



Boise Cascade®



WOOD CUSTOMER

External Customer Guide

Multi-Factor Authentication

- [What is it and Why?](#)
- [First Time Authentication and Login](#)
- [Returning Login](#)

Lost / Forgotten Password

- [Retrieving Login Credentials](#)

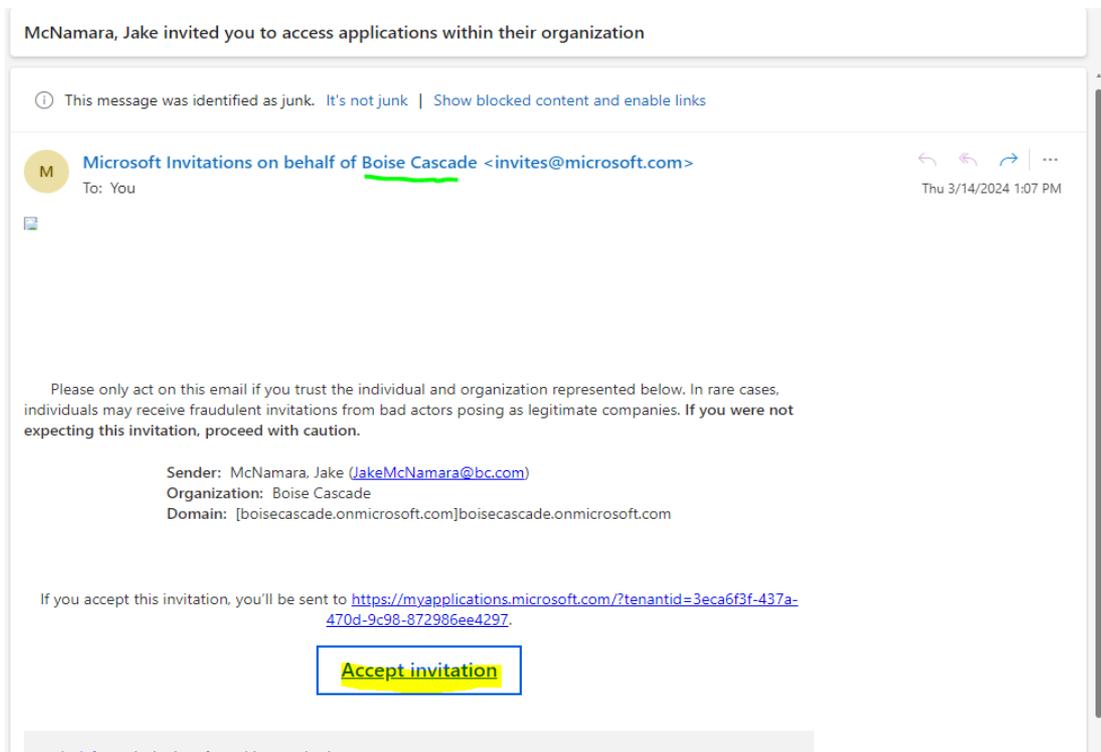
Multi-Factor Authentication (MFA)

MFA is a process by which you can authenticate your login credentials – your username and password – that is safer, more secure, and far easier than previously possible. Typically, this is accomplished by entering a password on prompt, then providing subsequent means to prove you are who you claim to be (push notifications on your phone, for example). Our commitment to your security is our top priority. Threats from bad actors continue to gain in complexity, and our evolving security posture rises to that meet that challenge. That is why we have adopted MFA as part of our security policy. When you log into a Boise Cascade web app, you may be prompted to input a password along with your account username. This process is handled entirely by Microsoft and is separate from our own systems. Boise Cascade will never store your password, nor will any of our associates ask you for that password. By removing Boise Cascade from the authentication process, the surface area that you are exposed to is limited to that single Microsoft account. That means your credentials are safer than ever before.

We will go into detail what this process looks like, step-by-step, but we wanted to give a quick explanation of what this is and why we do it. Because MFA is meant to be as frictionless as possible, while maintaining the highest levels of security, you may notice that you are logged into Microsoft applications between uses (closing the app, restarting your machine, etc.). While this is a perfectly acceptable approach, in the Wood Customer website you will be required to login every time you close your browser session. This may be a simple click of a button if you are already logged into a Microsoft app, or you may need to input your credentials to Microsoft.

First Time Users

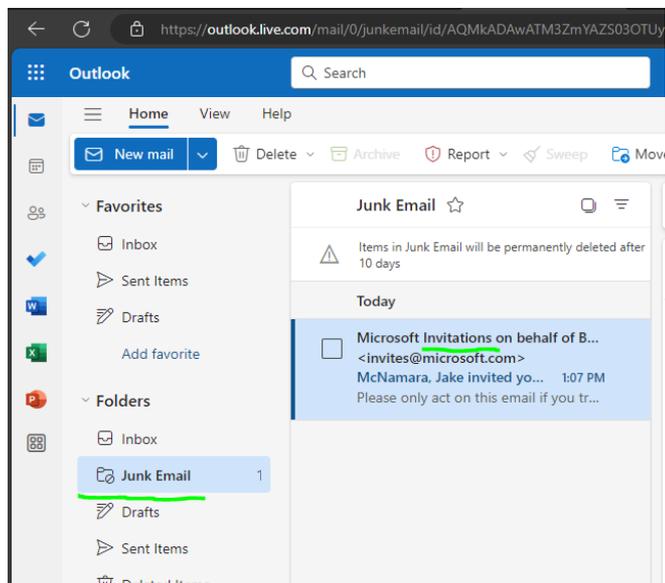
Before your login into Wood Customer for the first time, you will need to complete a few steps. First, we highly recommend that you [associate a phone number and secondary email to the account](#) should you lose your password. You will have received an email from our Networking team, inviting you to join our tenant, granting you a Guest Account. The email will look like this, depending on your own network security policies:



First Time Users Cont.

