

MULTI-FACTOR-AUTHENTICATION USER GUIDE

v 2.0 - 21 nov 2025

User guide language

[Access the English version](#)

[Access the French version](#)

Summary

01

Multi Factor Authentication methods

02

Overview of the Memory interface

03

Email authentication

04

Mobile authentication app

05

Web browser authentication

06

Hardware security Key



Multi Factor authentication methods



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) has been mandatory since **October 14, 2025**, to access all Safran companies' 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

Email verification is the default multi-factor authentication method for your user account.

You can configure your preferred authentication method from your Memory account : <https://my.memory.com/portal/safran/home>

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 same PC**

We recommend to use the 'email verification' (if you have access to the mailbox) or 'Browser authentication' methods

- **For shared customer portal account on different PC**

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 Authentication (MFA)



My Account

Safran uses the Memory application to manage your MFA methods.

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

<https://my.memory.com/portal/safran/home>

The screenshot shows the 'My Account' page for a user named John DOE. The page is divided into several sections: 'My information', 'Identity', 'Organizations', and 'Technical Information'. The 'My information' section includes fields for ID (HR1234), Email (john.doe@email.com), First Name (John), and Last Name (DOE). The 'Identity' section includes fields for First Name (John), Last Name (DOE), Email (john.doe@email.com), Activated from (February 13, 2025), Activated until (No Value), and Last modification date (August 26, 2025). The 'Organizations' section includes a field for Legacy Organization (Organization A123). The 'Technical Information' section is currently empty. The page also features a sidebar with 'My Account' and 'My Applications' options, and a top navigation bar with 'History', a notification bell, and a user profile icon labeled 'JD'.

Field	Value
ID	HR1234
Email	john.doe@email.com
First Name	John
Last Name	DOE
Enabled	true
First Name	John
Last Name	DOE
Email	john.doe@email.com
Activated from	February 13, 2025
Activated until	No Value
Last modification date	August 26, 2025
Legacy Organization	Organization A123

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

The screenshot displays the SAFRAN user interface for account management. The top navigation bar shows the SAFRAN logo and the user's email address (jeremy.guennet.ex@safran.com) and status (Enabled: true). The left sidebar contains two main sections: 'My Account' (highlighted with a blue circle '1') and 'My Applications'. The 'My Account' section is further divided into 'My information' (highlighted with a blue circle '2') and 'Security'. The 'My information' section is expanded, showing the following details:

Identity	
First Name	John
Last Name	DOE
Email	john.doe@email.com
Activated from	February 13, 2025
Activated until	No Value
Last modification date	August 26, 2025

Below the Identity section is the 'Organizations' section, which shows:

Organizations	
Legacy Organization	Organization XXXXX

The 'Technical Information' section is also visible, showing:

Technical Information	
Login	john.doe@email.com

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.

The screenshot displays the SAFRAN My Account interface. The left sidebar contains 'My Account' (highlighted with a blue circle and '1') and 'My Applications'. The main content area shows user details for 'User TEST' (ID: XC9807, Email: user.test@gmail.com, First Name: User, Status: ACTMATED). Below this, there are tabs for 'My information', 'Edit', and 'Security' (highlighted with a blue circle and '2'). The 'Security' section includes a 'Password' subsection with 'Active' status and an expiration date of 'November 22, 2025'. It also features an 'Enroll my keys' section (highlighted with a blue circle and '1') for Windows Hello or Physical Secure Key, and a 'Web authentication keys' section (Registered web authentication keys (FIDO2 & WebAuthn)) with the message 'You have no devices currently enrolled.' At the bottom, there is an 'Enroll the Memory Mobile App or my Web Browser' section (Browser or Memory Mobile App) and a 'Trusted devices' section (Registered devices for multi factor authentication).



Email Authentication

Enrollment & Login

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.

i

If you do not take action by 14 October 2025, email verification **will be the default MFA method** for your user account.

The screenshot shows the SAFRAN My Account Security page. The left sidebar contains 'My Account' and 'My Applications'. The main content area is divided into sections: Password, I enroll my key, Trusted devices, and Email Code. The Email Code section is highlighted with a red box, showing a '+ Enroll' button and a table of enrolled email addresses.

SAFRAN My Account

My Account My Applications

Password [Modify password](#)

Password authentication status: Active
Password Expiration Date: February 16, 2026

I enroll my key Windows Hello or physical Secure Key [Windows Hello](#) [Secure Key](#)

Trusted devices Registered web authentication keys (FIDO2 & WebAuthn) [Refresh](#)

You have no devices currently enrolled.

Email Code One-Time Password sent by email [+ Enroll](#)

Email Address Enrolled email addresses [Refresh](#)

Address	Status	Created At	Last Used	Type	Module
j*****m@g*****l.com	✓ ACTIVE	08/27/2025 10:36:10	Unused	Email	MemoryOtpMail

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 »

Login

Enter your email

Remember me

NEXT

▶ Login issue?
▶ Personal Data

[Terms of Service](#)

Memory - © 2015-2025 Memory. All Rights Reserved.



2 – Select « Password + code received by email »

Login

You have been redirected to this page because the application or function you tried to access needs a secured connection.

To access it chose one of the following login method :

PASSWORD + CODE RECEIVED BY EMAIL

PASSWORD + REGISTERED BROWSER

MOBILE AUTHENTICATION

SECURE KEY

[Terms of Service](#)

Memory - © 2015-2025 Memory. All Rights Reserved.

Email authentication – How to login

The diagram illustrates the two-step process of email authentication. On the left, the 'Password' screen shows a password input field, a 'LOG IN' button, a 'CHANGE LOGIN' button, a 'Forgot my password' link, and links for 'Login issue?' and 'Personal Data'. On the right, the 'Login' screen shows a 'Choose a mail address' section with a radio button selected for 'j*****m@g*****l.com', a 'SEND OTP' button, and a 'CHANGE LOGIN' button. An arrow points from the Password screen to the Login screen.

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

i

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

Login

Enter the 6-digit code

LOG IN

CHANGE LOGIN

Memory - © 2015-2025 Memory. All Rights Reserved.

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

S SAFRAN

Hello,

As part of Safran service provided by Memory, you requested a secure authentication.

Please use the security code below to continue.

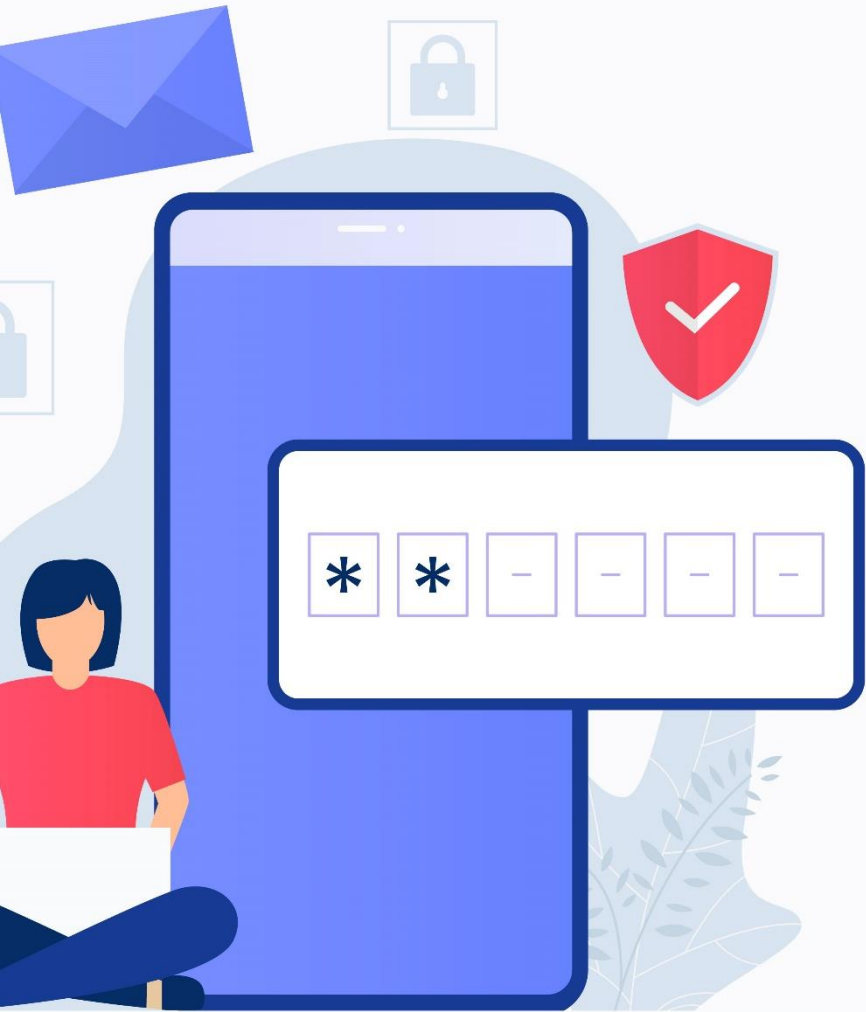
Your authentication code is **588545**

This code is valid for 10 minutes.

If you did not initiate this request, please ignore this email and contact your security manager immediately.

You received this e-mail message as user of Memory in the name of Safran
 This e-mail message is intended for the internal use of the intended recipient(s) only.
 If you are not the intended recipient, please delete this message and do not disclose it internally or to third parties.
 This data is uploaded by the Safran administrator.
 The provision of this data is mandatory to access Safran's applications.
 You have rights of access, rectification, erasure, restriction, and data portability on your personal data and their processing.
 You also have the right to object. To exercise your rights, you can write the Data Protection Officer at safran.dpo@safrangroup.com.
 You can also lodge a complaint with the French Data protection authority (www.cnil.fr).

Email received with authentication code



Mobile authentication application

Enrollment & login

Mobile Authentication application - Enrollment

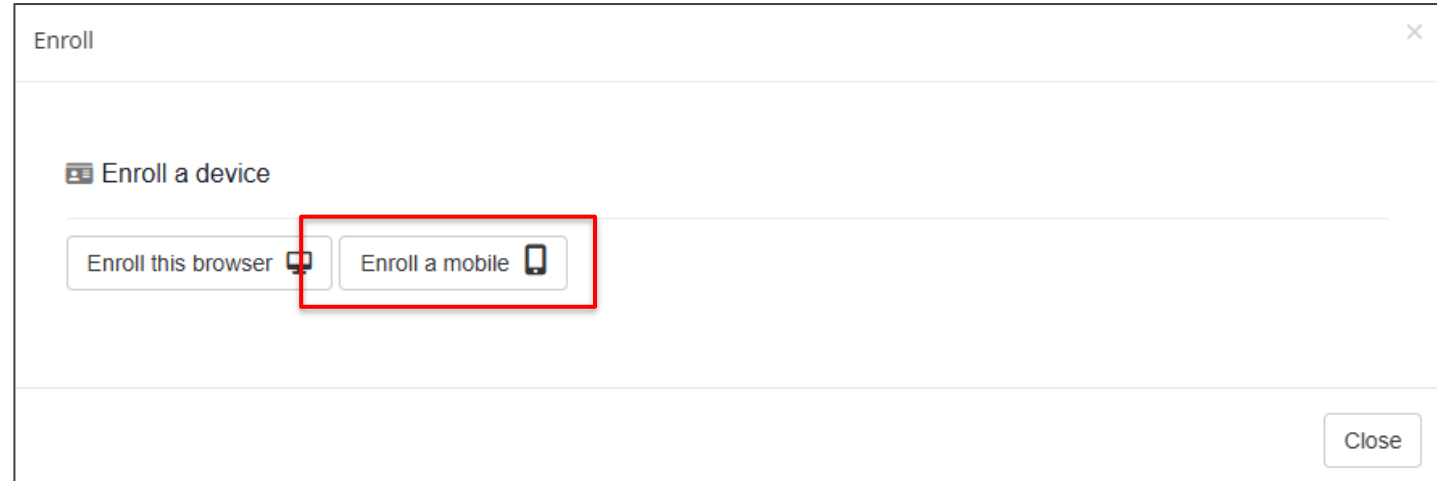
Enroll Memory Mobile App

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

The screenshot displays the SAFRAN user interface for account security. On the left, a navigation menu shows 'My Account' and 'My Applications'. The main content area is titled 'I enroll my key' and 'I enroll the Memory Mobile App or my Web Browser'. The 'I enroll my key' section includes a 'Trusted devices' list (currently empty) and a '+ Enroll' button. The 'I enroll the Memory Mobile App or my Web Browser' section also includes a 'Trusted devices' list (currently empty) and a '+ Enroll' button. A red box highlights the '+ Enroll' button in the second section, and a red arrow points from the 'Trusted devices' section of the first section to it. The top right corner shows 'History', a notification bell, a user profile icon, and the name 'JD'.

Mobile Authentication application - Enrollment

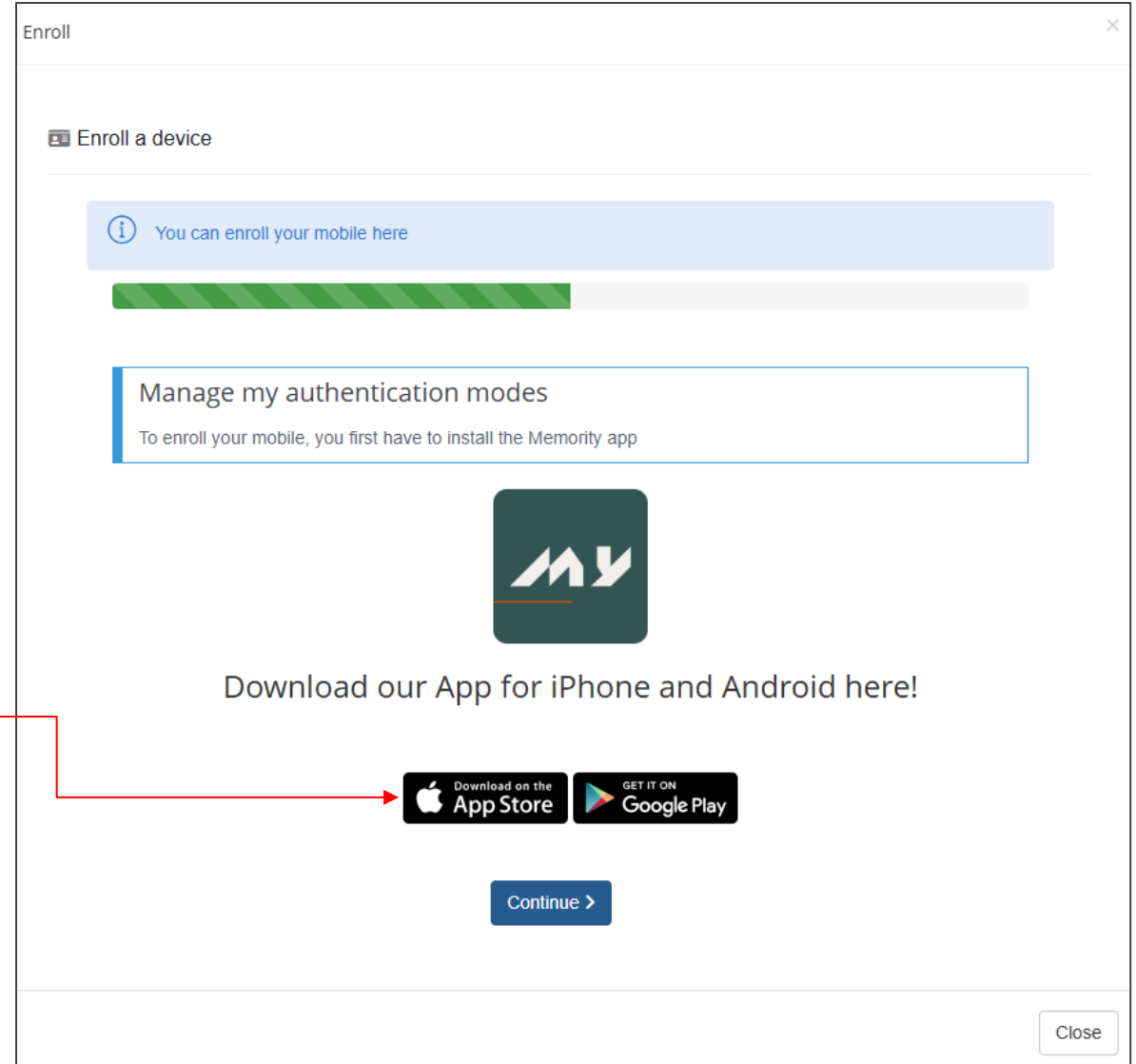
2 – Click on « Enroll a mobile»



Mobile Authentication application - Enrollment

3 – Download Memory App on the store

4 – Click on « continue »



