Multi-Factor Authentication for Salesforce B2C Commerce



What is Multi-Factor Authentication (MFA)?

MFA is a secure authentication method that requires users to verify their identity by entering two or more pieces of evidence (or "factors") when they log in. It's one of the simplest, most effective ways to prevent unauthorized account access, and safeguard data for you and your customers.

Why is Multi-Factor Authentication Important?

As security threats grow, usernames and passwords alone don't always provide sufficient protection against unauthorized access. MFA adds another layer of security that protects your user accounts against common threats like phishing attacks and account takeovers.

How to get started

Conduct a User Audit to prep for Unified Authentication

Enable Unified Authentication

Implement Multi-Factor Authentication

Watch
Conducting a User Audit

Watch
Unified Authentication
for Business Manager

Watch B2C Commerce MFA

Review

Manage Salesforce B2C Commerce Users Review
Unified Authentication
for Business Manager

FAQ

Review
Trust by Design for
Commerce Cloud

Review FAQs

Review

Migrate Users to Unified

Authentication via
Account Manager

Review

Set Up Your MFA Verification Methods

Complete

Set Up Users in Business Manager

Additional Resources:

MFA Quick Guide for Admins
Enabling MFA - A Step-by-Step Guide
Salesforce Authenticator in Salesforce Help
Trailblazer Customer Community for Securing Salesforce B2C Commerce