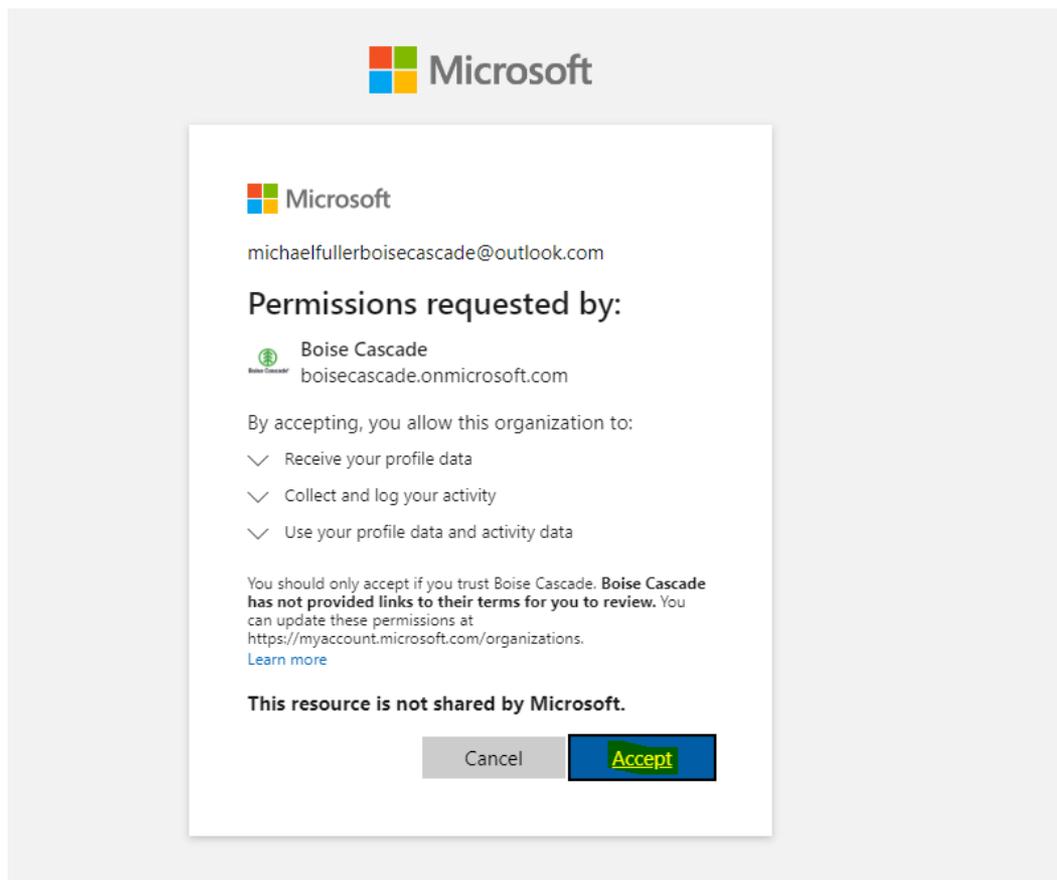
Be sure to only accept invites from vendors that you know and trust. If your invite doesn't look very similar, if not exactly the same, please reach out to your customer service representative. It is always better to be overly cautious. Note the text underlined in green, Boise Cascade, and ensure that it matches the Organization and Domain below (boisecascade.onmicrosoft.com). The Sender will have an email from Boise Cascade (JakeMcNamara@bc.com).

It is possible that this email may end up in your Junk folder. If you have not yet received this invite, please check your Junk folder:



First Time Users Cont.

After clicking the 'Accept Invite' button in your email (pg. 4), you will be redirected to the following page in your browser:



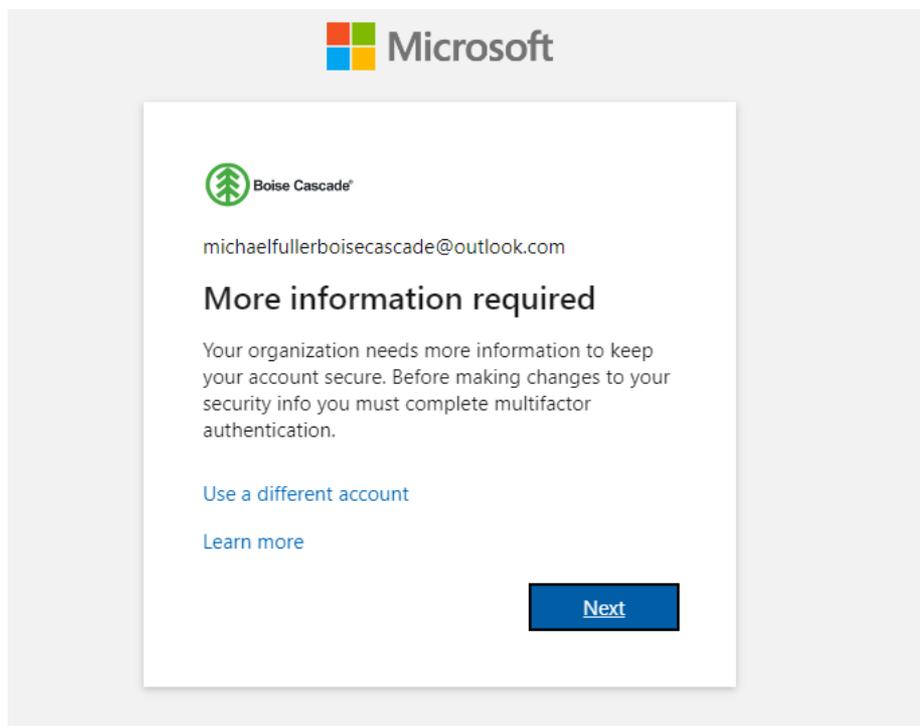
Note the Microsoft and Boise Cascade logos and domain information.

Note that you are not allowing Boise Cascade access to your password.

Please read the 'Learn more' section for more details.

First Time Users Cont.

After clicking the blue 'Accept' button, your browser should look like this:



This prompt is letting you know that our organization requires MFA.

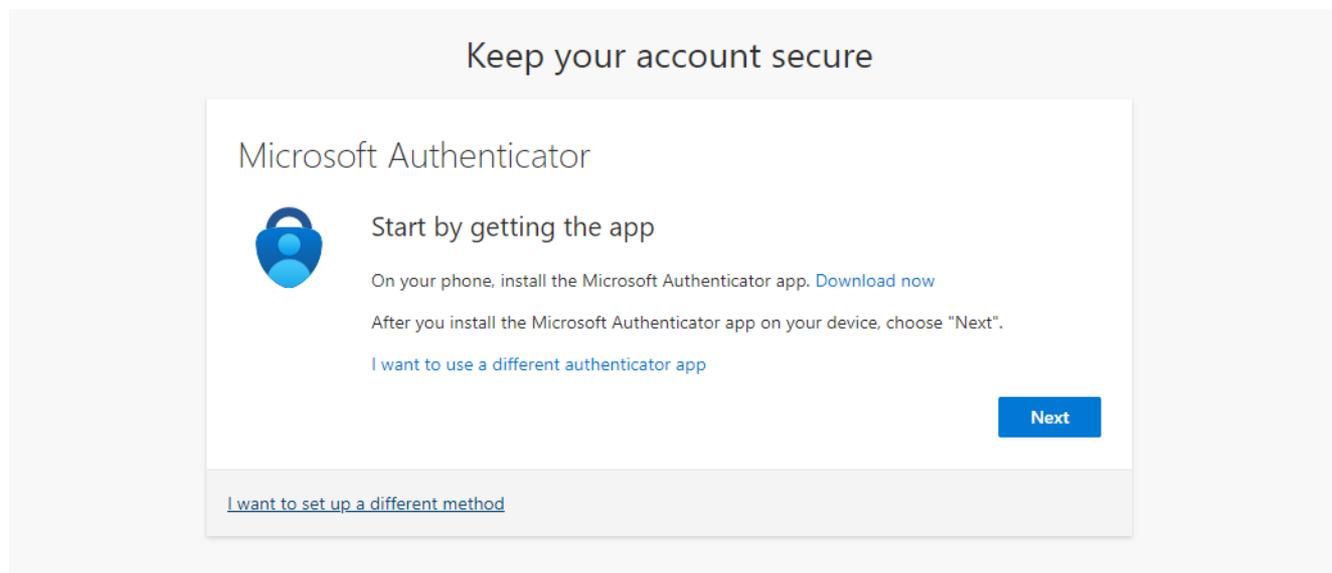
Ensure that the account that you see below the Boise Cascade logo is your organization's account (michaelfullerboisecascade@outlook.com in the picture).