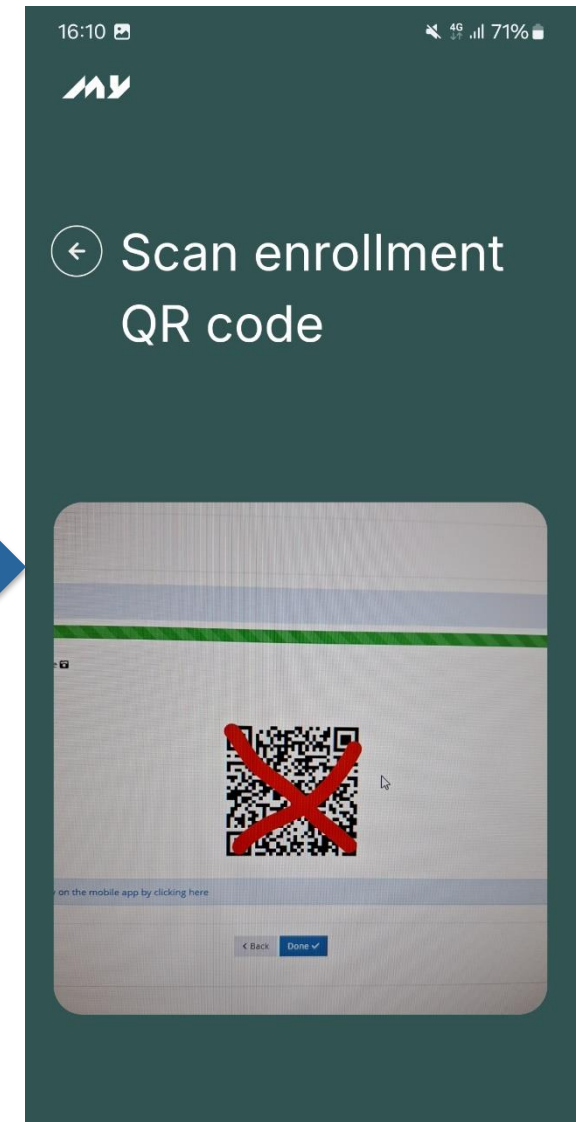
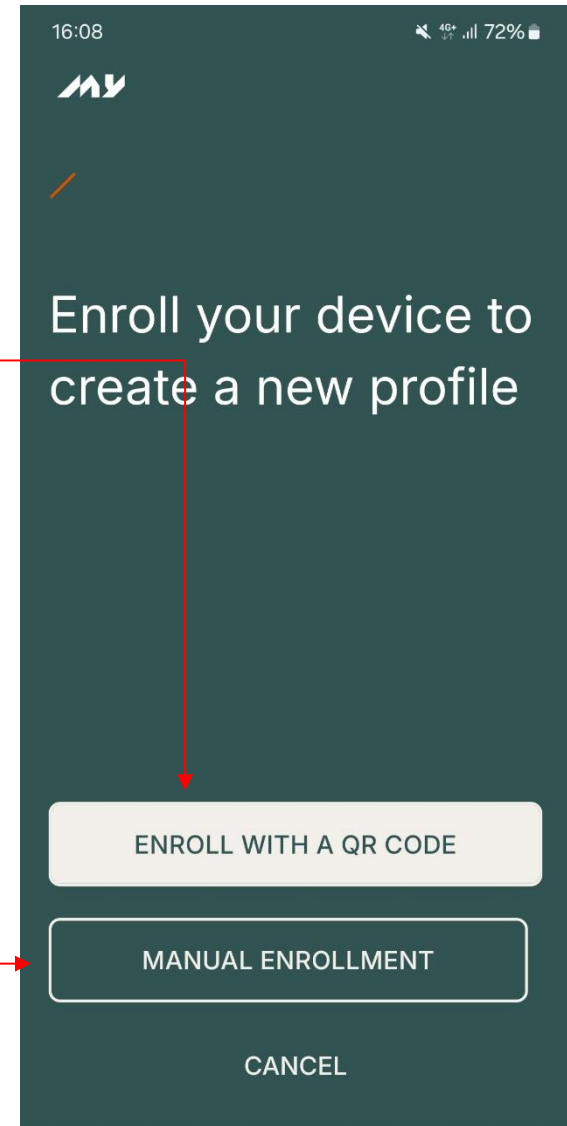
Mobile Authentication application - Enrollment

5 – On your smartphone open the Memory 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

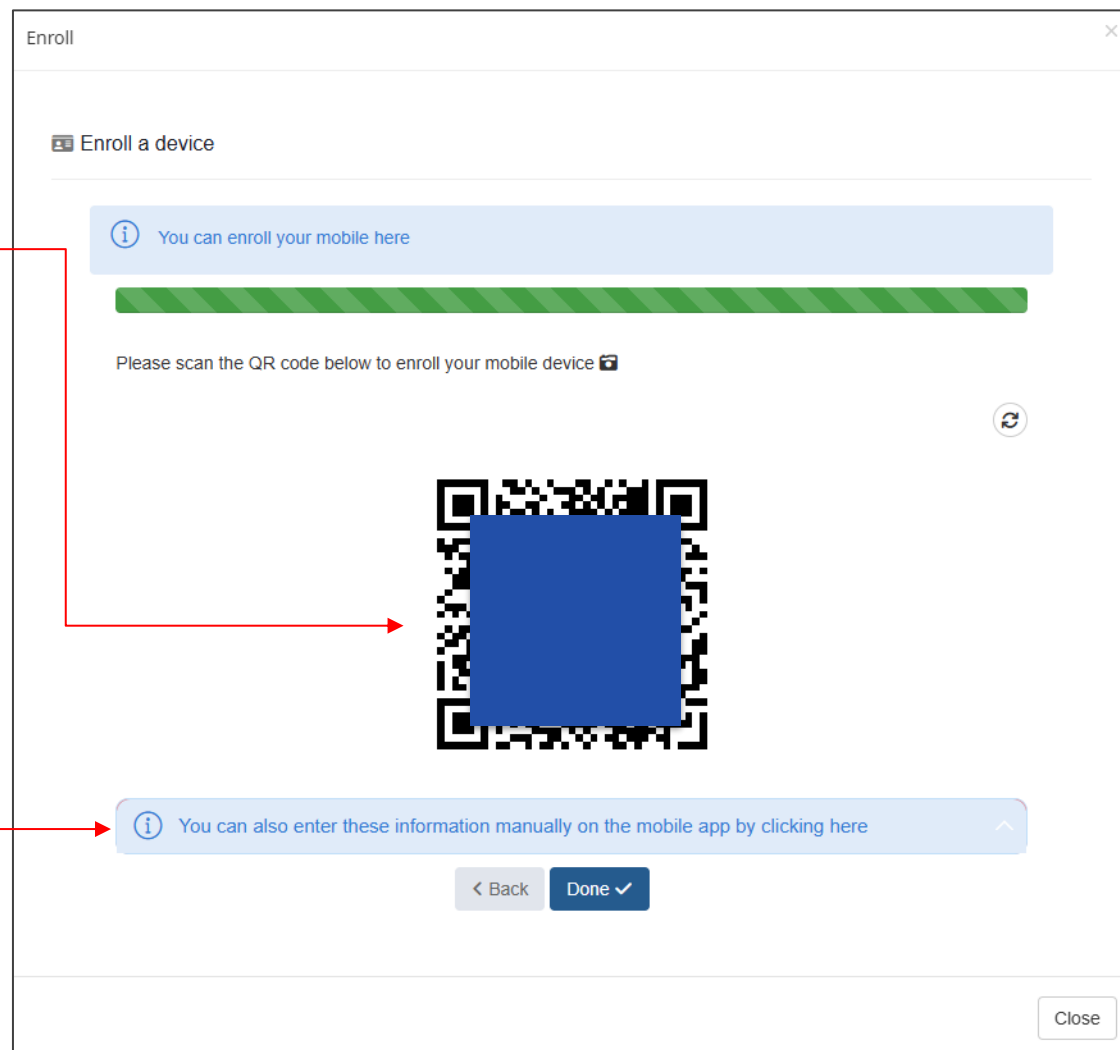


Mobile Authentication application - Enrollment

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

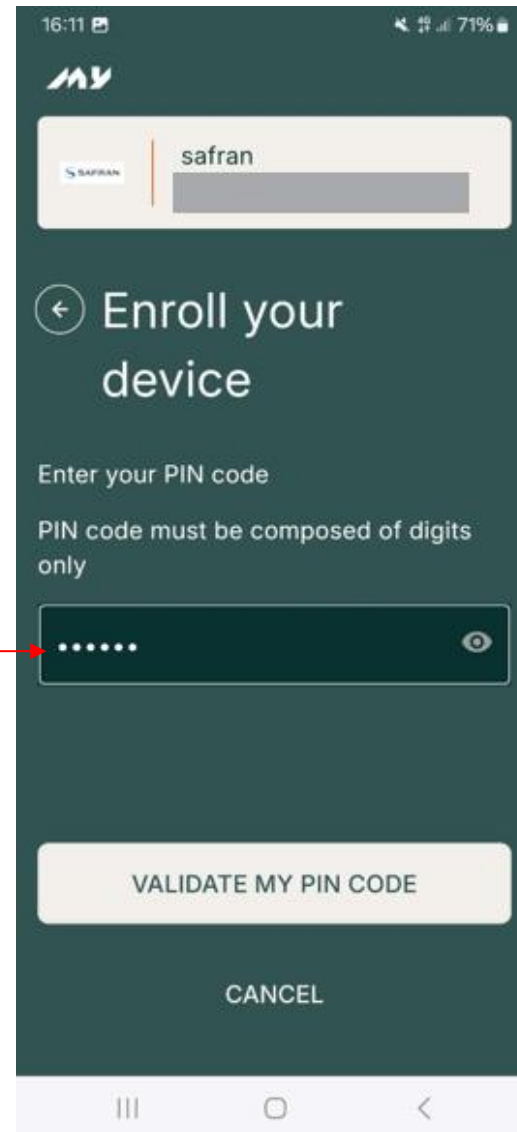
OR

7* – If necessary, you can manually enter your authentication details by clicking here.



Mobile Authentication application - Enrollment

8 – Set a PIN code for the app

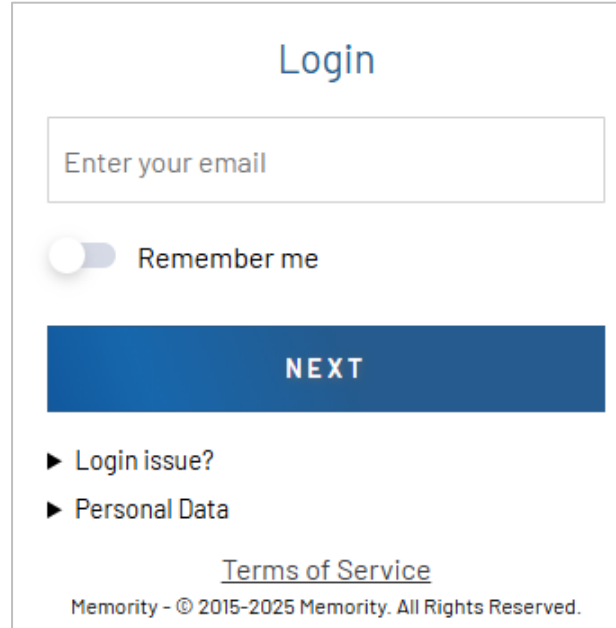


i In the event of inactivity (no connection with this method) exceeding 365 days, this method will expire.

Mobile Authentication application – How to login

1 – Login page :

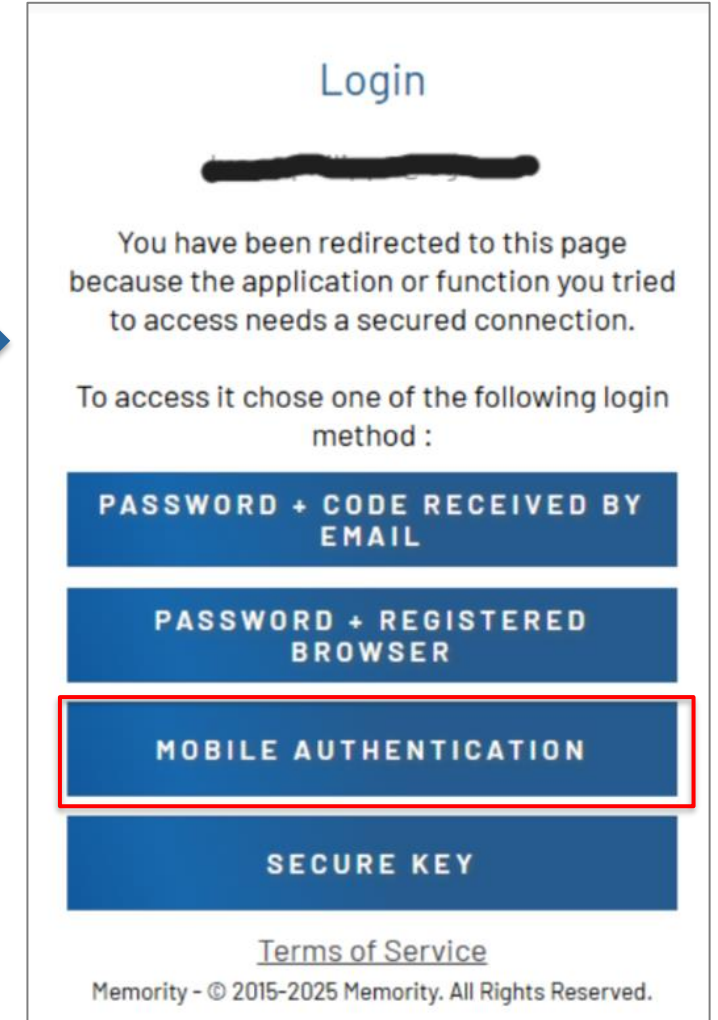
- Go on the **customer portal** login page
- Fill in the login field with your email address.
- Click on « Next »



The screenshot shows a login page titled "Login". It features an input field labeled "Enter your email", a "Remember me" toggle switch, and a prominent blue "NEXT" button. Below the button are links for "Login issue?" and "Personal Data", and a "Terms of Service" link. The footer contains the text "Memory - © 2015-2025 Memory. All Rights Reserved."

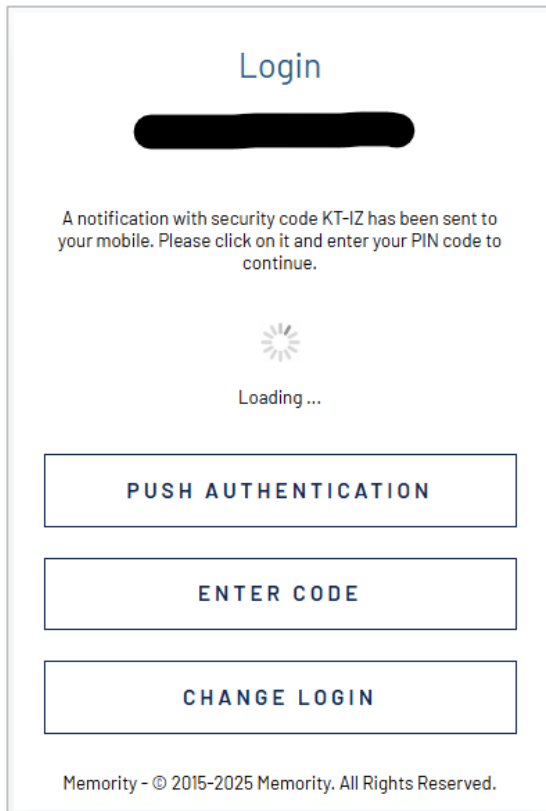


2 – Select «Mobile Authentication»



The screenshot shows the login page after redirection. The title "Login" is at the top, followed by a redacted area. A message states: "You have been redirected to this page because the application or function you tried to access needs a secured connection. To access it chose one of the following login method :". Below this are four blue buttons: "PASSWORD + CODE RECEIVED BY EMAIL", "PASSWORD + REGISTERED BROWSER", "MOBILE AUTHENTICATION" (highlighted with a red border), and "SECURE KEY". At the bottom, there is a "Terms of Service" link and the footer text "Memory - © 2015-2025 Memory. All Rights Reserved."

Mobile Authentication application – How to login



Login

A notification with security code KT-IZ has been sent to your mobile. Please click on it and enter your PIN code to continue.

