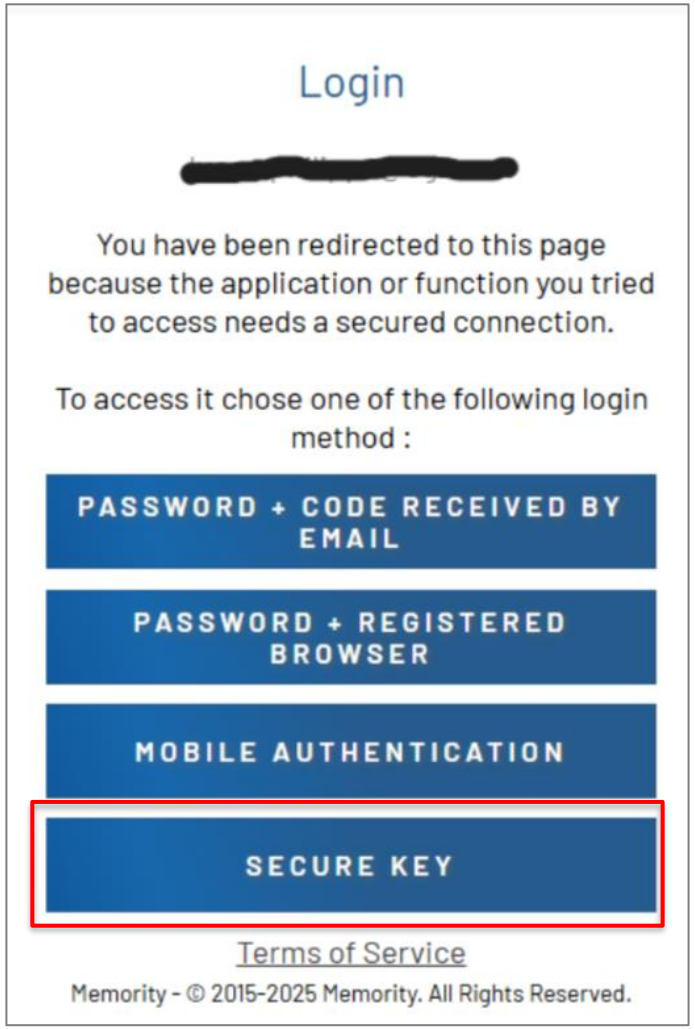
1 – Login page :

- Go on the **customer portal** login page
- Fill in the login field with your email address.
- Click on « Next »