Feel free to click the 'Learn more' link.

Click 'Next' when you're ready.

First Time Users Cont.

You will now be prompted to download the Microsoft Authenticator app. This will allow Microsoft to send push notifications to the primary user of this account's phone number. This is the 'Multi' in Multi-Factor – your password, plus responding to a push notification on your phone. Together, these authentication methods ensure that you are the only user of this account, while the account is being used. The prompt will look like this:

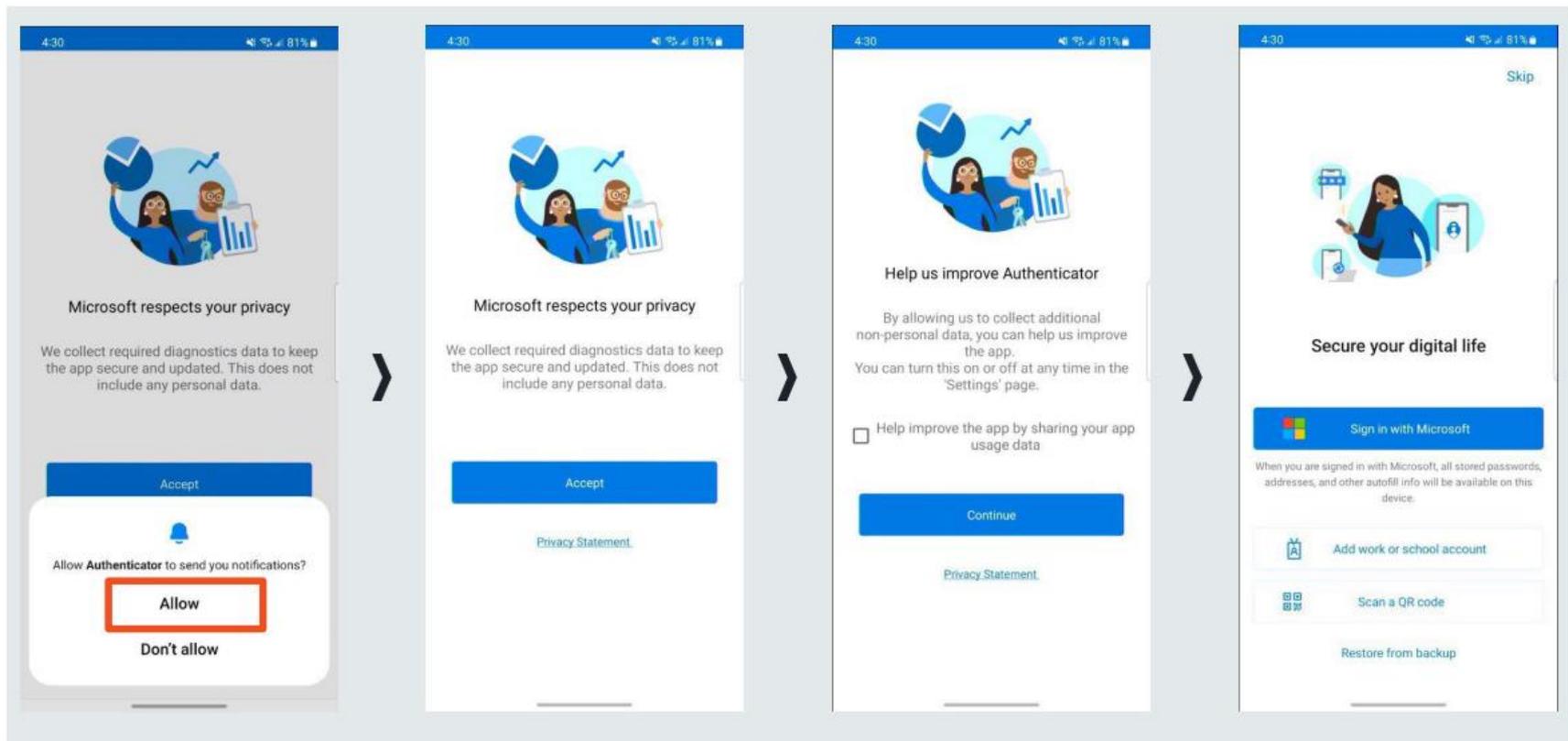


Download instructions can be found under the 'Download now' link. You can also search for this app in [your phone's marketplace](#). Boise Cascade does not offer support for other authentication methods currently – Authenticator is simply the most secure.

MFA First Time Authentication

First Time Users Cont.

Once installed, open the app on your phone. If prompted, please allow notifications and follow the on-screen prompts:



First Time Users Cont.

After you have downloaded the app onto the primary account user's phone, click the blue 'Next' button. Your next prompt will look like this:

Keep your account secure

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".



Can't scan image?

Back

Next

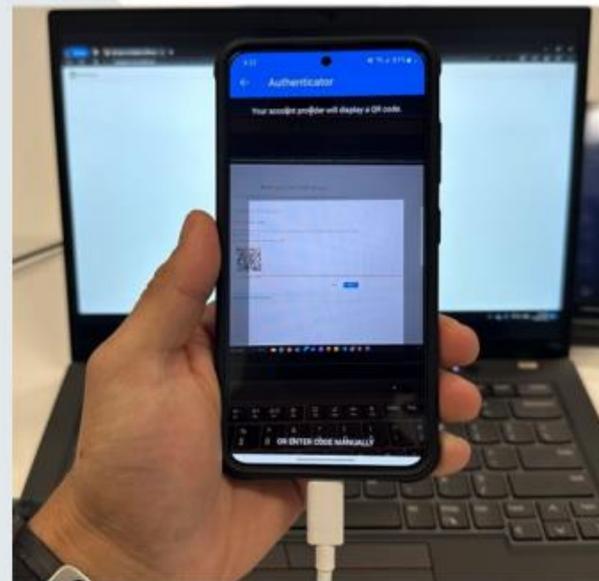
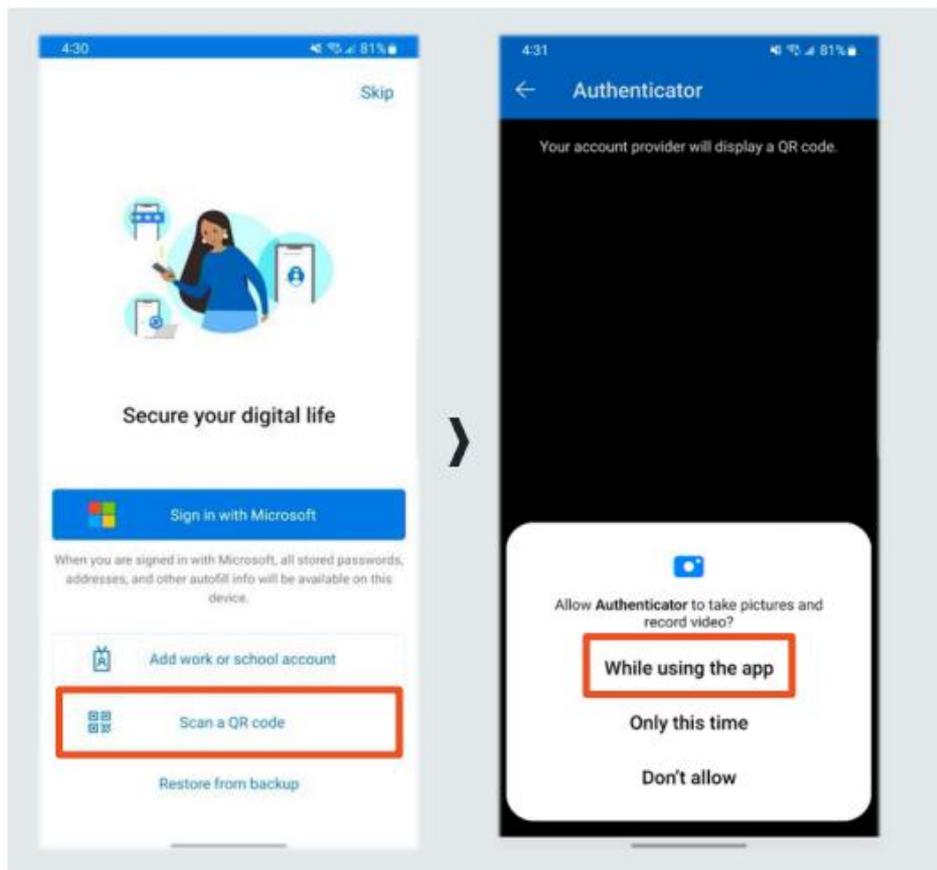
[I want to set up a different method](#)