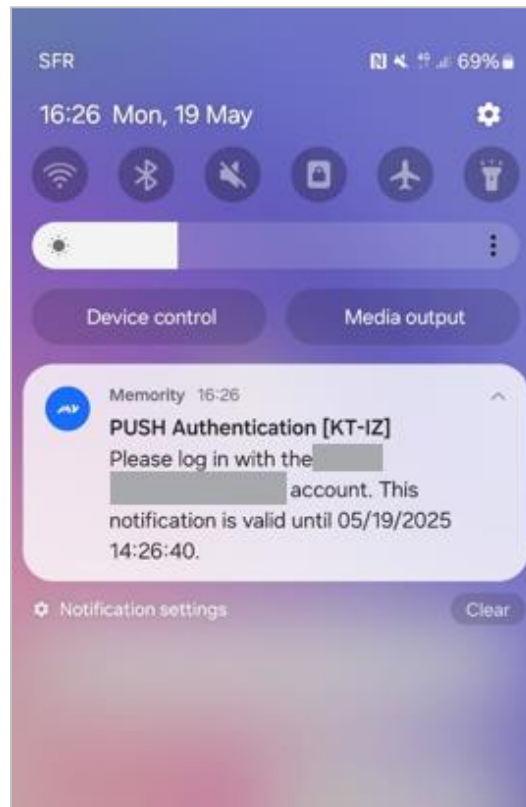
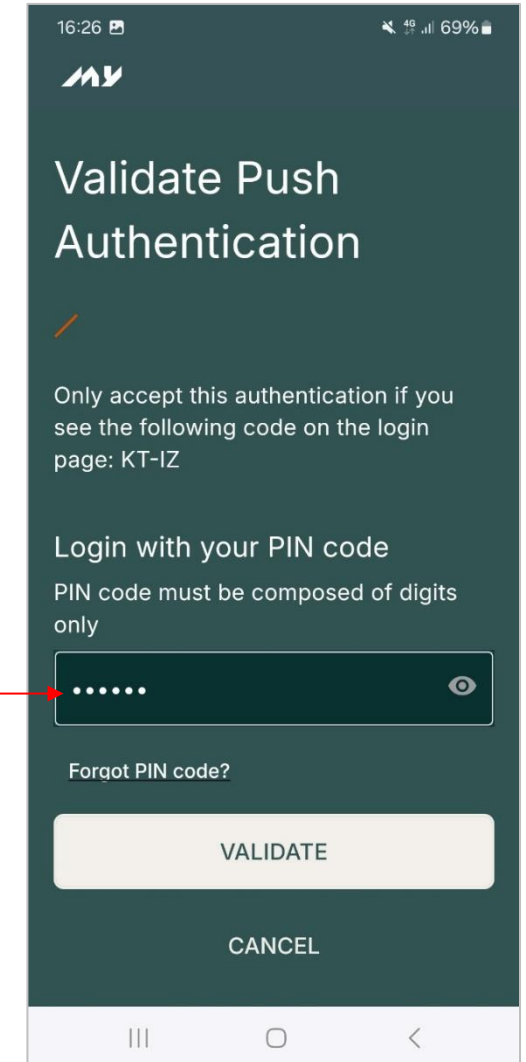
Loading ...

PUSH AUTHENTICATION

ENTER CODE

CHANGE LOGIN

Memory - © 2015-2025 Memory. All Rights Reserved.

16:26 69%

Validate Push Authentication

Only accept this authentication if you see the following code on the login page: KT-IZ

Login with your PIN code

PIN code must be composed of digits only

.....

Forgot PIN code?

VALIDATE

CANCEL

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

Web Browser authentication – Enrollment

Enroll my Web Browser



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

The screenshot displays the SAFRAN user interface for account security. On the left is a navigation menu with 'My Account' and 'My Applications'. The main content area is titled 'I enroll my key' and 'I enroll the Memory Mobile App or my Web Browser'. The first section, 'I enroll my key', has buttons for 'Windows Hello' and 'Secure Key', and a 'Trusted devices' section with a 'Refresh' button. The second section, 'I enroll the Memory Mobile App or my Web Browser', has an 'Unlock' button and a '+ Enroll' button highlighted with a red box. Both sections show 'Trusted devices' with a 'Refresh' button and the message 'You have no devices currently enrolled.'

Web Browser authentication – Enrollment

Enroll

Enroll a device

Enroll this browser  Enroll a mobile 

Close

2 – Select « Enroll this browser »

3 – Name your browser

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

ENROLL

MFA activation Enroll device

i You can enroll your browser here

Activate TrustBuilder authentication service

Site: AWS-Citadel-CSTAGE-S...

Name this trusted device:

Edge on Windows
e.g. Chrome at Home, Safari at Work

Confirm your identity

PIN code:

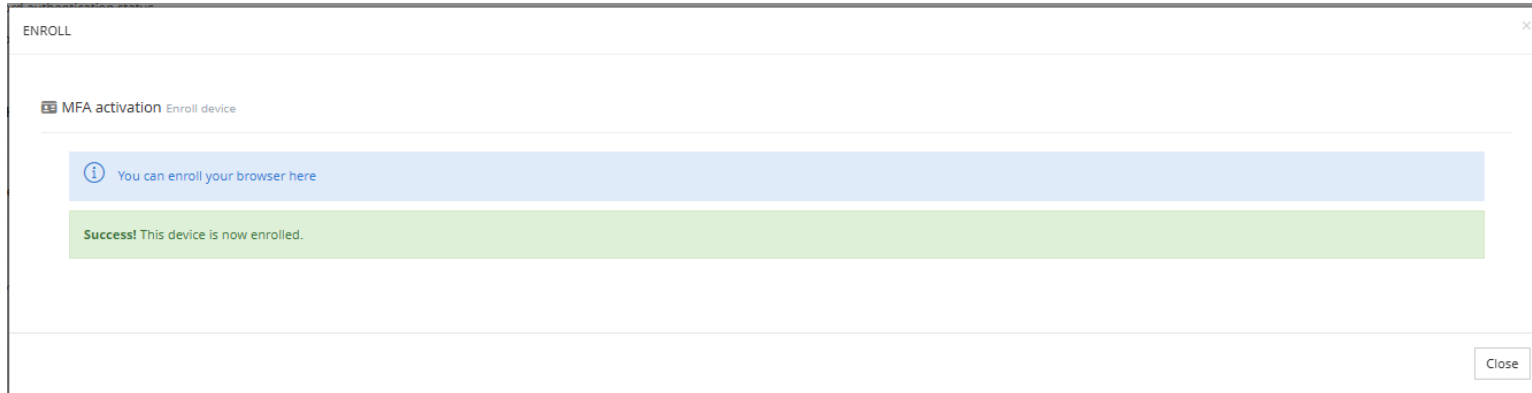
Activate TrustBuilder

Helium - © 2025 inWebo Technologies

i

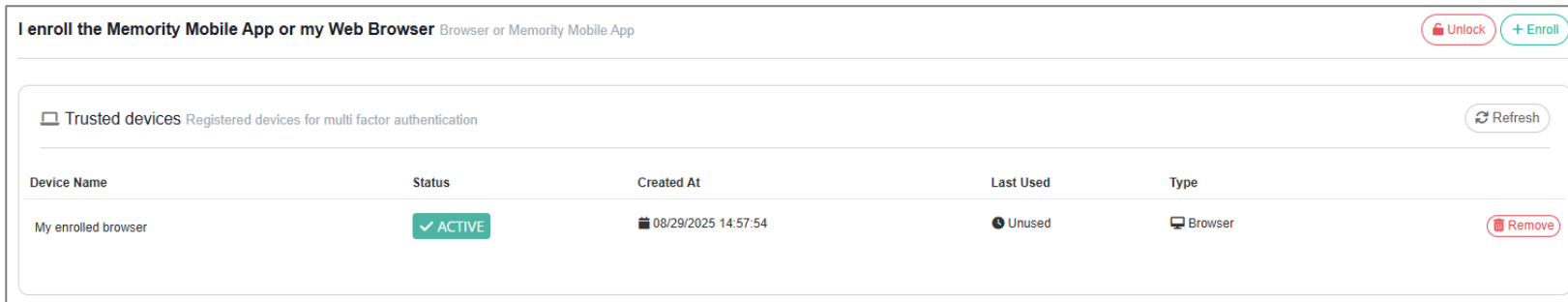
In the event of inactivity (no connection) exceeding 365 days, this method will expire.

Web Browser authentication – Enrollment



Memory Confirmation

Memory message to confirm the registration of the Browser



Memory interface

The Browser is now visible in your interface (My Account > Security > « I enroll the memory 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 »

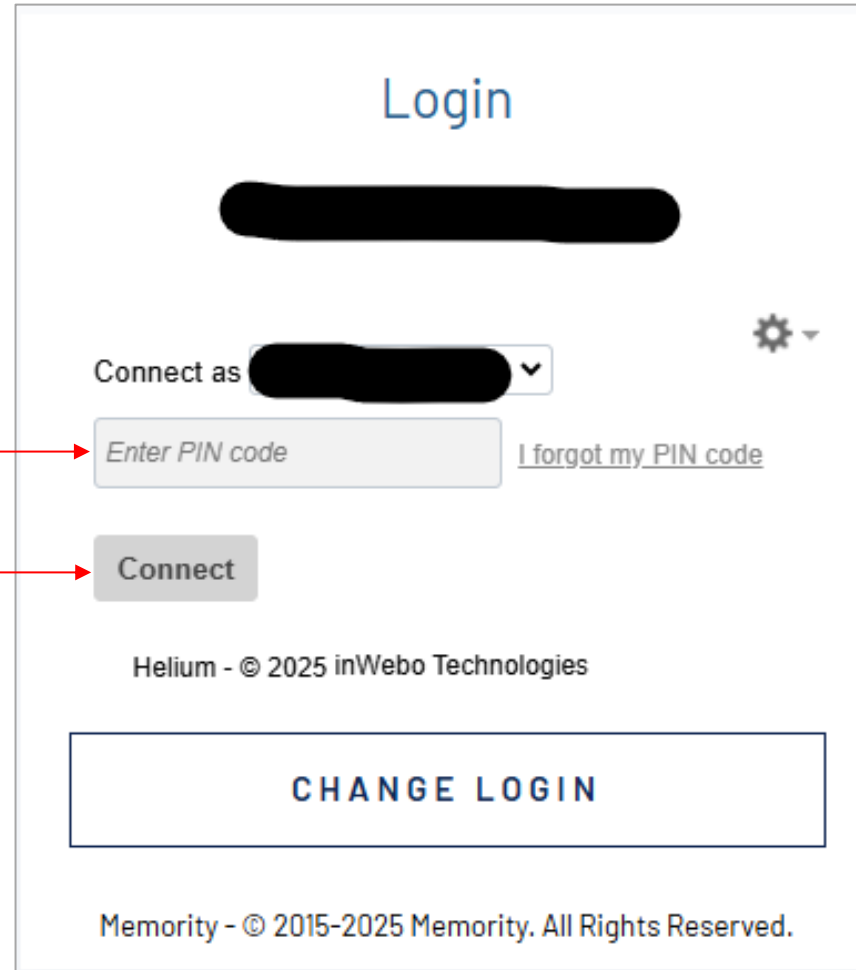


2 – Select « Password + Registered browser»

Web Browser authentication – How to login

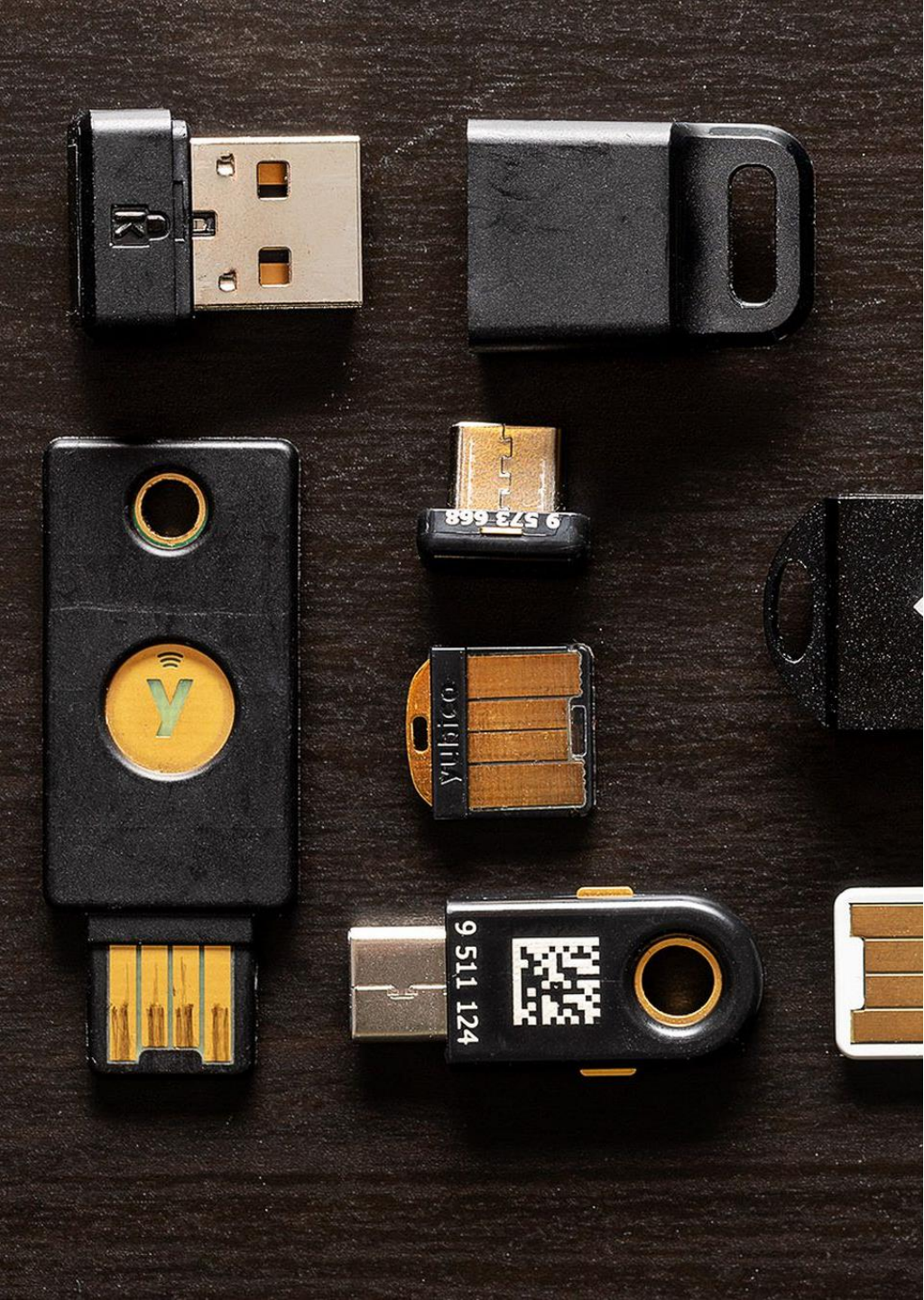
3 – Enter the PIN code that you defined for this browser

4 – Click on « Connect »



The screenshot shows a login interface with the following elements:

- Header: "Login"
- Redacted user information (black bar)
- Settings icon (gear) with a dropdown arrow
- Label: "Connect as" followed by a dropdown menu with a redacted selection
- Input field: "Enter PIN code" with a red arrow pointing to it from step 3.
- Link: "[I forgot my PIN code](#)"
- Button: "Connect" with a red arrow pointing to it from step 4.
- Footer: "Helium - © 2025 inWebo Technologies"
- Large button: "CHANGE LOGIN"
- Bottom footer: "Memoryty - © 2015-2025 Memoryty. All Rights Reserved."



Hardware Security key

Enrollment & login

Hardware Security Key - Enrollment

Enroll Secure Key

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

The screenshot displays the SAFRAN user interface. The top navigation bar includes the SAFRAN logo, a 'History' dropdown, a notification bell, a user profile icon, and the initials 'JD'. The main content area is titled 'My Account John DOE'. Below this, there is a profile card with the initials 'JG', ID: UD123, Email: john.doe@email.com, First Name: John, Last Name: DOE, and Enabled: true. A 'My Account' sidebar is visible on the left with options for 'My Account' and 'My Applications'. Below the profile card, there are tabs for 'My information', 'Edit', and 'Security', with 'Security' being the active tab. The 'Security' section contains a 'Password' subsection with a 'Modify password' button and details for 'Password authentication status' (Active) and 'Password Expiration Date' (February 16, 2026). Below this is the 'I enroll my key' section, which offers options for 'Windows Hello' and 'Secure Key'. The 'Secure Key' button is highlighted with a red box. At the bottom, there is a 'Trusted devices' section for 'Registered web authentication keys (FIDO2 & WebAuthn)' with a 'Refresh' button.

Hardware Security Key - Enrollment

The screenshot shows a dialog box titled "Enroll Secure Key" with a "History" dropdown and a close button. The main content area is titled "Secure enrollment" and contains the text "This screen allows you to enroll a secure device." Below this is a section titled "Enter your enrollment key name" which contains a text input field labeled "Key display name" and an "Enroll" button. A "Close" button is located at the bottom right of the dialog. Two callout boxes provide instructions: one points to the "Key display name" field with the text "2 - Enter the name you want for your key", and another points to the "Enroll" button with the text "3 - Click on « Enroll »".

Enroll Secure Key

Secure enrollment

This screen allows you to enroll a secure device.

