

September 23, 2025

Hello Store Managers,



*Our records indicate that some employees in your store are using **Voice Calls** as their authentication method for Okta, and the voice service will be **ENDING** on September 25.*

### **What you need to know**

- Okta multi-factor authentication (MFA) is **required** to access Workday, Crew Time, Kronos, and many other company programs/systems.
- As of September 25, you will **no longer** be able to receive voice calls to authenticate.
- You **MUST** update your authentication method to ensure you do not lose access to company systems when this change is implemented.
- To help you understand how to make this update a [How to Remove Voice Authentication QRG](#) has been created, which can be found:
  - Discount Tire: Employee Self Service Section of the Workday Resources page.
  - Full Service: Training section of your KC page.

### **Our ask of you**

- **Store Managers:** Please share this information with your people and ensure those using Voice Authentication update to a new method before **Thursday, September 25**.

**NOTE:** Your employees who are currently authenticating through the Okta or Google Authentication **smartphone apps** are NOT affected by this update so no change is needed.

If you forgot your Okta password, follow the instructions on the login screen.

If you are unable to install one of the authentication apps on your device, or you have any other issues logging in or with updating your authentication method please contact the Service Desk.

Thank you for striving to be the BEST!