As the prompt says, use the Microsoft Authenticator app to scan the QR code. The mobile app is so secure, we cannot take screenshots to provide you with more context, but it is very easy to use. Please [refer to Microsoft's help page](#) if your team experiences trouble scanning the QR code.

Follow the Authenticator app's next steps.

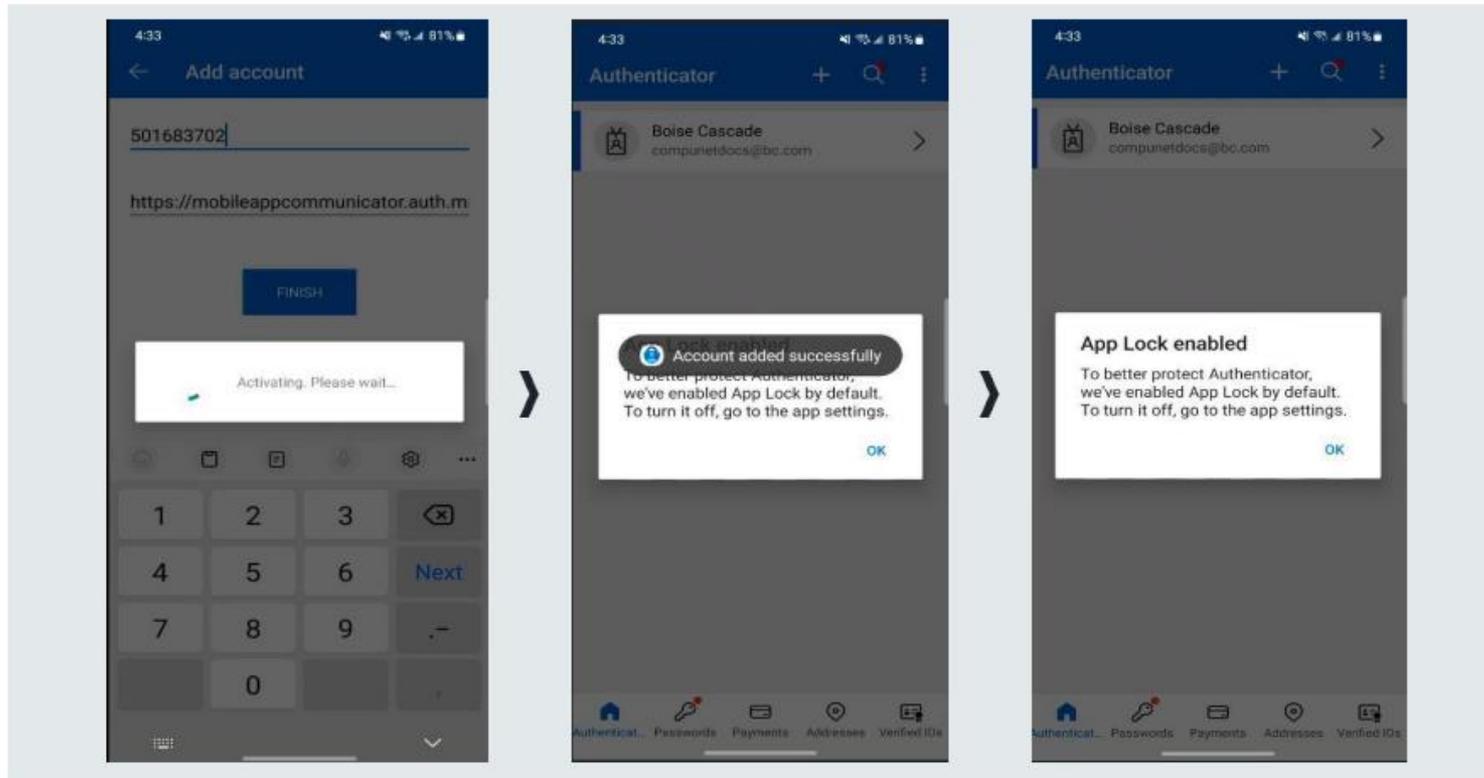
First Time Users Cont.

The following process may not match exactly your own, but it will likely be very similar. First time Authenticator users should follow this guide:



First Time Users Cont.

After scanning the code using the Authenticator App, you screen will go through a quick series of changes:

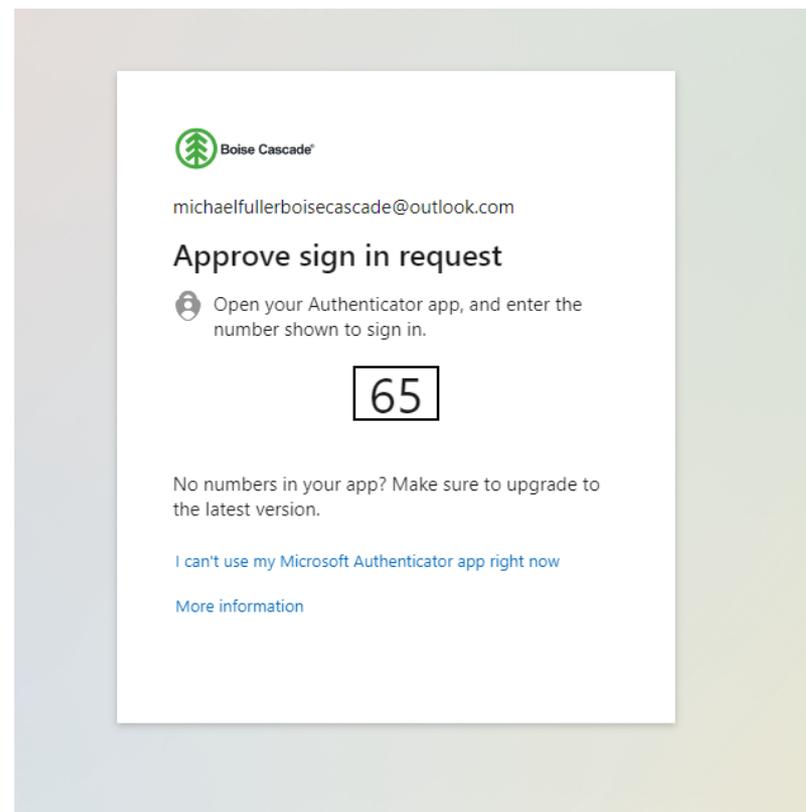


No settings changes need to be made – switch back to your browser.