Enter your enrollment key name

Key display name

Enroll

Close

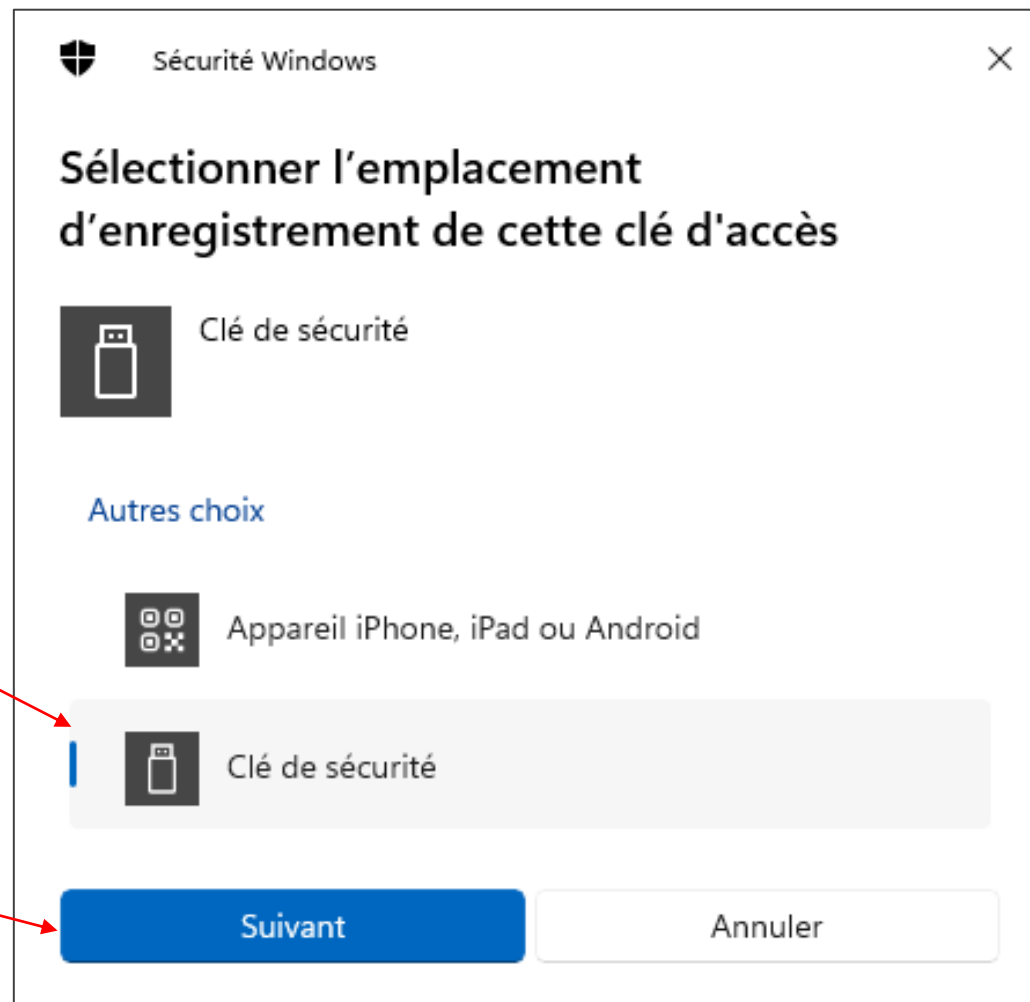
2 - Enter the name you want for your key

3 - Click on « Enroll »

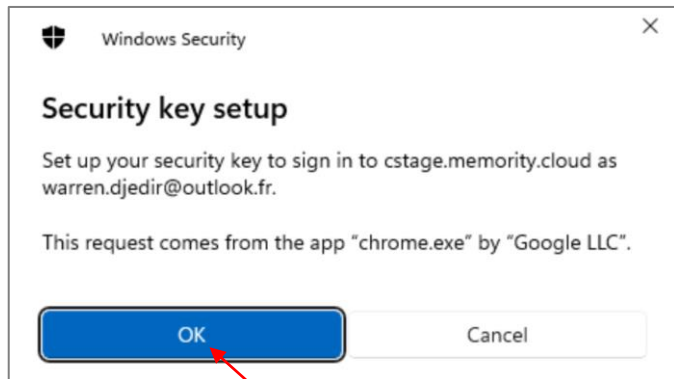
Hardware Security Key - Enrollment

4 – Select « Security key » method

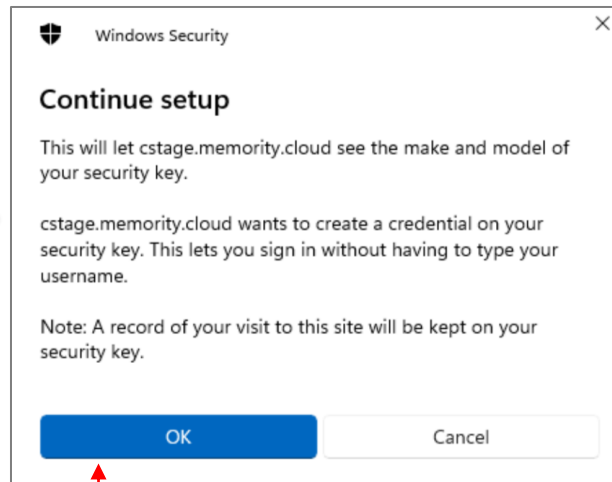
5 – Click on « Next »



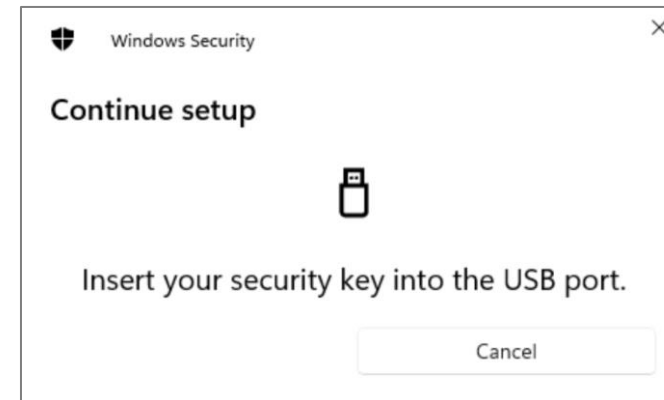
Hardware Security Key - Enrollment



5 - Click on « Ok » to accept

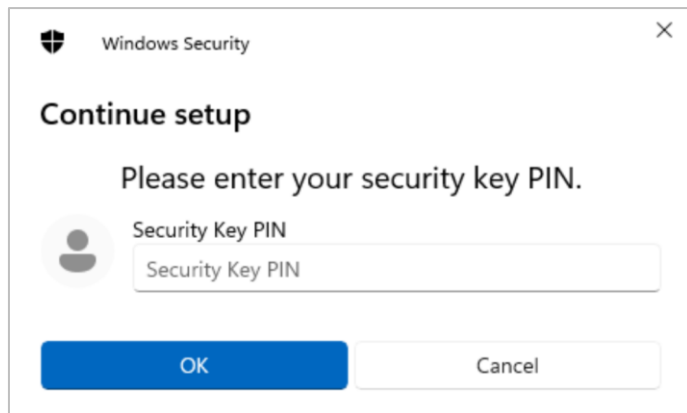


6 - Click on « Ok » to continue



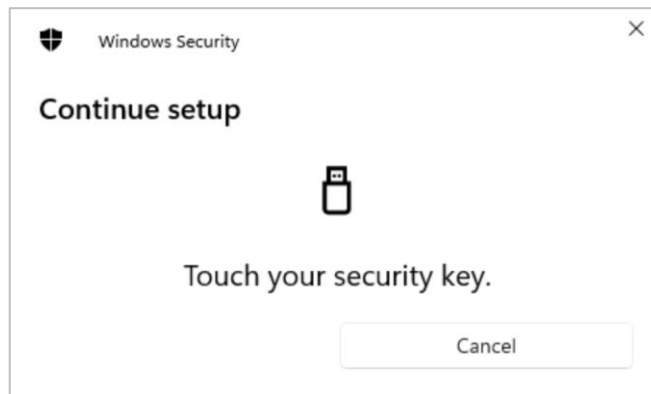
7 - Insert your security key in your USB port

Hardware Security Key - Enrollment

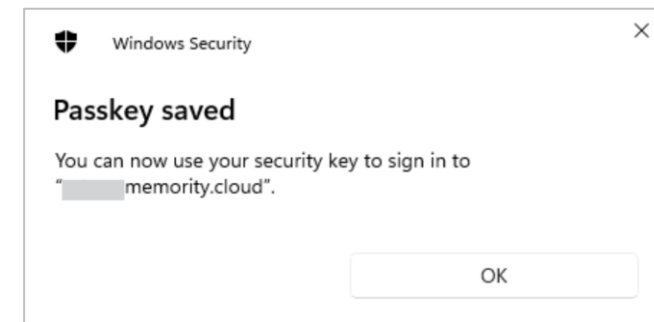


7 – Enter the PIN of your key

8 – Click on « Ok » to confirm

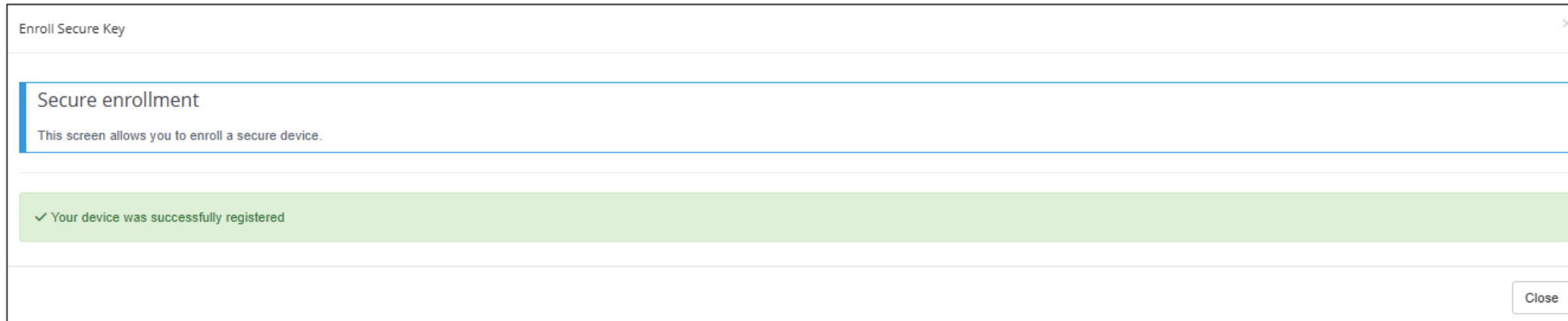


9 – Press your security key



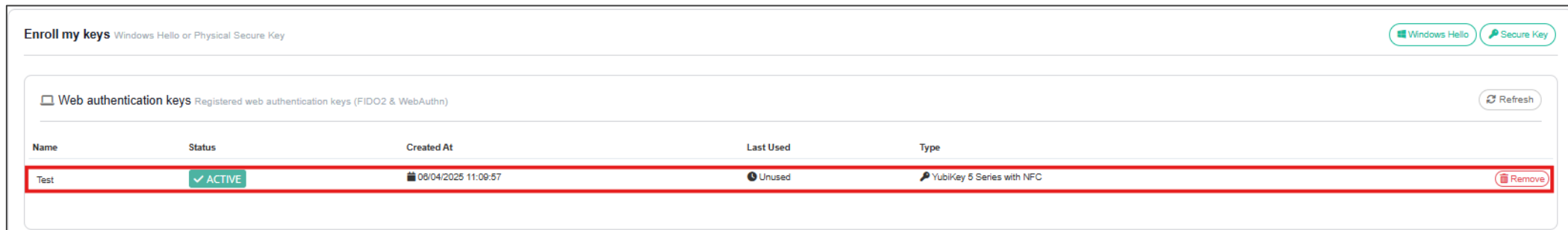
10 – Click on « OK » to finish

Hardware Security Key - Enrollment



Memory Confirmation

Memory message to confirm the registration of the key



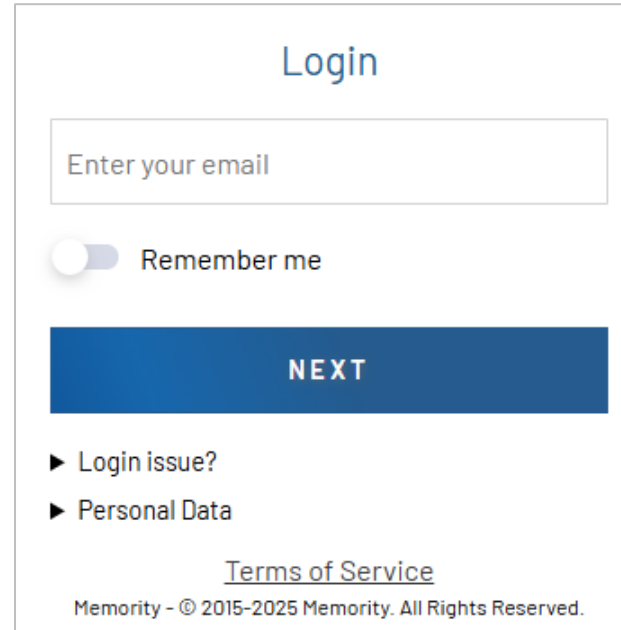
Memory interface

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 »



Login

Enter your email

Remember me

NEXT

▶ Login issue?
▶ Personal Data

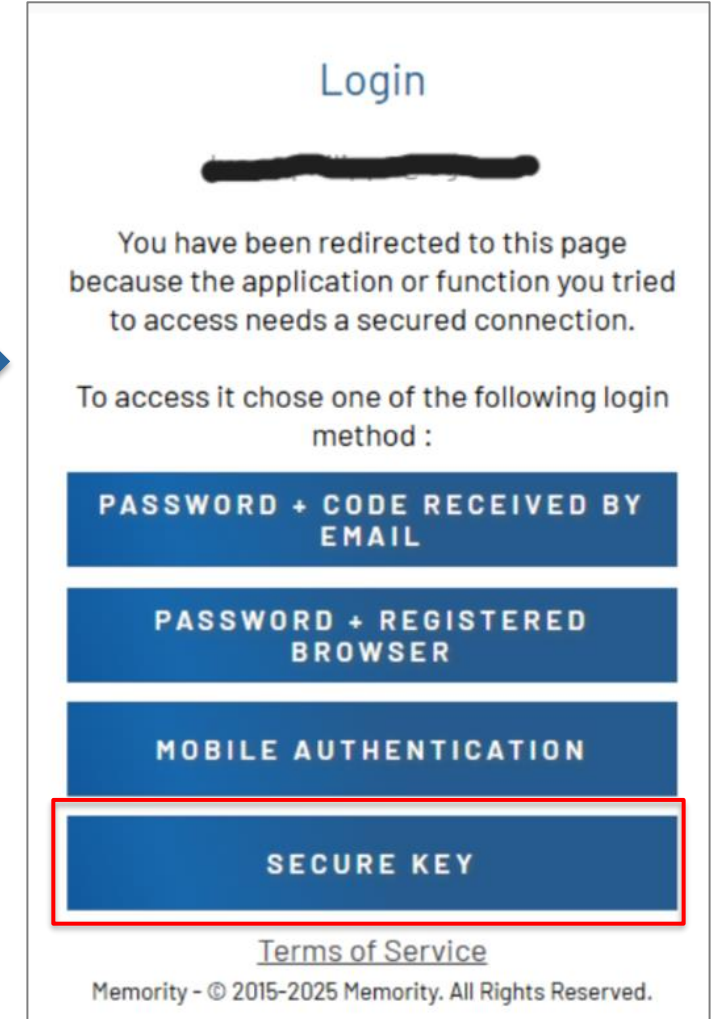
[Terms of Service](#)

Memory - © 2015-2025 Memory. All Rights Reserved.



2 – Authentication methods page

Select « Secure Key »



Login

[REDACTED]

You have been redirected to this page because the application or function you tried to access needs a secured connection.

To access it chose one of the following login method :

PASSWORD + CODE RECEIVED BY EMAIL

PASSWORD + REGISTERED BROWSER

MOBILE AUTHENTICATION

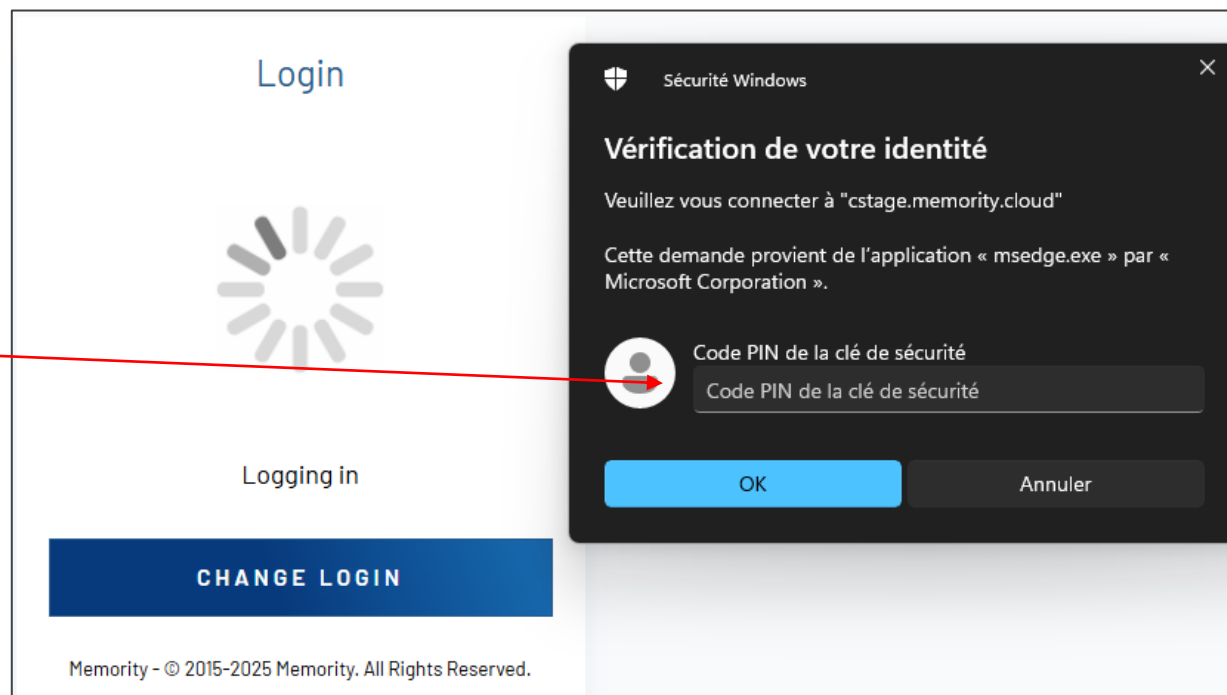
SECURE KEY

[Terms of Service](#)

Memory - © 2015-2025 Memory. All Rights Reserved.