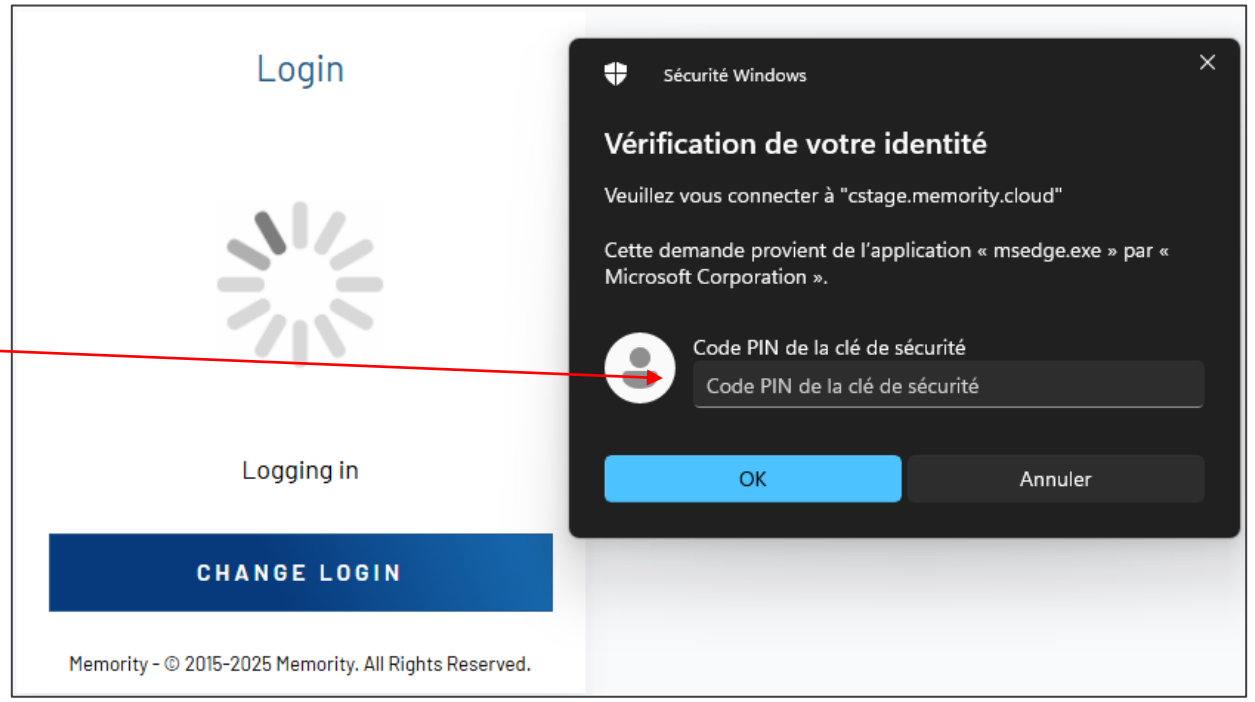
2 – Authentication methods page

Select « Secure Key »



Hardware Security Key – How to login

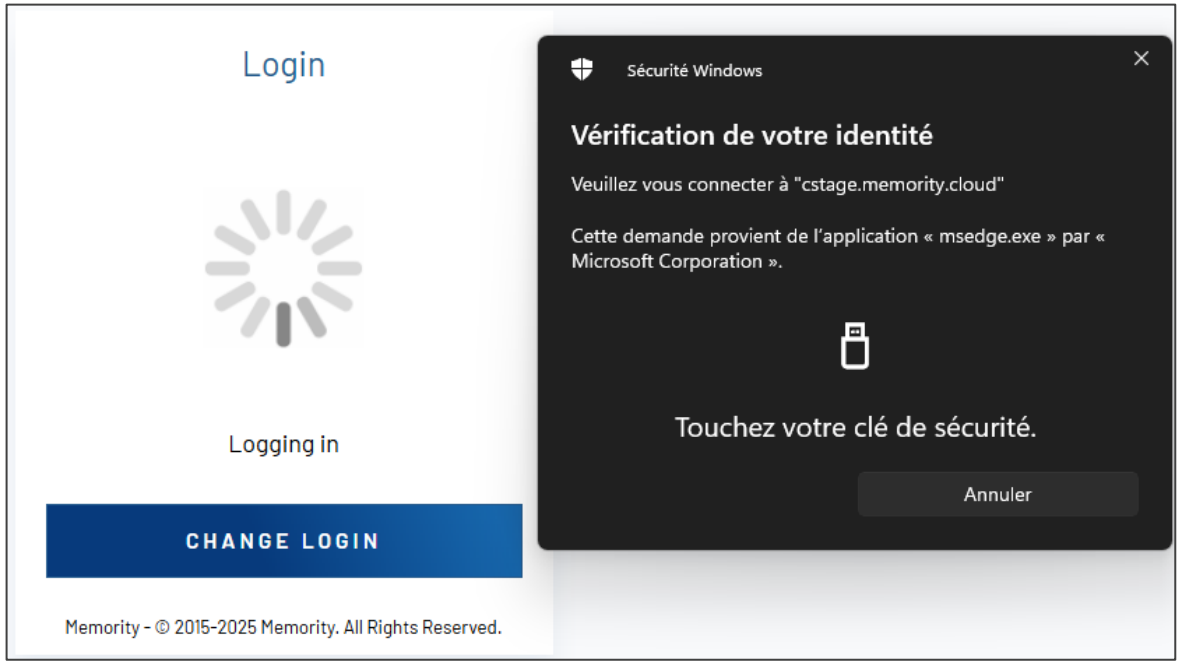
3 – Enter the PIN of your key and click on « OK »



Hardware Security Key – How to login

4 – Press your key to validate

5 – You are logged in !



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