First Time Users Cont.

Click 'Next' on your browser. You will be prompted to enter a two-digit number, provided by your computer's browser. You must enter this two-digit number into your Authenticator app. You may also need to use your phone's 'unlock' feature via face scan, fingerprint, or lock screen. This is nearly the same process you will follow for future logins, covered in the next section.

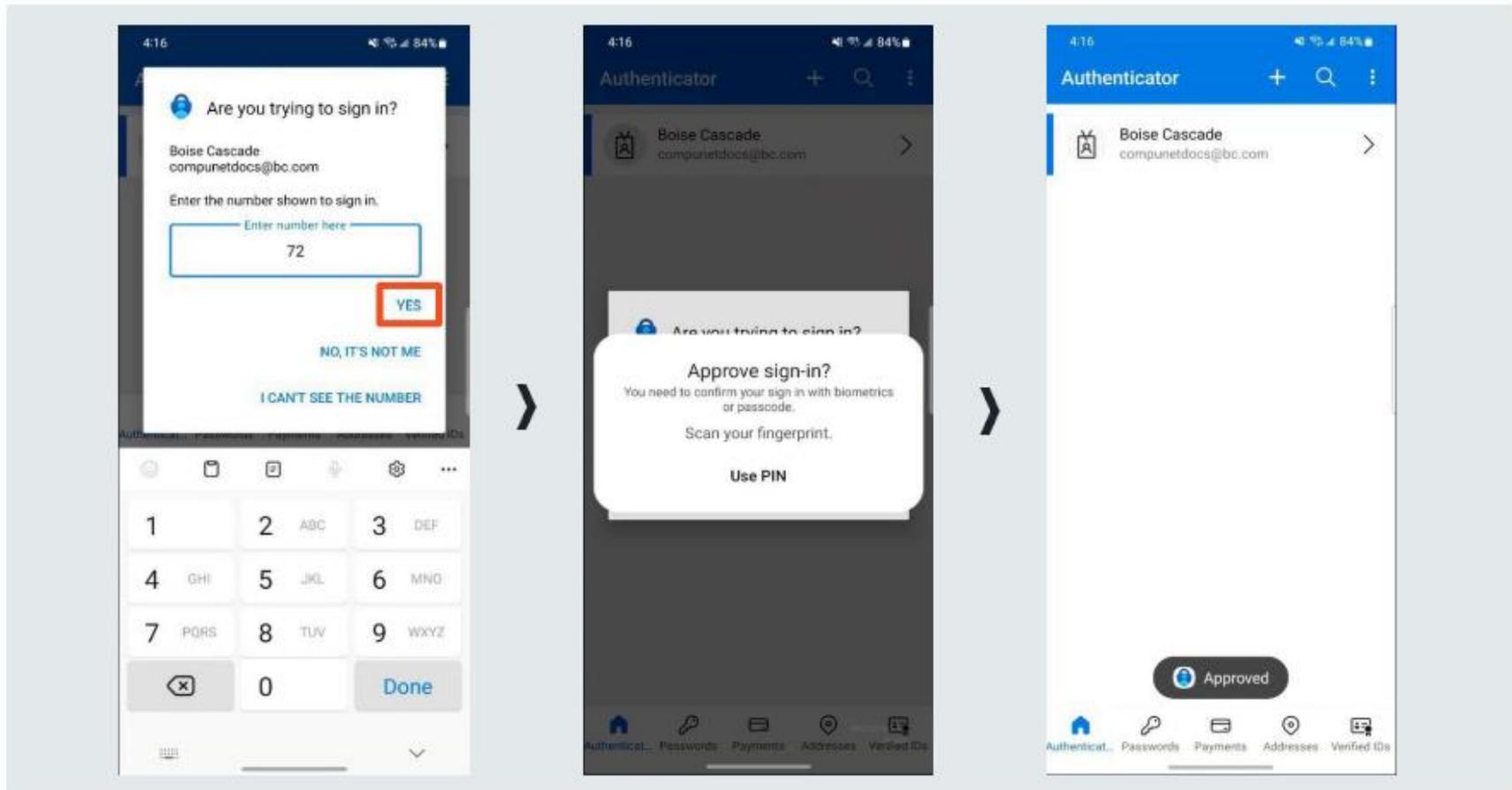
Your browser will look like this:



MFA First Time Authentication

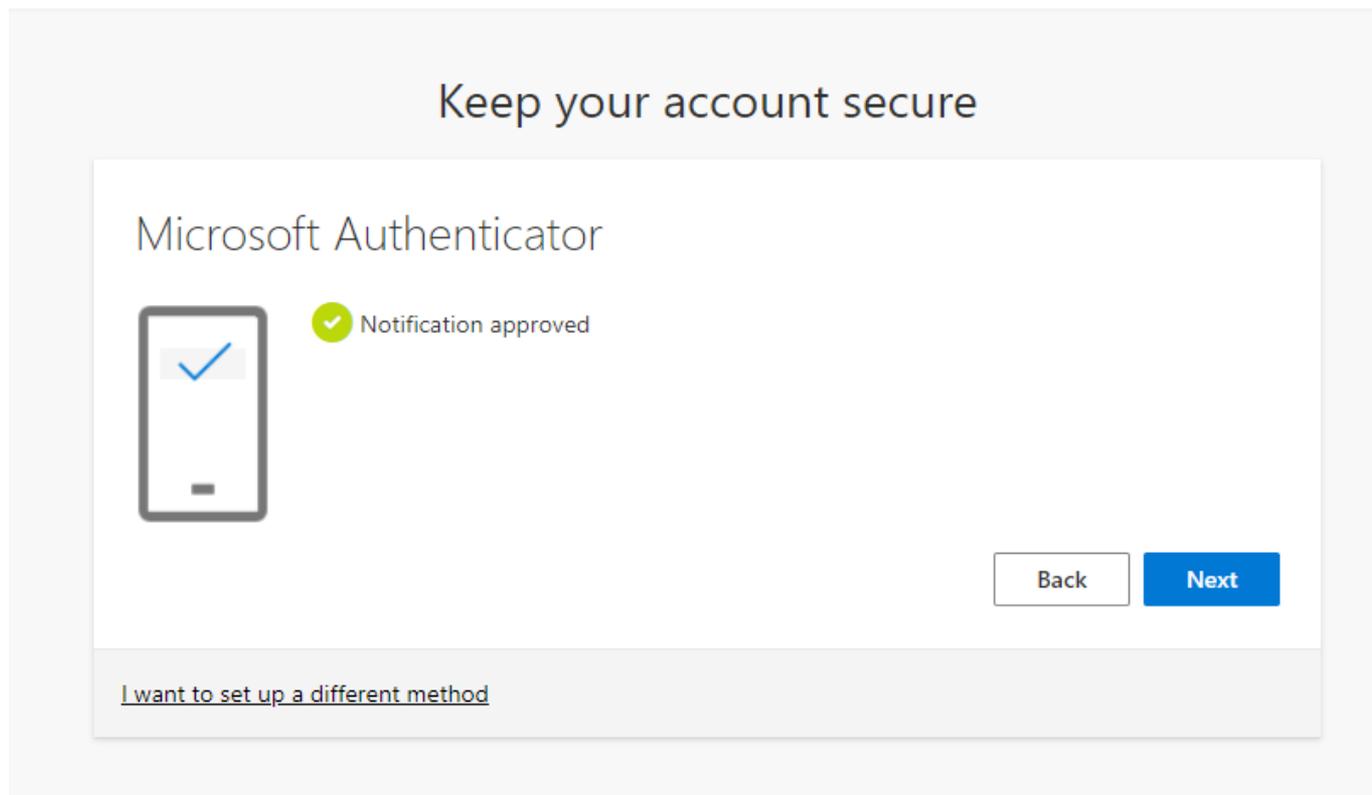
First Time Users Cont.