Hardware Security Key – How to login

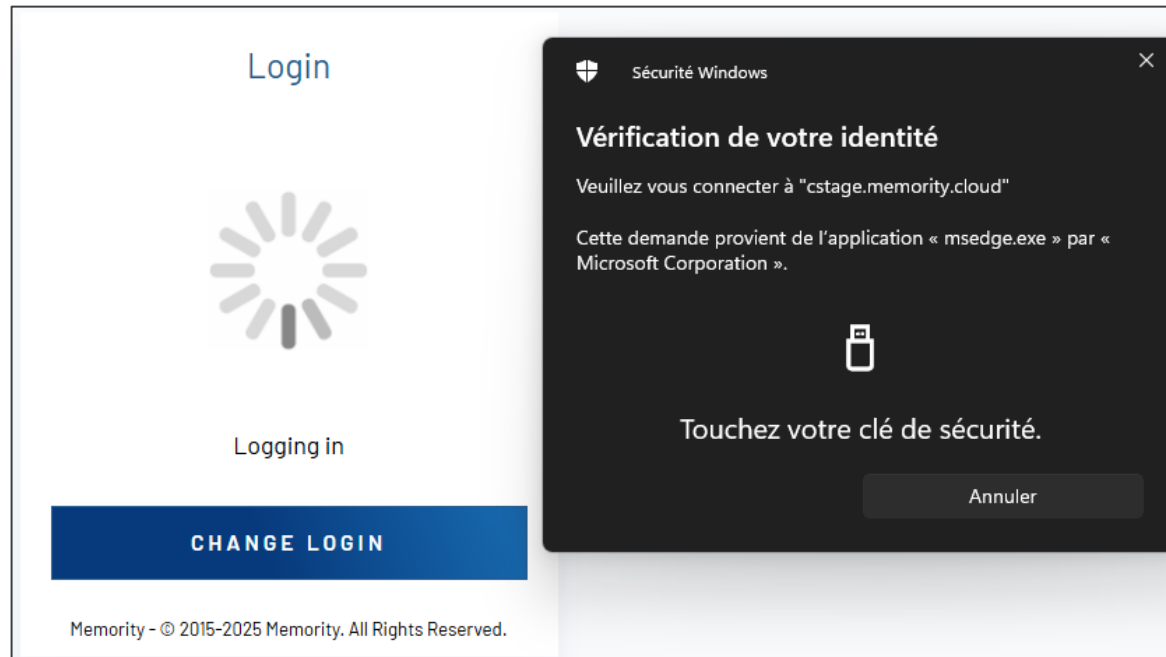
3 – Enter the PIN of your key and click on « OK »



Hardware Security Key – How to login

4 – Press your key to validate

5 – You are logged in !



**POWERED
BY TRUST**



Sommaire

01

Méthodes
d'Authentification Multi
Facteurs

02

Vue d'ensemble de l'outil
de gestion du MFA

03

Authentification par email

04

Authentification par
application mobile

05

Authentification par
navigateur web

06

Authentification par clé
USB



Méthodes d'Authentification Multi Facteurs (MFA)



Méthodes d'Authentification Multi-Facteurs (MFA)

Comment ça fonctionne ?



1 – Quelque chose que vous connaissez

Saisissez votre email comme d'habitude

2 – Quelque chose que vous possédez

Choisissez votre méthode de vérification :

- Vérification par e-mail
- Vérification par navigateur web
- Application mobile
- Clé USB de sécurité

L'Authentification Multi-Facteurs (MFA) est obligatoire depuis le **14 octobre 2025** pour se connecter à tous les portails clients des sociétés Safran

Méthodes d'Authentification Multi-Facteurs (MFA)



Vérification par e-mail

Un mot de passe à usage unique (OTP_One-Time-Password) envoyé à votre adresse e-mail enregistrée

OU



Vérification par navigateur

Utilisez votre navigateur Internet habituel avec un code PIN enregistré

OU



Application d'authentification

Saisissez votre code PIN dans votre application smartphone

OU



Clé USB de sécurité

Branchez une clé USB physique pour valider votre connexion

La vérification par e-mail est la méthode d'authentification multifactorielle par défaut pour votre compte utilisateur. Vous pouvez paramétrer la méthode de votre choix à partir de votre compte Memory : <https://my.memory.com/portal/safran/home>

Conseils et assistance MFA

- **Pour un PC partagé**
Nous recommandons les méthodes « Authentification mobile » et « Clé USB de sécurité » pour vous assurer de pouvoir vous connecter de manière indépendante.
- **Pour un compte client partagé sur le même PC**
Nous vous recommandons d'utiliser les méthodes « Vérification par e-mail » (si vous avez accès à la boîte mail) ou « Authentification par navigateur ».
- **Pour un compte client partagé sur différents PC**
Nous vous recommandons d'utiliser la méthode de « vérification par e-mail » (si vous avez accès à la boîte mail). Nous vous déconseillons fortement d'utiliser l'authentification par téléphone mobile et par navigateur.
Par exemple, si vous enregistrez 3 téléphones mobiles ou 3 navigateurs pour le même compte, le code PIN sera le même. Le code PIN est lié au compte de l'utilisateur, et non à l'appareil.



Si vous rencontrez des problèmes lors de la configuration ou de l'utilisation de l'authentification multifactorielle (MFA), **veuillez contacter l'équipe d'assistance du portail client concerné.**



Comment configurer votre authentification multifactorielle (MFA)



Mon compte

Safran utilise l'outil Memory pour gérer vos méthodes d'authentification multifactorielle (MFA).

Les interfaces suivantes sont disponibles en vous connectant directement au lien Memory suivant :

<https://my.memory.com/portal/safran/home>

The screenshot displays the 'My Account' page for John DOE. The page is divided into several sections:

- Header:** SAFRAN logo, History dropdown, notification bell, and user initials JD.
- Navigation:** My Account (selected), My Applications.
- Account Summary:** ID: HR1234, Email: john.doe@email.com, First Name: John, Last Name: DOE, Enabled: true.
- My information:** Edit, Security.
- Identity:** First Name: John, Last Name: DOE, Email: john.doe@email.com, Activated from: February 13, 2025, Activated until: No Value, Last modification date: August 26, 2025.
- Organizations:** Legacy Organization: Organization A123.
- Technical Information:** (Section header visible).

Mon compte – Mes informations

Onglet Mes Informations

Dans l'onglet « Mes informations », vous trouverez les informations essentielles relatives à votre compte, telles que :

- Prénom
- Nom
- Email
- Compagnie
- Login (email)

SAFRAN

Email: jeremy.guennet.ex@safran.com Enabled: true

My Account <

My Account 1

My Applications

My information Edit Security 2

Identity

First Name	John
Last Name	DOE
Email	john.doe@email.com
Activated from	February 13, 2025
Activated until	No Value
Last modification date	August 26, 2025

Organizations

Legacy Organization	Organization XXXXX
---------------------	--------------------

Technical Information

Login	john.doe@email.com
-------	--------------------

Mon compte – Sécurité

Onglet Sécurité

Dans l'onglet « Sécurité », vous trouverez toutes les informations relatives à vos méthodes d'authentification.

La configuration du MFA sera possible dans cet onglet.

The screenshot displays the SAFRAN user interface for account management. The left sidebar contains 'My Account' (highlighted with a red circle '1') and 'My Applications'. The main content area is titled 'My Account User TEST' and shows user details: ID: XC9807, Email: user.test@gmail.com, First Name: User, and Status: ACTMATED. Below this, there are tabs for 'My information', 'Edit', and 'Security' (highlighted with a red circle '2'). The 'Security' section includes:

- Password**: Password authentication status is Active; Password Expiration Date is November 22, 2025.
- Enroll my keys** (Windows Hello or Physical Secure Key): Includes a checkbox for 'Web authentication keys' (Registered web authentication keys (FIDO2 & WebAuthn)) and a message: 'You have no devices currently enrolled.'
- Enroll the Memory Mobile App or my Web Browser** (Browser or Memory Mobile App): Includes a checkbox for 'Trusted devices' (Registered devices for multi factor authentication).



Authentification par e-mail

Enrôlement & connexion

Authentification par e-mail – Enrôlement

Enregistrer mon adresse e-mail

1. Allez dans « Mon compte » > « Sécurité »
2. Dans la section "code email" cliquez sur « **Enrôler** » puis sur « confirmer »

Cela va enrôler l'adresse email renseignée pour votre compte dans l'onglet "Mes informations"

i

- La vérification par e-mail est **la méthode d'authentification multifactorielle (MFA) par défaut** pour votre compte utilisateur.

- L'adresse e-mail utilisée pour votre compte et pour votre MFA est obligatoirement la même.

The screenshot shows the SAFRAN user account interface. The left sidebar contains 'My Account' and 'My Applications'. The main content area is titled 'SAFRAN' and includes a 'History' dropdown, a notification bell, and a user profile 'JG'. The 'Password' section shows 'Active' status and an expiration date of February 16, 2026. The 'I enroll my key' section offers options for 'Windows Hello' and 'Secure Key'. The 'Trusted devices' section shows no devices are currently enrolled. The 'Email Code' section, titled 'One-Time Password sent by email', features a '+ Enroll' button highlighted with a red box. Below this is a table of enrolled email addresses.

Address	Status	Created At	Last Used	Type	Module
j*****m@g*****l.com	✓ ACTIVE	08/27/2025 10:36:10	Unused	Email	MemoryOtpMail

Authentification par e-mail – Comment se connecter ?

1 – Page de connexion

- Rendez-vous sur la **page de connexion du portail client** souhaité.
- Remplissez le champ d'identification avec l'**adresse e-mail associée à votre compte**.
- Cliquez sur « **SUIVANT** ».

Connexion

Entrez votre email

Se souvenir de moi

SUIVANT

► Problème de connexion ?
► Données personnelles

[Conditions d'utilisation](#)
Memory - © 2015-2025 Memory. Tous droits réservés.



Connexion

testopérateur@outlook.com

Vous avez été redirigé vers cette page car l'application ou la fonction à laquelle vous souhaitez accéder nécessite une connexion sécurisée.

Pour y accéder choisissez un moyen de connexion parmi la liste suivante :

MOT DE PASSE + NAVIGATEUR ENREGISTRÉ

MOT DE PASSE + CODE REÇU PAR EMAIL

[Conditions d'utilisation](#)
Memory - © 2015-2025 Memory. Tous droits réservés.

- ## 2 – Sélectionnez « Mot de passer + code reçu par email »

Authentification par e-mail – Comment se connecter ?

Mot de passe

testopérateur@outlook.com

Mot de passe

SE CONNECTER

CHANGER D'IDENTIFIANT

[J'ai oublié mon mot de passe](#)

- Problème de connexion ?
- Données personnelles

Memory - © 2015-2025 Memory. Tous droits réservés.



A ce stade, l'interface pour la double authentification s'affiche.

Connexion

testopérateur@outlook.com

Choisir une adresse mail

t*****r@o*****k.com

ENVOYER OTP

CHANGER D'IDENTIFIANT

Memory - © 2015-2025 Memory. Tous droits réservés.

3 – Entrez votre mot de passe & cliquez sur « **SE CONNECTER** »

i Il s'agit du mot de passe que vous utilisez habituellement pour vous connecter à votre portail client. En cas d'utilisation d'un gestionnaire de mot de passe, ce champ peut être auto complété.

4 – Sélectionnez l'email et cliquez sur « **ENVOYER OTP** »

Authentification par e-mail – Comment se connecter ?



Hello,

As part of Safran service provided by Memory, you requested a secure authentication.

Please use the security code below to continue.

Your authentication code is **588545**

This code is valid for 10 minutes.

If you did not initiate this request, please ignore this email and contact your security manager immediately.

You received this e-mail message as user of Memory in the name of Safran

This e-mail message is intended for the internal use of the intended recipient(s) only. If you are not the intended recipient, please delete this message and do not disclose it internally or to third parties.
This data is uploaded by the Safran administrator.
The provision of this data is mandatory to access Safran's applications.
You have rights of access, rectification, erasure, restriction, and data portability on your personal data and their processing.
You also have the right to object. To exercise your rights, you can write the Data Protection Officer at safran.dpo@safrangroup.com.
You can also lodge a complaint with the French Data protection authority (www.cnil.fr).

*E-mail reçu avec code
d'authentification*



Connexion

testopérateur@outlook.com

Entrez le code à 6 chiffres

CONNEXION

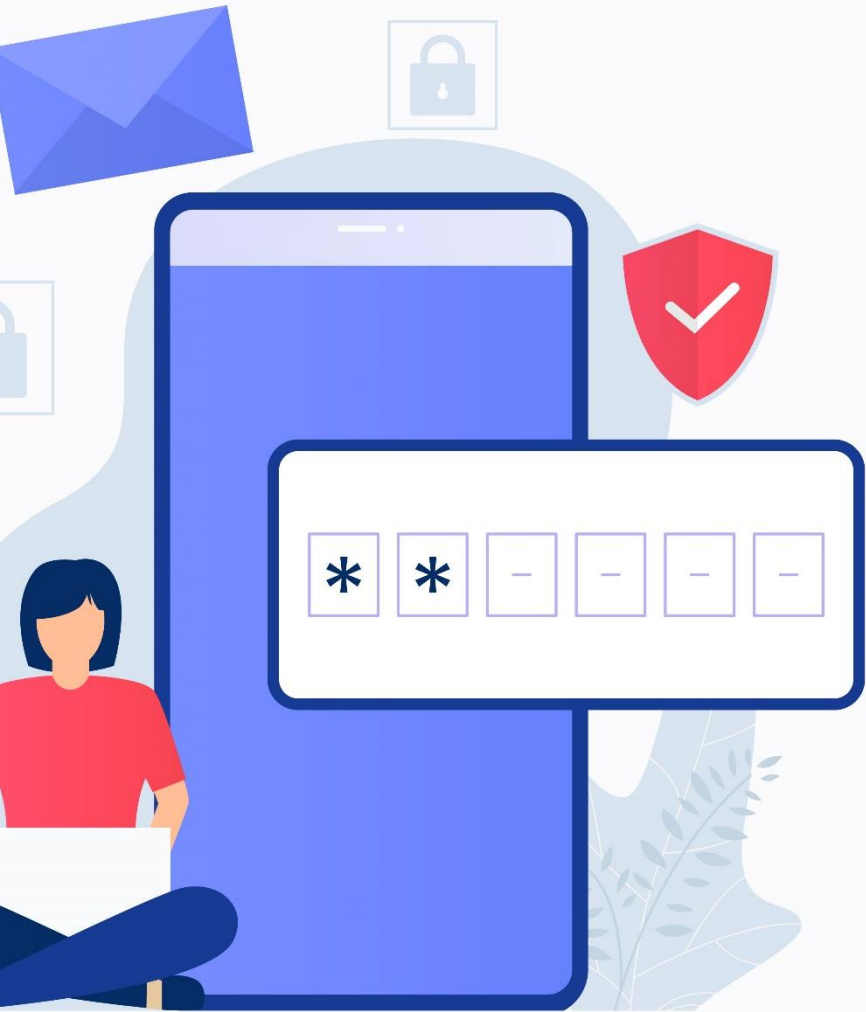
CHANGER D'IDENTIFIANT

Memory - © 2015-2025 Memory. Tous droits réservés.

