



# Collins Aerospace

An **RTX** Business

## ARINCDirect<sup>SM</sup>

### Multi-Factor Authentication (MFA)

#### Frequently Asked Questions

##### **Purpose:**

This document provides guidance on frequently asked questions pertaining to Multi-Factor Authentication (MFA) and the transition to the Izon platform.

##### **NOTICE**

##### **INFORMATION SUBJECT TO EXPORT LAWS**

This document does not contain any export controlled technical data per Export Administration Regulations.

##### **DOCUMENT PROPERTY RIGHTS NOTIFICATION (DPRN)**

This document is the property of Collins Aerospace and contains confidential and/or proprietary information. You may not possess, use, copy or disclose this document and any information in it, for any purpose, including without limitation, to design, manufacture or repair parts, or obtain any government approval to do so, without Collins Aerospace's express written permissions. Neither receipt nor possession of this document alone, from any source, constitutes such permission. Possession, use, copying or disclosure by anyone without Collins Aerospace's express written permission is not authorized and may result in criminal and/or civil liability.

##### **DISCLAIMER**

All information in this document (or file) is provided "as is", with no guarantee of completeness, accuracy, timeliness or of the results obtained from the use of this information, and without warranty of any kind, express or implied, including, but not limited to warranties of performance, merchantability and fitness for a particular purpose.

All marks contained herein are the property of their respective owners.  
Some content may be copyrighted by 3rd parties and is used with permission.

PRINTED COPIES OF THIS DOCUMENT ARE UNCONTROLLED



Revision History

Revision	Date	Note
1.0	21 AUG 2024	Initial issue.

## Table of Contents

<b>Revision History</b> .....	<b>2</b>
<b>Background Information</b> .....	<b>4</b>
1. What is multi-factor authentication, or MFA? .....	4
2. Why are we implementing MFA across ARINCDirect products? .....	4
<b>Implementation Plan</b> .....	<b>4</b>
3. How will MFA be implemented across ARINCDirect products?.....	4
4. Which MFA provider will we use? .....	4
5. Which sites should my company whitelist as part of this change? .....	4
6. Are any products excluded from MFA? .....	5
<b>Migration Plan</b> .....	<b>5</b>
7. How will I be flagged for migration? .....	5
8. How will I be informed of my migration date?.....	5
9. What is the grace period for user migration? .....	5
10. What happens if a user does not migrate by their deadline? .....	5
11. What happens if I already have an Izon account? .....	5
12. Will the code to reset MFA be presented to me only once?.....	5
13. Can I add multiple accounts to Izon? .....	6
<b>Support</b> .....	<b>6</b>
14. Whom do I contact for help with my MFA configuration? .....	6
15. Where can I provide feedback on MFA? .....	6

## Background Information

### 1. What is multi-factor authentication, or MFA?

Multi-factor authentication (MFA) is a verification method that requires proof of identity beyond just a username and password. MFA provides an added layer of security to protect users and their data while meeting regulatory requirements.

### 2. Why are we implementing MFA across ARINCDirect products?

To further protect your information stored within our database.

## Implementation Plan

### 3. How will MFA be implemented across ARINCDirect products?

MFA will be implemented for ARINCDirect products by migrating customers to access those products only via Izon. Izon requires MFA. Migration is in phases, company-by-company.

Note: Through a separate launch in June 2023, MFA was implemented for the FOS scheduling application via a separate provider DUO. While there are no near-term plans to change this, the overall goal is for all ARINCDirect MFA instances to use the same provider. For now, however, FOS access does not require Izon or Izon's MFA.

### 4. Which MFA provider will we use?

We use Auth0 (pronounced Auth-Zero) as our MFA provider. MFA via Auth0 was implemented as *optional* on Izon in February 2023. It is now mandatory.

See also: [Izon Release Notes: Introducing Multi-Factor Authentication](#)

### 5. Which sites should my company whitelist as part of this change?

There have been changes to the Izon domain. The old URLs (collinsizon.com and auth.collinsizon.com) have become:

- [izon.direct.arinc.net](https://izon.direct.arinc.net) and
- [auth.direct.arinc.net](https://auth.direct.arinc.net)

Please bookmark these sites and, if required, work with your internal resources to whitelist them. Redirections are in place for the old URLs, allowing for minimal impact, but they may be removed later.

## 6. Are any products excluded from MFA?

The ARINCDirect and ADMini iPad apps will not require MFA; however, MFA will be required when an app user launches flight planning tools from the app.

## Migration Plan

## 7. How will I be flagged for migration?

Customers will be flagged in batches to ensure our teams can provide 1-on-1 support to anyone in need. The batches started in August 2024 and are expected to be completed in 2025.

## 8. How will I be informed of my migration date?

You will be informed in two ways:

1. An email communication will be sent one week before your migration. It will provide details on how to migrate and your specific migration window.
2. All individual users within your company will also be prompted to migrate when they log in to ARINCDirect.

## 9. What is the grace period for user migration?

The migration grace period for the users within your company is typically one week. During that time, users can delay their migration. The selectable delays are “the next time I log in” or “wait at least 24 hours”.

## 10. What happens if a user does not migrate by their deadline?

If a user logs in to the ARINCDirect website after that week has passed, they will be forced to migrate to Izon.

## 11. What happens if I already have an Izon account?

No migration will be required. You will simply log in via your pre-established Izon credentials on the Izon site.

## 12. Will the code to reset MFA be presented to me only once?

Yes. Please save this code somewhere safe. It will be used if you ever need to log in when you do not have access to your mobile device.

### **13. Can I add multiple accounts to Izon?**

Yes. One Izon account can be associated with more than one ARINCDirect username, but only if the additional usernames are not already linked to other Izon accounts.

## **Support**

### **14. Whom do I contact for help with my MFA configuration?**

Please call us at 410-266-2266 or email us at [ad-flightops@collins.com](mailto:ad-flightops@collins.com).

### **15. Where can I provide feedback on MFA?**

In Izon, there is a feedback icon at the bottom of the left-hand menu. Clicking this presents you with a feedback form. This feedback will be sent directly to our support team.