Your phone will like this:



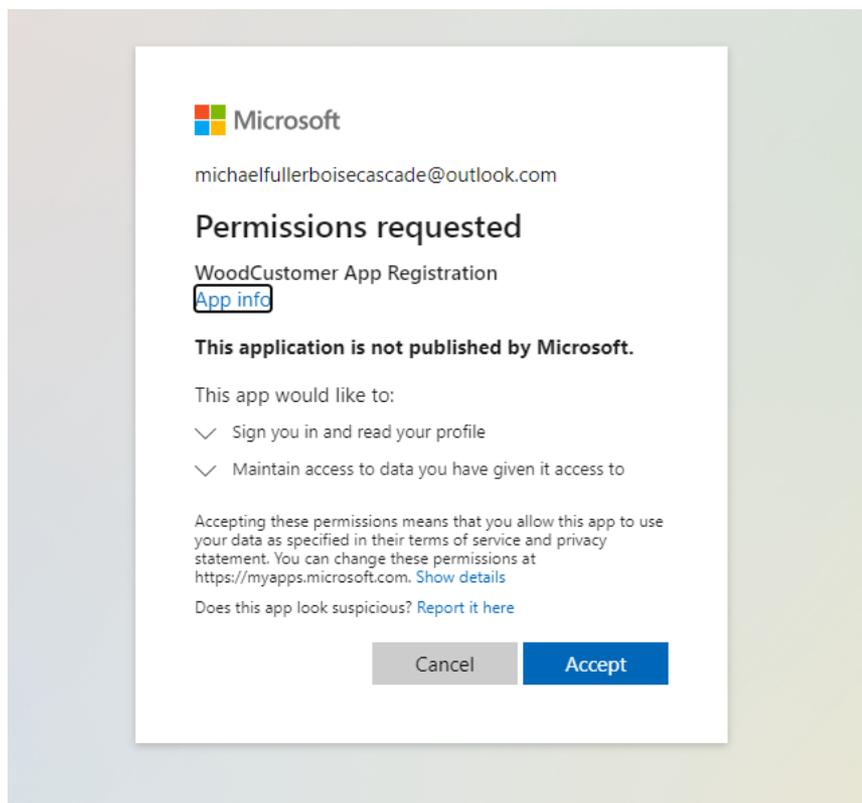
First Time Users Cont.

When complete, your browser will look like this:



Final Thoughts

Upon clicking 'Next' you should be finished with the initial set up. The first time you log into the app, you will see the following prompt:



This initial request is for our Wood Customer application to gain access to read only the public data that you submitted to your Microsoft account (whatever email you wanted to register with Boise Cascade). This includes email address, first name, last name, and company name. For the functionality of the Wood Customer app, that is all the data we will collect from you upon registration. We will never collect any other data without obtaining your explicit consent.

Resources

During this process, if you struggle with any part of the initial set up, please refer to the Microsoft self-help screen:

- [How to use the Microsoft Authenticator app](#)
- Click on the second accordion
 - 'How to set up the Microsoft Authenticator app'