5 – Entrez le code reçu par mail
et cliquez sur « CONNEXION »



En cas d'utilisation d'un gestionnaire de mot de passe, ce champ peut être auto complété par erreur. **Veillez à vider la donnée saisie automatiquement pour pouvoir saisir le code à 6 chiffres.**



Authentification par application mobile

Enrôlement & connexion

Authentification par application mobile - Enrôlement

Enrôler l'application mobile Memoryty

1. Aller dans « Mon compte » > « Sécurité »
2. Dans la section "Enroll the Memoryty Mobile app or my Web Browser" section click on « **Enrôler** »

The screenshot shows the SAFRAN user interface. On the left, a sidebar menu includes 'Mon compte' and 'Mes Applications'. The main content area is divided into two sections:

- J'enrôle ma clé**: Windows Hello ou clé de sécurité physique. It includes a 'Windows Hello' button, a 'Clé sécurisée' button, and an 'Actualiser' button. Below this, it says 'Appareils enrôlés' and 'Vous n'avez aucune clé.' with another 'Actualiser' button.
- J'enrôle l'application mobile de Memoryty ou mon navigateur web**: It includes a 'Débloquer' button and a '+ Enrôler' button (highlighted with a red box). Below this, it says 'Appareils enrôlés' and 'Actualiser'.

At the bottom, there is a table of enrolled devices:

Nom De L'appareil	Statut	Enrôlé Le	Dernier Usage	Type	
My enrolled browser	✓ ACTIF	29/08/2025 14:57:54	Non utilisé	Navigateur	Enlever

Authentification par application mobile - Enrôlement

2 – Cliquez sur « Enrôler un appareil mobile »

Enrôler

Enrôlement d'un appareil

Enrôler ce navigateur 

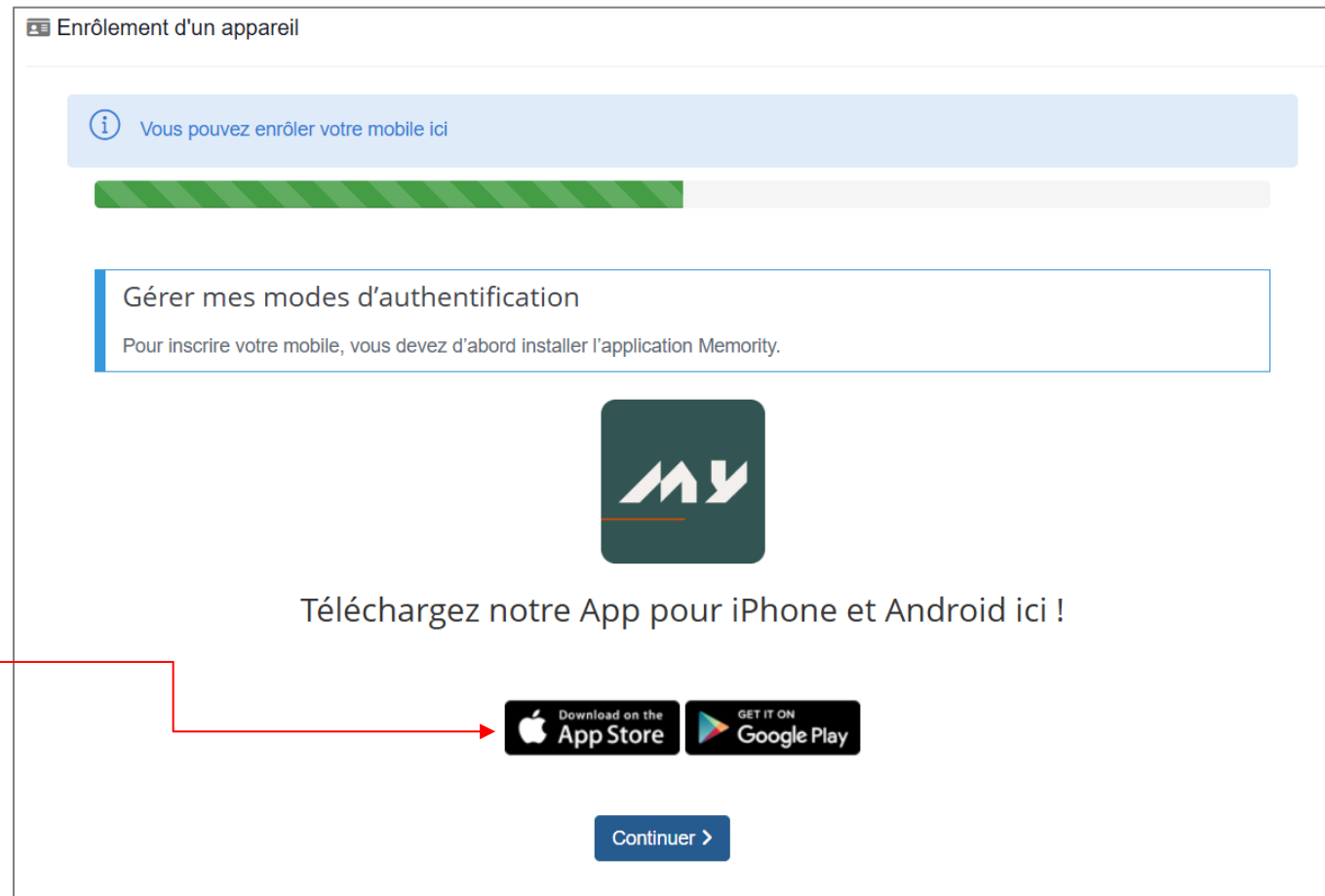
Enrôler un appareil portable 

Fermer

Authentification par application mobile - Enrôlement

3 – Téléchargez l'application Memoryty sur le store

4 – Cliquez sur « **continuer** »



The screenshot shows a mobile application interface titled "Enrôlement d'un appareil". At the top, there is a light blue bar with an information icon and the text "Vous pouvez enrôler votre mobile ici". Below this is a progress bar with a green hatched section on the left. A blue-bordered box contains the heading "Gérer mes modes d'authentification" and the text "Pour inscrire votre mobile, vous devez d'abord installer l'application Memoryty." Below the box is the Memoryty logo, which consists of a dark green square with white stylized letters "M" and "Y". Underneath the logo, the text reads "Téléchargez notre App pour iPhone et Android ici !". At the bottom, there are two buttons: "Download on the App Store" and "GET IT ON Google Play". A red arrow points from the instruction box on the left to the App Store button. Below these buttons is a blue button labeled "Continuer >".

Authentification par application mobile - Enrôlement

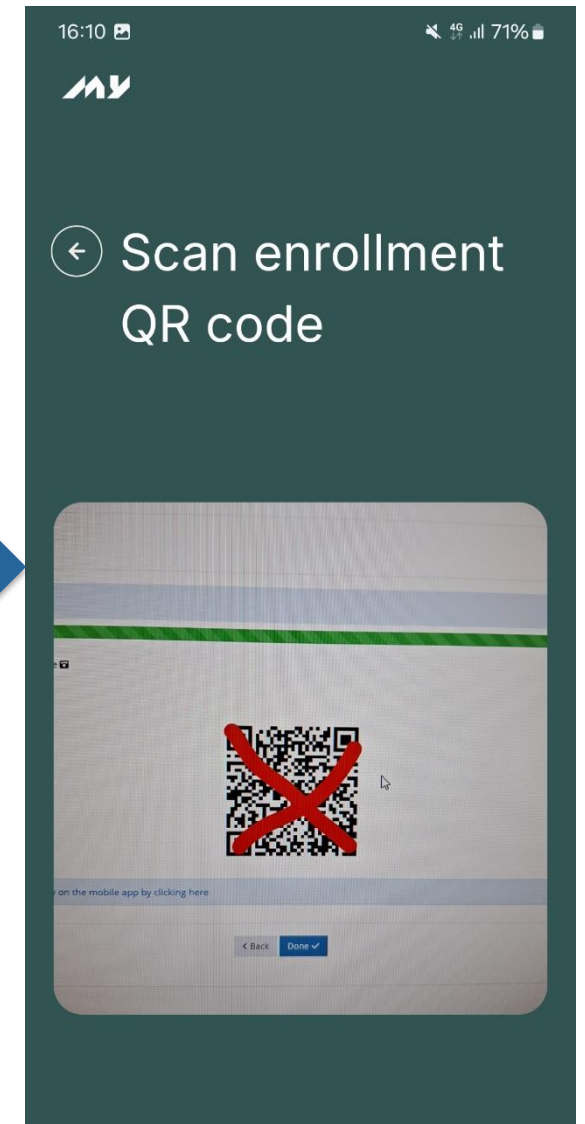
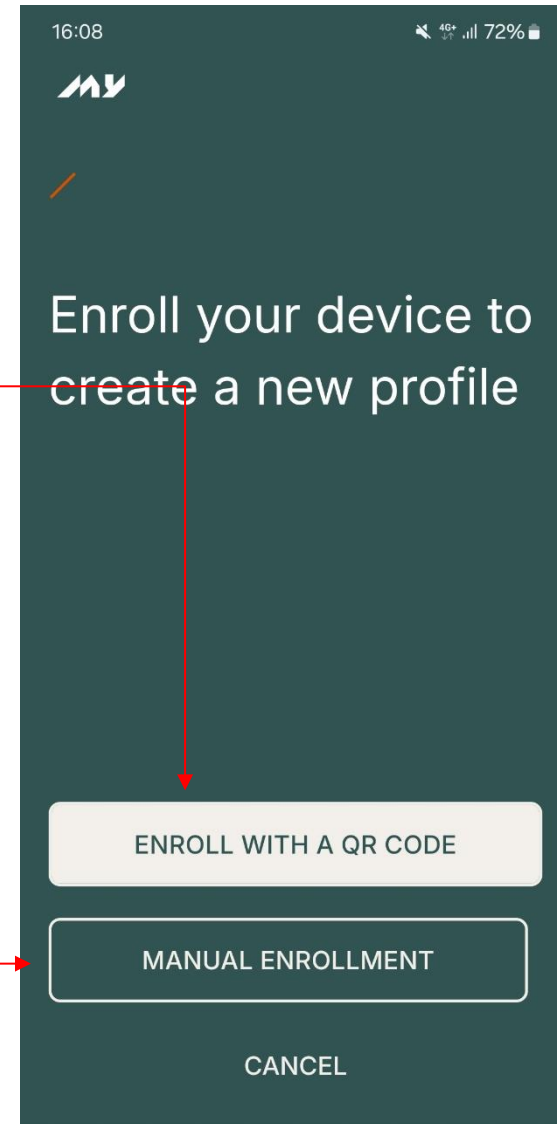
5 – Sur votre téléphone, ouvrez l'application Memory

6 – Cliquez sur « Enrôler avec un QR code »

OU

6* – **Si nécessaire**, vous pouvez enrôler manuellement l'application en cliquant sur "Enrôlement manuel".

Vous aurez besoin de renseigner le nom du tenant, qui est : safran



Authentification par application mobile - Enrôlement

7 – Depuis l'application, flashez le QR code pour enrôler cet appareil

OU

7* – Si nécessaire, Vous pouvez entrer manuellement vos informations d'authentification en cliquant ici.

The screenshot shows a mobile application interface for device enrollment. At the top, the title is 'Enrôlement d'un appareil'. Below the title, there is a light blue information bar with an 'i' icon and the text 'Vous pouvez enrôler votre mobile ici'. A green diagonal striped bar is positioned below this. The main instruction reads 'Veillez scanner le QR code suivant : 📷'. A large QR code is displayed in the center, with a blue square overlaid on it. To the right of the QR code is a circular refresh icon. At the bottom, another light blue information bar contains an 'i' icon and the text 'Vous pouvez également saisir les informations suivantes sur l'écran d'enrôlement en cliquant ici'. Below this bar are two buttons: '< Précédent' and 'Terminer ✓'.

Authentification par application mobile - Enrôlement

8 – Définissez un code PIN pour l'application.

16:11 71%

safran

Enroll your device

Enter your PIN code

PIN code must be composed of digits only

VALIDATE MY PIN CODE

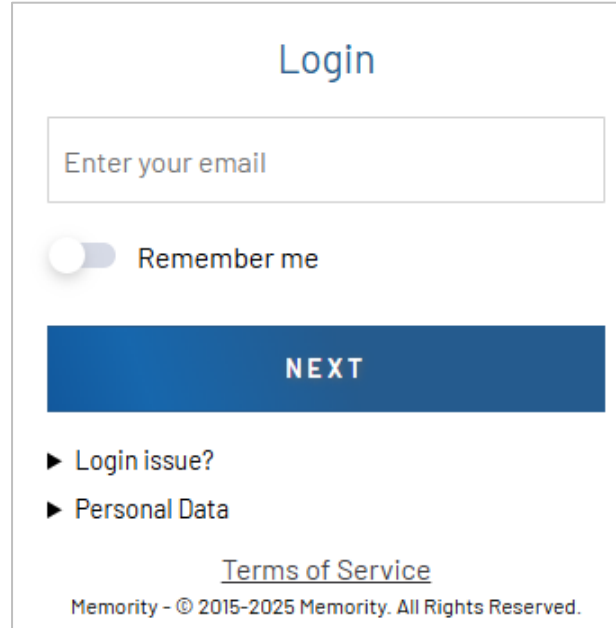
CANCEL

i En cas d'inactivité (aucune connexion avec cette méthode) pendant plus de 365 jours, cette méthode expirera..

Authentification par application mobile - Comment se connecter ?

1 – Page de connexion :

- Rendez-vous sur la page de connexion de votre **portail client**.
- Remplissez le champ de connexion avec votre **adresse e-mail**.
- Cliquez sur « **Suivant** ».



Login

Enter your email

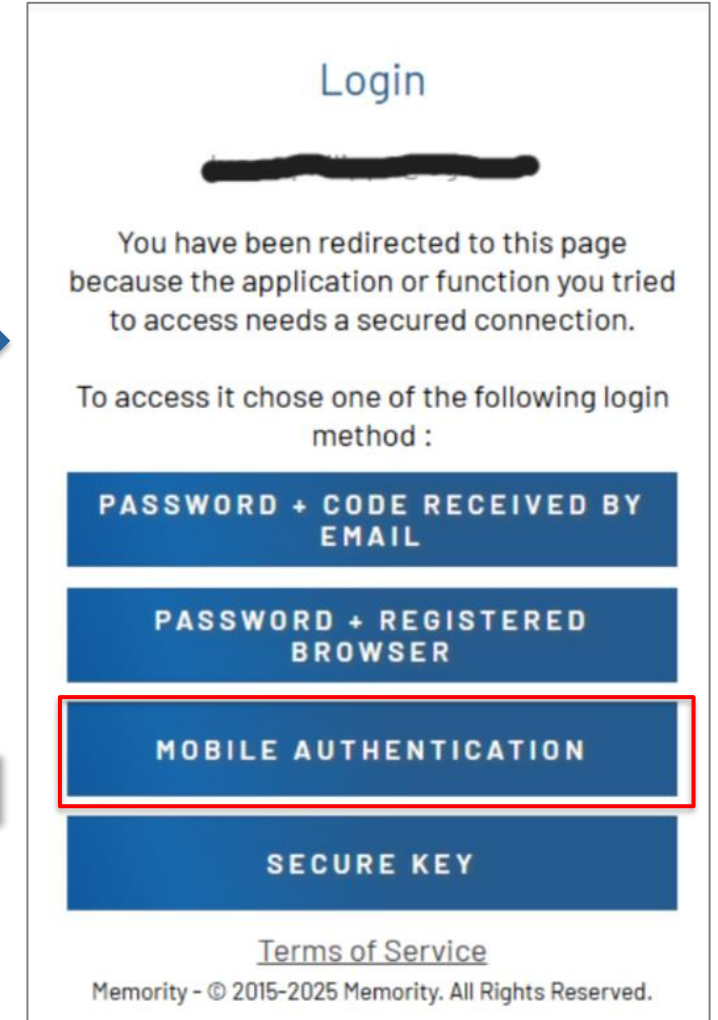
Remember me

NEXT

▶ Login issue?
▶ Personal Data

[Terms of Service](#)

Memory - © 2015-2025 Memory. All Rights Reserved.



Login

[REDACTED]

You have been redirected to this page because the application or function you tried to access needs a secured connection.

To access it chose one of the following login method :

PASSWORD + CODE RECEIVED BY EMAIL

PASSWORD + REGISTERED BROWSER

MOBILE AUTHENTICATION

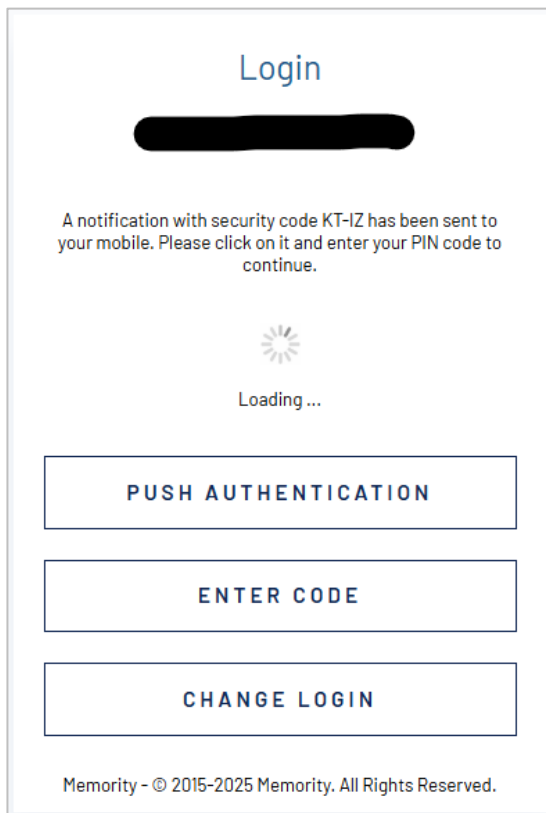
SECURE KEY

[Terms of Service](#)

Memory - © 2015-2025 Memory. All Rights Reserved.