How to set up the Microsoft Authenticator app

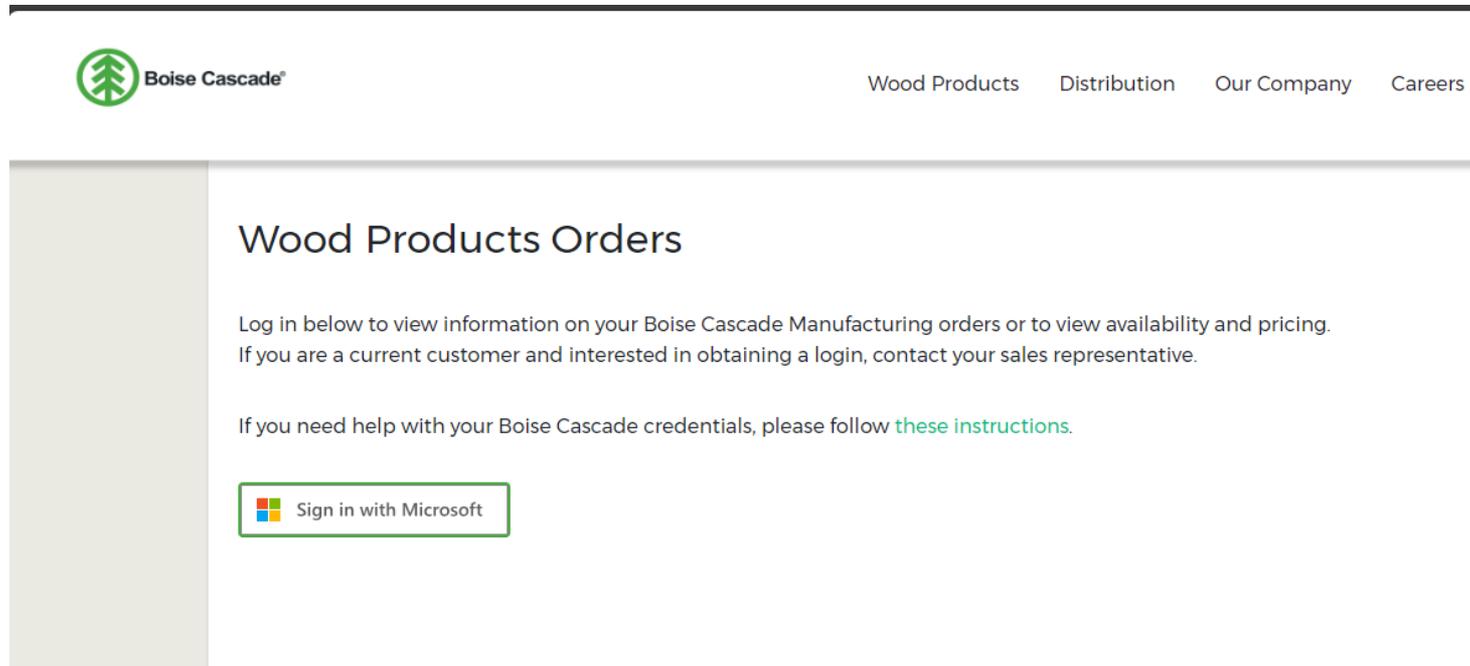


1. [Download & install](#) the Microsoft Authenticator app to your mobile device.
2. Sign in to your [account security dashboard](#).
3. Select **Add a new way to sign in or verify** and choose **Use an app**.
4. If you've already installed the app, select **Next** to display a QR code appear on the screen.
5. In the authenticator app, select [three dots] then + **Add account**.
6. Choose the account type and select Scan a QR code.
7. Scan the code shown on the screen in step 4.
8. Select **Finish** on the PC to complete the setup.

If you are still having issues, reach out to your customer service representative. We can set up a virtual meeting to walk you through the process.

Wood Customer Login Page

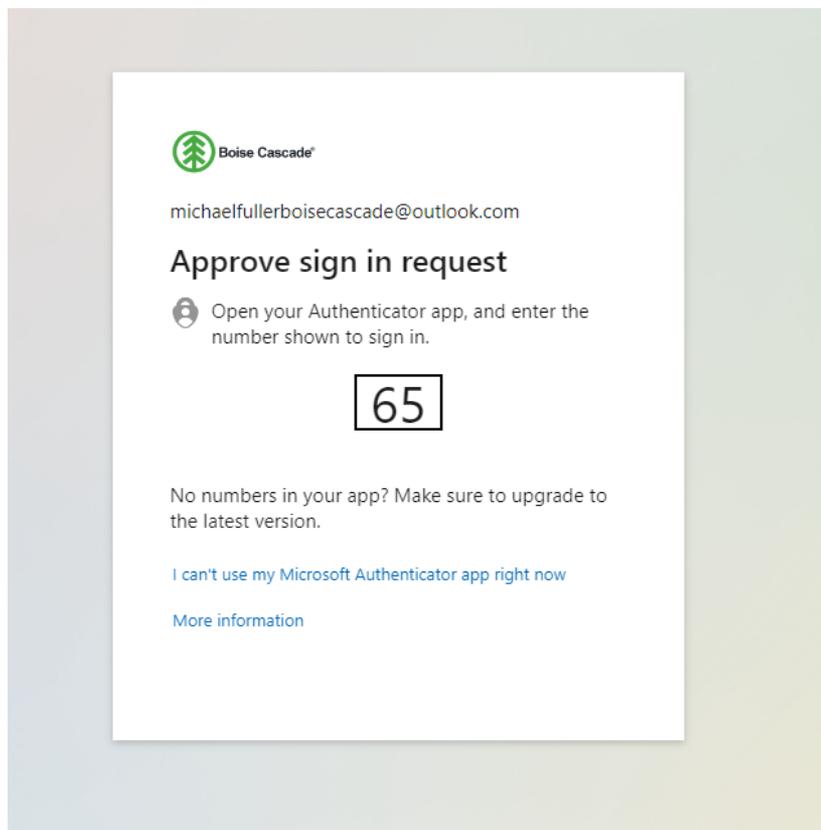
The Wood Customer Login Page looks like this:



Note the Microsoft login button. Clicking this button will redirect you away from Wood Customer, and Boise Cascade entirely, to the Microsoft domain. For the duration of your MFA experience, you will negotiate your authentication with Microsoft – Boise Cascade will be no part of your login. Please click the Microsoft button.

MFA Experience

You will then see a few refreshes of a blank white page until you are prompted with a screen to select the appropriate account ([pg.21](#)), then this screen:



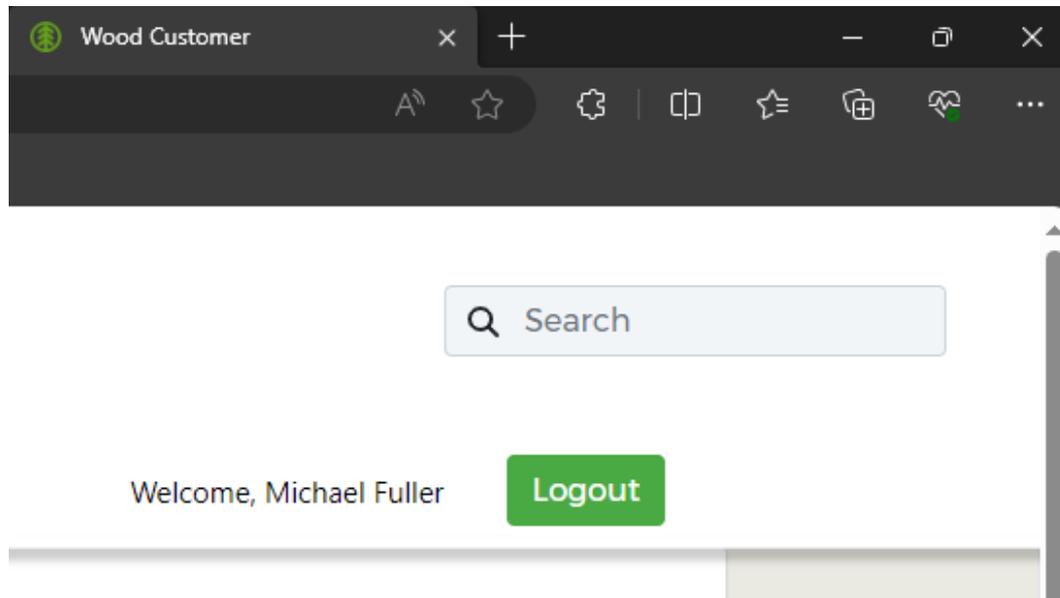
While you will see the Boise Cascade logo, this process takes place entirely within Microsoft.

Ensure the email that you see is the email associated with your Boise Cascade Guest Account.

This two-digit code will be required via your Authenticator app. Within a few seconds, you will receive a push notification to the cell phone number associated with this account. Input the number, followed by whatever other methods your own policies require (face scan, fingerprint, phone lock pattern).

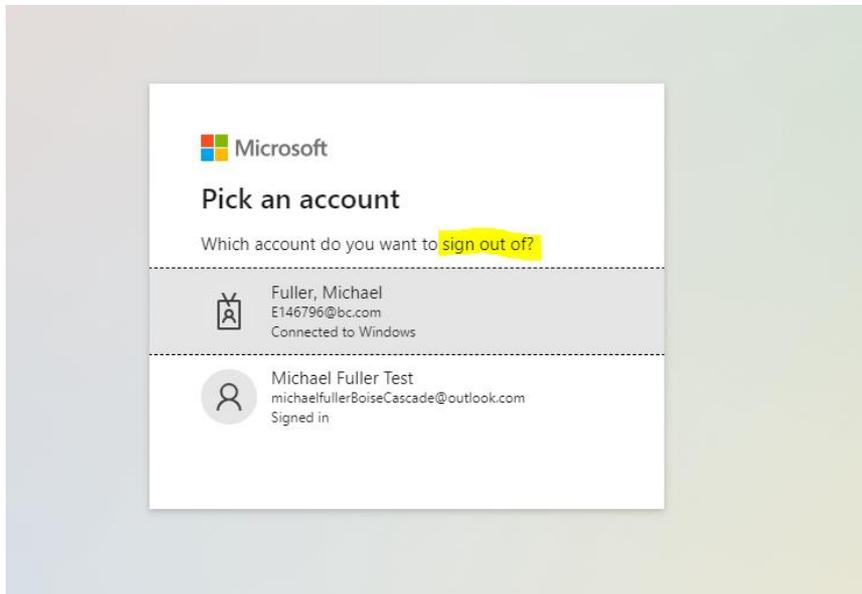
MFA Experience Cont.

After that process is complete, you will be automatically redirected to the Wood Customer app. You will remain logged in while the browser session is open – when you close your browser, or click 'sign out', you will be logged out, via another redirect to Microsoft:



MFA Experience Cont.

Your redirect screen:



Please try to be cognizant of what part of the process you are in.

Which account are you using?

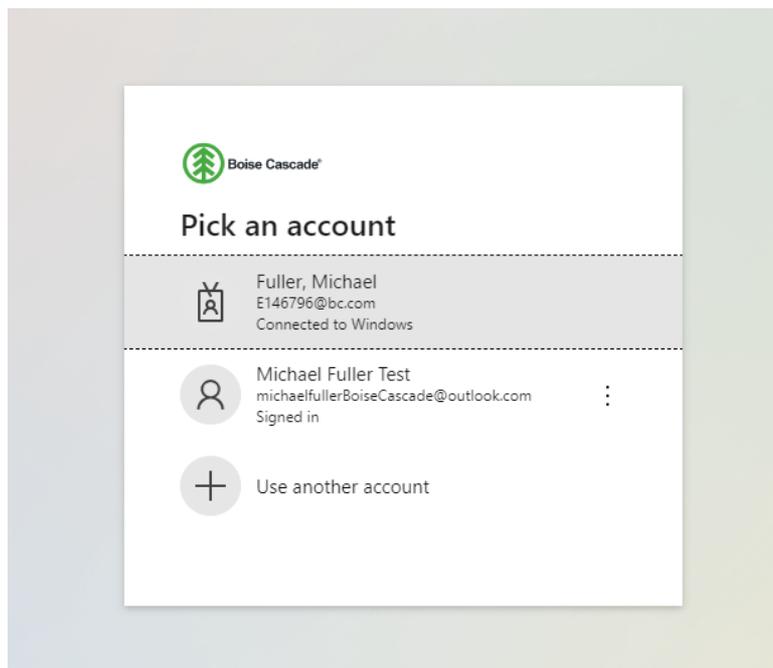
Are you logging in, or logging out?

These distinctions can sometimes be missed by users, as the text can be a little inconspicuous.

Retrieving Lost Passwords

If you and your team lose your Boise Cascade Guest Account password, you will need to use Microsoft services to retrieve that password. While your account is a Guest Account in our tenant, your account is not a Boise Cascade Account. We have no control of or access to your account or password. That being said, to retrieve your password is a simple and straight forward process.

When you try to log into Wood Customer, or any Microsoft authenticated app, you will be prompted with this screen:

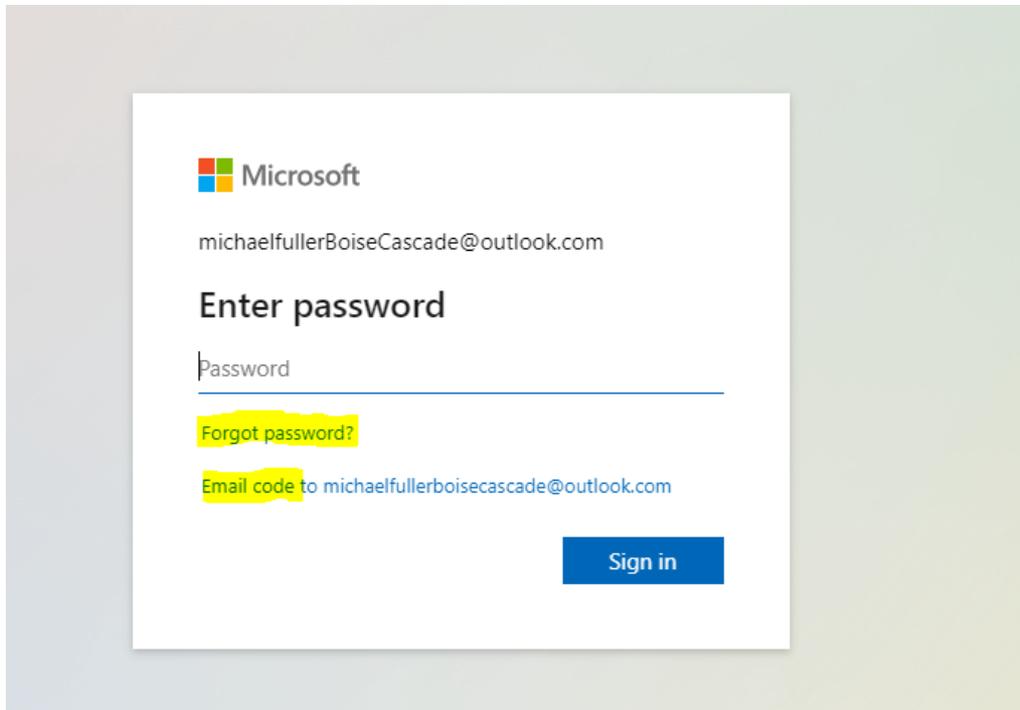


Select the appropriate account

Lost or Forgotten Password

Cont.

Click either 'Forgot password' or have a code emailed to your account:



The image shows a Microsoft login interface. At the top left is the Microsoft logo. Below it, the email address 'michaelfullerBoiseCascade@outlook.com' is displayed. The main heading is 'Enter password'. There is a password input field with the placeholder text 'Password'. Below the input field are two links: 'Forgot password?' and 'Email code to michaelfullerboisecascade@outlook.com'. At the bottom right is a blue 'Sign in' button.

If you still have access to the email (still signed in on the phone, email, or browser app), we highly recommend the email option. You can follow the prompts to reset your password.



Cont.

Otherwise, if you need the 'Forgot password' option, the process is a bit more complex. Please [refer to the Microsoft documentation](#) on retrieving your lost password. We apologize for the inconvenience, but part of this evolving security posture is removing Boise Cascade from the process, providing a smaller surface area for attacks, making you and your company more secure.

We understand that security is never convenient, but with the increase in high-profile cyber attacks, protecting our customers and their assets is our highest priority.

For any questions not covered in this document, please contact your customer service representative.