2 – Sélectionnez «Mobile Authentication»

Authentification par application mobile - Comment se connecter ?



Login

A notification with security code KT-IZ has been sent to your mobile. Please click on it and enter your PIN code to continue.

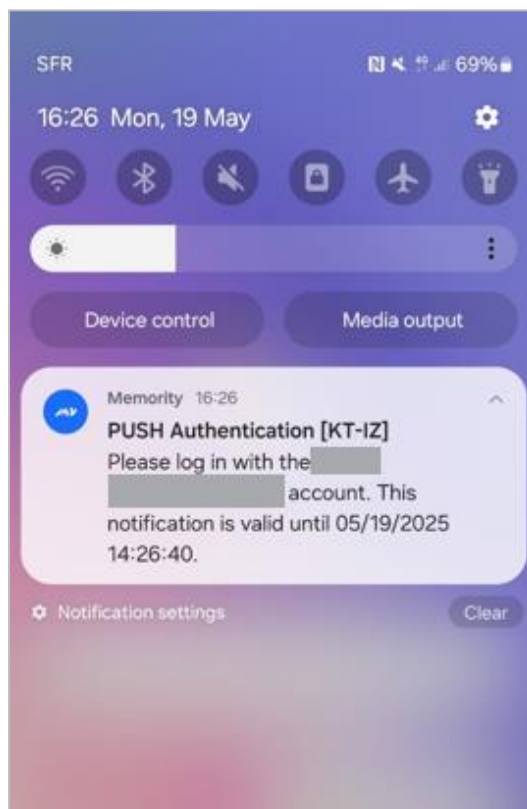
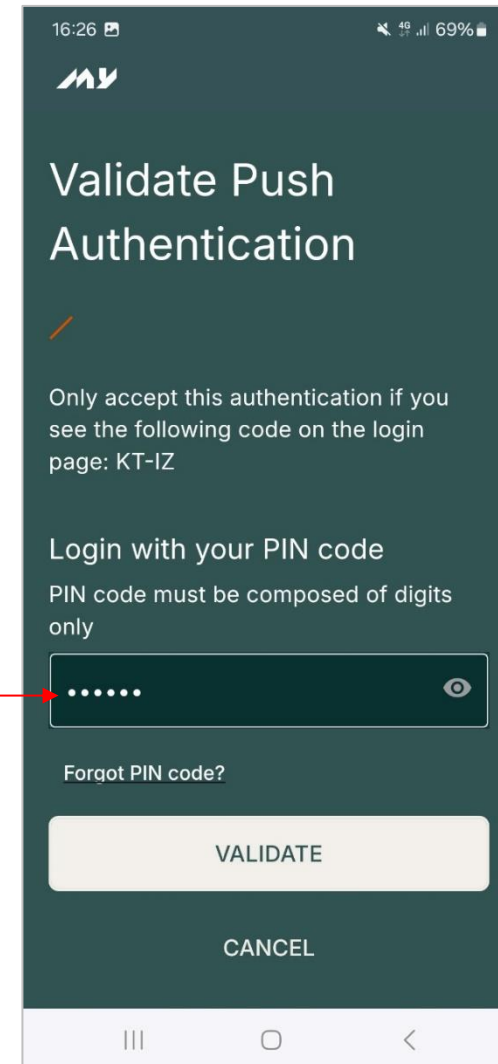
Loading ...

PUSH AUTHENTICATION

ENTER CODE

CHANGE LOGIN

Memory - © 2015-2025 Memory. All Rights Reserved.

16:26 69%

Validate Push Authentication

Only accept this authentication if you see the following code on the login page: KT-IZ

Login with your PIN code

PIN code must be composed of digits only

.....

Forgot PIN code?

VALIDATE

CANCEL

3 – Une **notification** sera envoyée sur votre smartphone, cliquez dessus.

4 – Dans l'application, entrez votre **code PIN** et validez.

Retournez sur votre portail client, vous êtes connecté !



Authentification par navigateur Web

Enrôlement & connexion

Authentification par navigateur Web – Enrôlement

Enrôler mon navigateur web

1. Allez dans « Mon compte » > « Sécurité »
2. Dans la section « J'enrôle l'application mobile de Memoryty ou mon navigateur web », cliquez sur « **Enrôler** ».

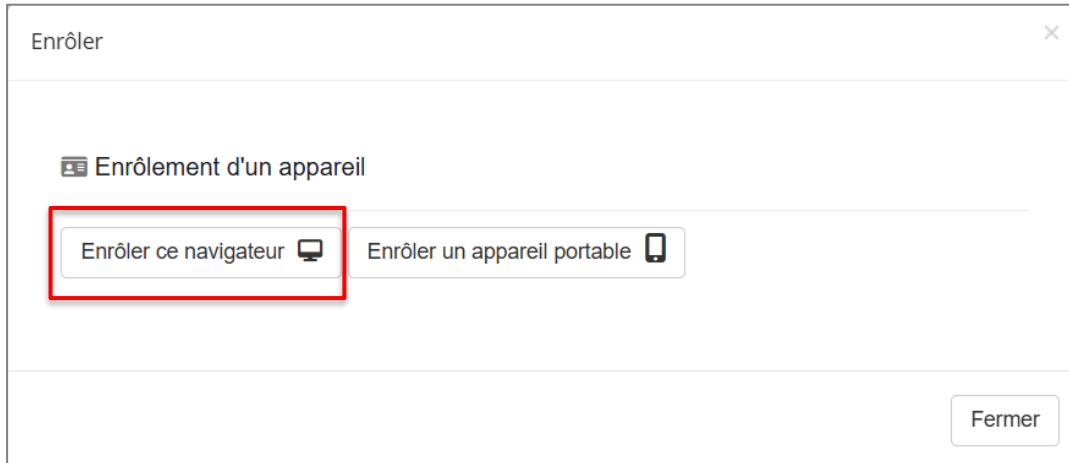
The screenshot shows the SAFRAN user interface. The sidebar on the left contains 'Mon compte' and 'Mes Applications'. The main content area is divided into two sections:

- J'enrôle ma clé**: Windows Hello ou clé de sécurité physique. Includes buttons for 'Windows Hello' and 'Clé sécurisée'. Below is a section for 'Appareils enrôlés' with an 'Actualiser' button and the text 'Vous n'avez aucune clé.'
- J'enrôle l'application mobile de Memoryty ou mon navigateur web**: Includes a 'Débloquer' button and a '+ Enrôler' button (highlighted with a red box). Below is a section for 'Appareils enrôlés' with an 'Actualiser' button.

Below the second section is a table of enrolled devices:



Nom De L'appareil	Statut	Enrôlé Le	Dernier Usage	Type	
My enrolled browser	✓ ACTIF	29/08/2025 14:57:54	Non utilisé	Navigateur	Enlever

Authentification par navigateur Web – Enrôlement



Enrôler

Enrôlement d'un appareil

Enrôler ce navigateur  Enrôler un appareil portable 

Fermer

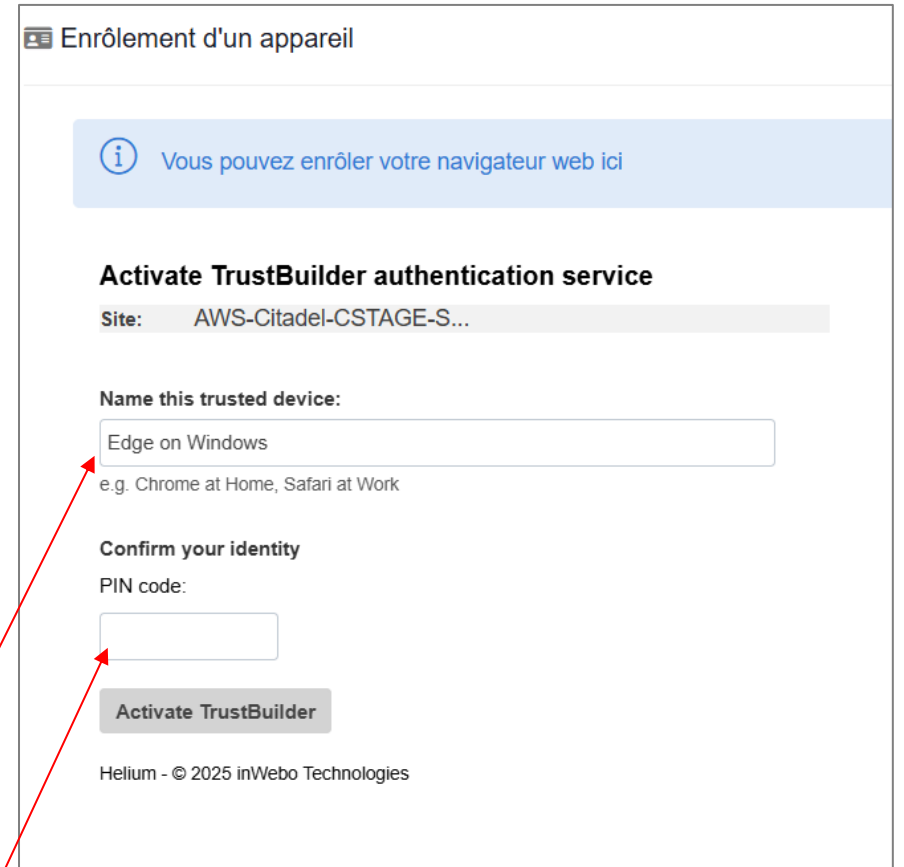
2 – Choisissez « Enrôler ce navigateur ».

3 – Nommez votre navigateur


4 – Entrez un **code PIN** pour ce navigateur et cliquez sur « Activer ».

i

En cas d'inactivité (aucune connexion) pendant plus de 365 jours, cette méthode expirera.



Enrôlement d'un appareil

 Vous pouvez enrôler votre navigateur web ici

Activate TrustBuilder authentication service

Site: AWS-Citadel-CSTAGE-S...

Name this trusted device:

Edge on Windows
e.g. Chrome at Home, Safari at Work

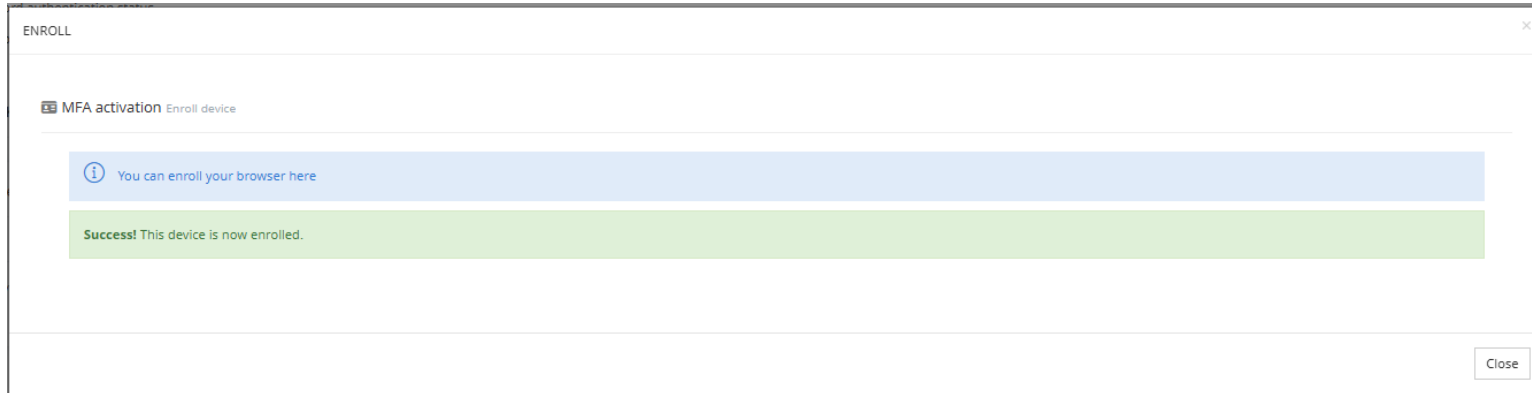
Confirm your identity

PIN code:

Activate TrustBuilder

Helium - © 2025 inWeb Technologies

Authentification par navigateur Web – Enrôlement



Confirmation de Memoryty

Message de Memoryty pour confirmer l'enregistrement du navigateur



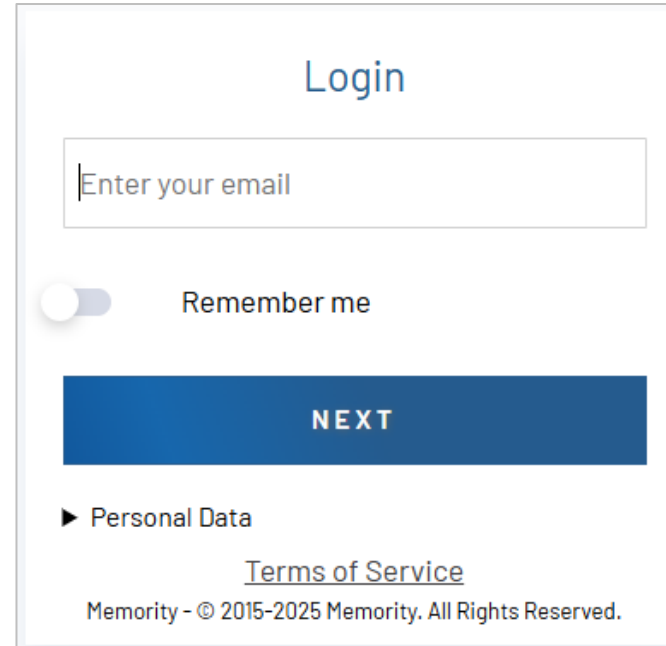
Interface Memoryty

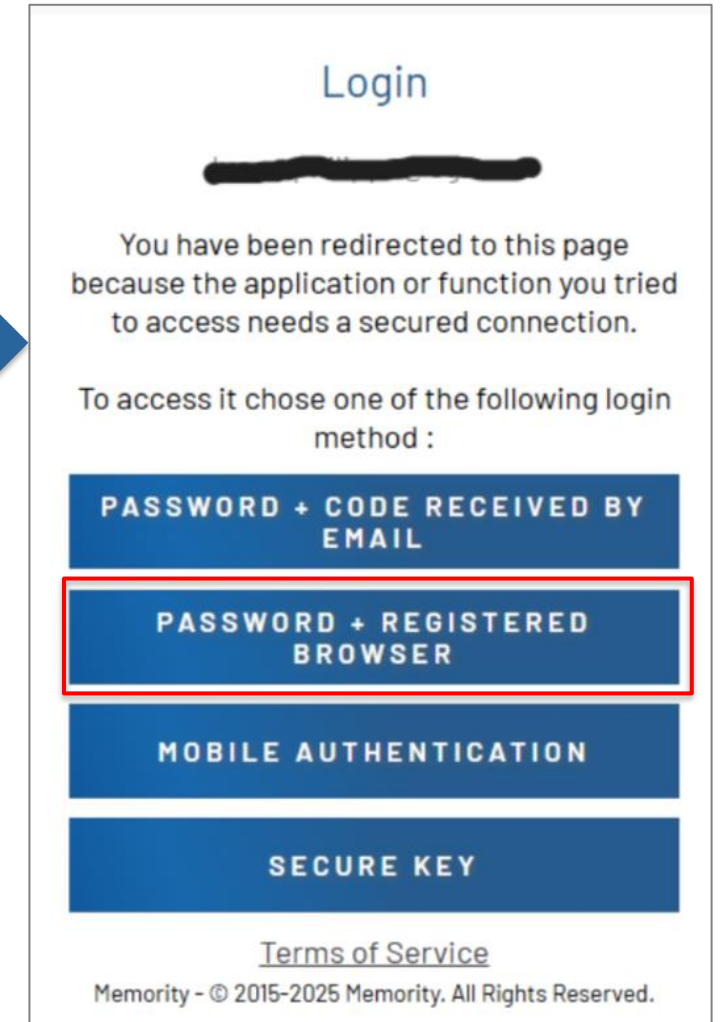
Le navigateur est désormais visible dans votre interface (Mon compte > Sécurité > « J'enrôle l'application mobile Memoryty ou mon navigateur web »).

Authentification par navigateur Web – Comment se connecter ?

1 – Page de connexion :

- Rendez-vous sur la page de connexion de **votre portail client.**
- Remplissez le champ de connexion avec votre adresse e-mail.
- Cliquez sur « Suivant ».



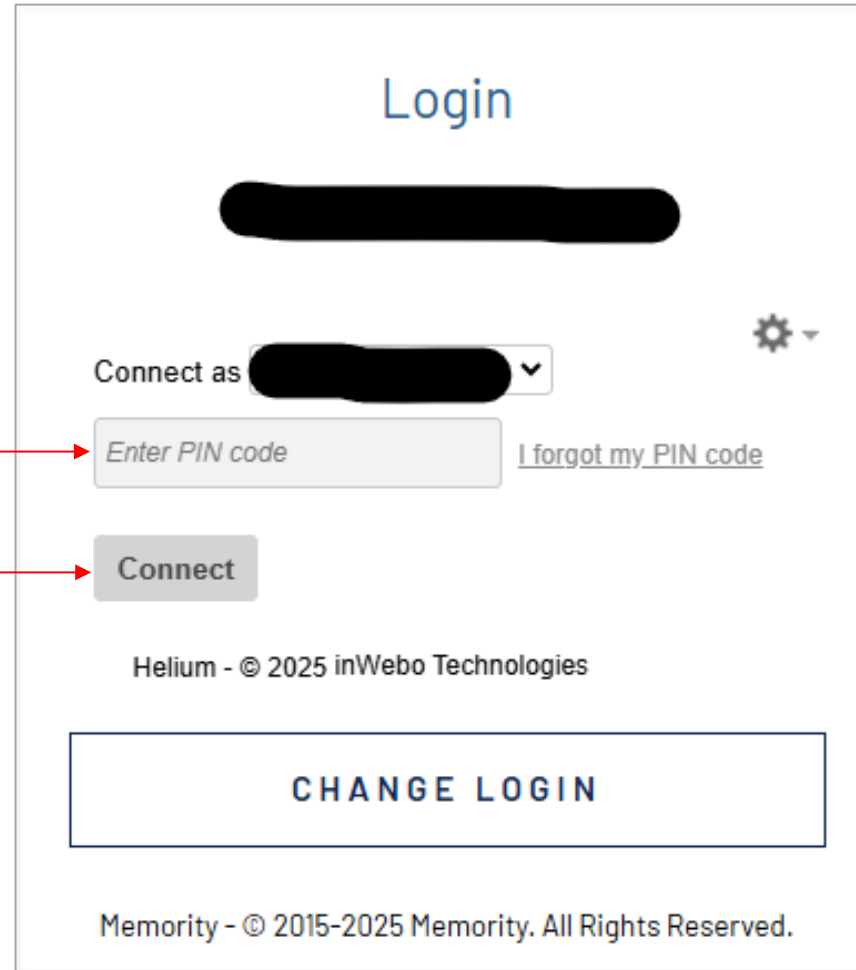


- ## 2 – Sélectionnez « Password + Registered browser»

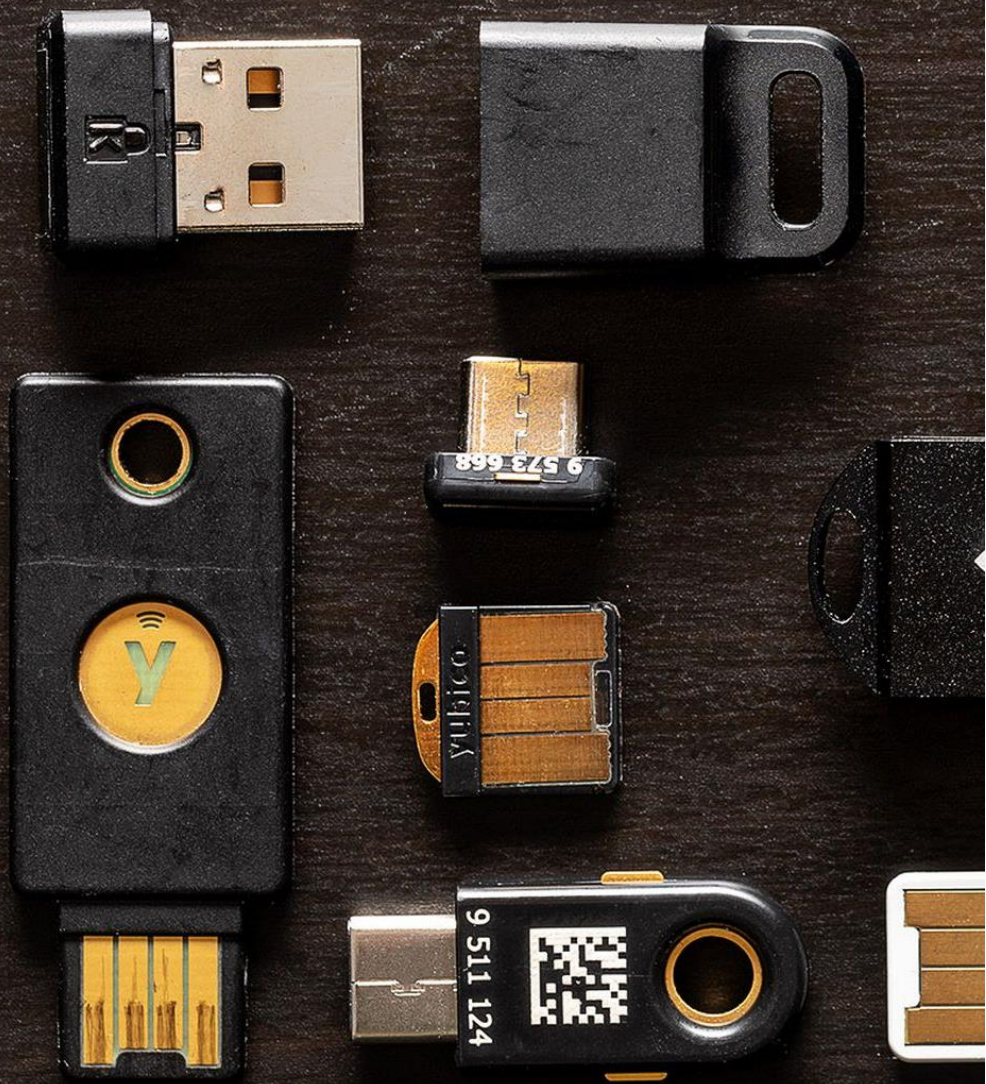
Authentification par navigateur Web – Comment se connecter ?

3 – Entrez le **code PIN** que vous avez défini pour ce navigateur.

4 – Cliquez sur « Connecter ».



The screenshot shows a web login interface. At the top, the word "Login" is displayed in blue. Below it is a blacked-out input field. To the right of this field is a gear icon with a downward arrow. Below the blacked-out field is a dropdown menu labeled "Connect as" with a blacked-out selection and a downward arrow. To the right of the dropdown is a link that says "I forgot my PIN code". Below the dropdown is a text input field with the placeholder text "Enter PIN code". Below this field is a grey button labeled "Connect". Below the "Connect" button is the text "Helium - © 2025 inWebo Technologies". Below that is a large rectangular button with the text "CHANGE LOGIN". At the bottom of the page is the text "Memoryty - © 2015-2025 Memoryty. All Rights Reserved." Two red arrows point from the instruction boxes on the left to the "Enter PIN code" field and the "Connect" button.



Clé de sécurité matérielle

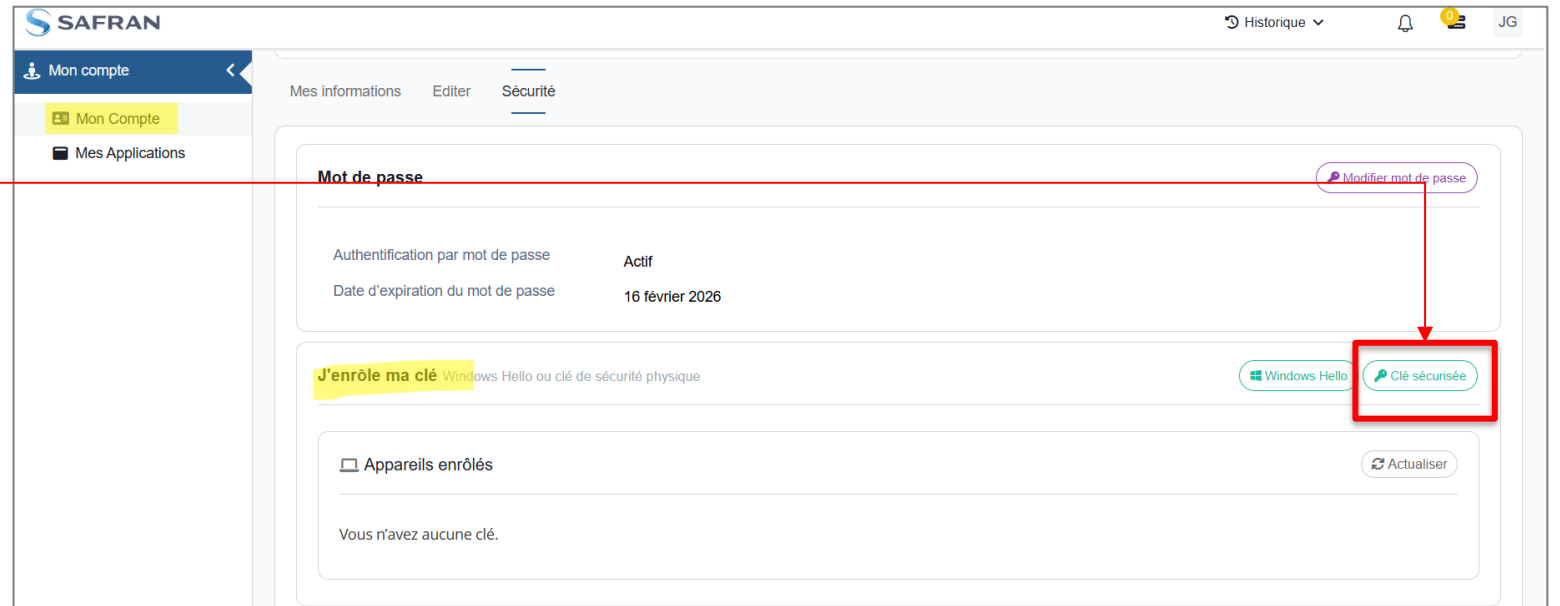
Enrôlement & connexion



Clé de sécurité USB - Enrôlement

Enrôler une clé de sécurité

1. Allez dans « Mon compte » > « Sécurité »
2. Dans la section « J'enrôle ma clé » cliquez sur « Clé sécurisée »



Clé de sécurité USB - Enrôlement

The screenshot shows a dialog box titled "Enrôler une clé sécurisée" with a close button (X) in the top right corner. The dialog contains the following elements:

- A blue-bordered box with the heading "Enrôlement sécurisé" and the text "Cet écran vous permet d'enrôler un appareil sécurisé".
- A section titled "Choisissez le nom de votre clé" containing a text input field labeled "Nom de la clé" and an "Enrôler" button.
- A "Fermer" button in the bottom right corner.

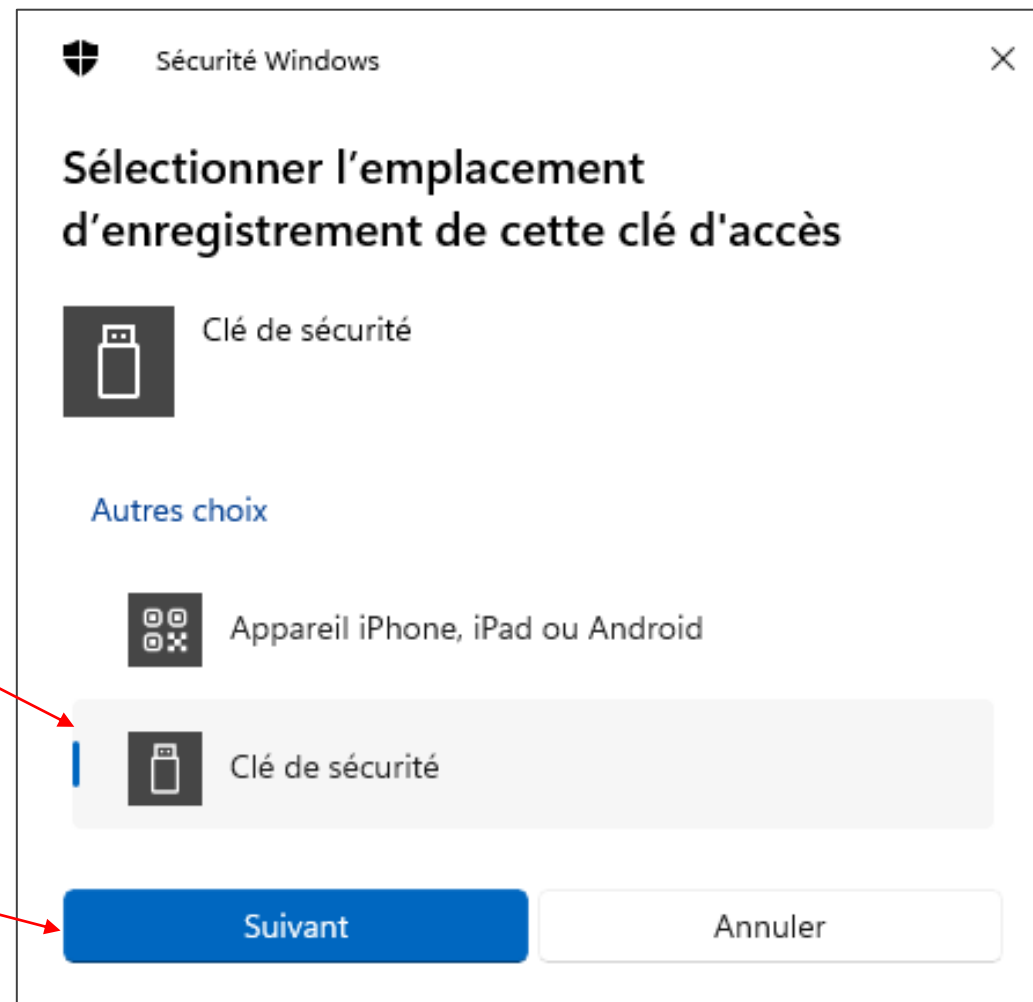
Two red arrows point to the input field and the "Enrôler" button, accompanied by callout boxes:

- Callout 2: "2 – Entrez le nom que vous souhaitez donner à votre clé." (with an arrow pointing to the input field)
- Callout 3: "3 – Cliquez sur « Enrôler »" (with an arrow pointing to the "Enrôler" button)

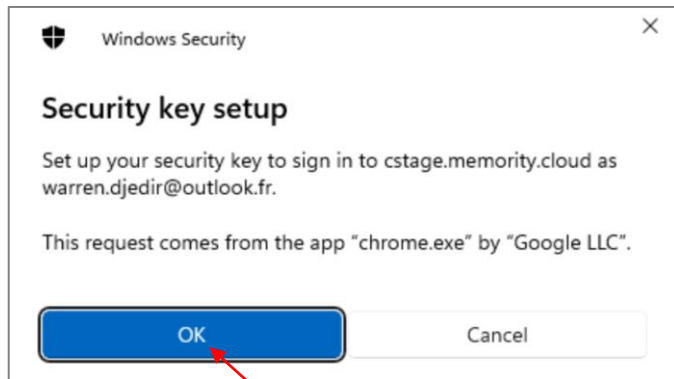
Clé de sécurité USB - Enrôlement

4 – Sélectionnez « Clé de sécurité »

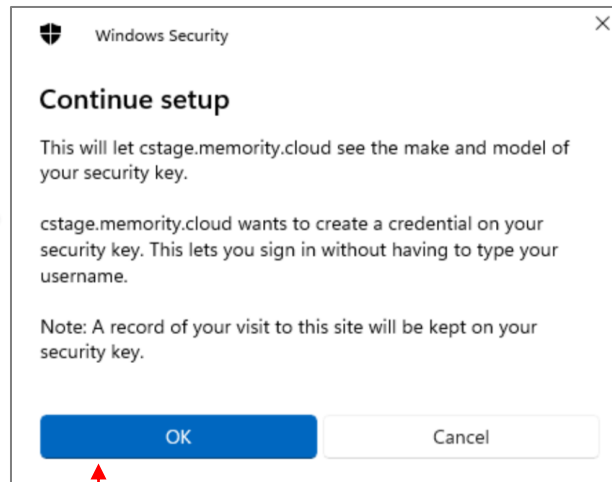
5 – Cliquez sur « suivant »



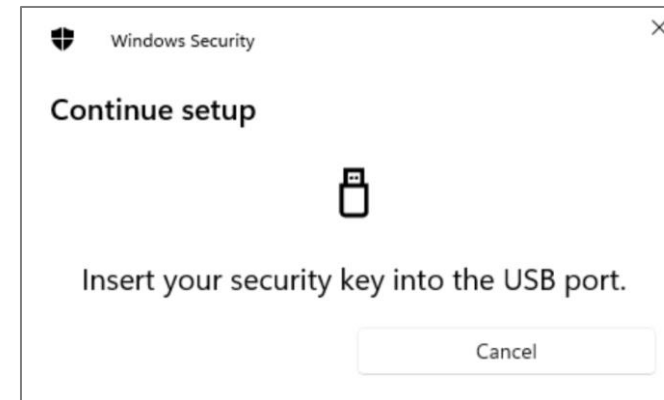
Clé de sécurité USB - Enrôlement



5 - Cliquez sur « Ok » pour accepter.

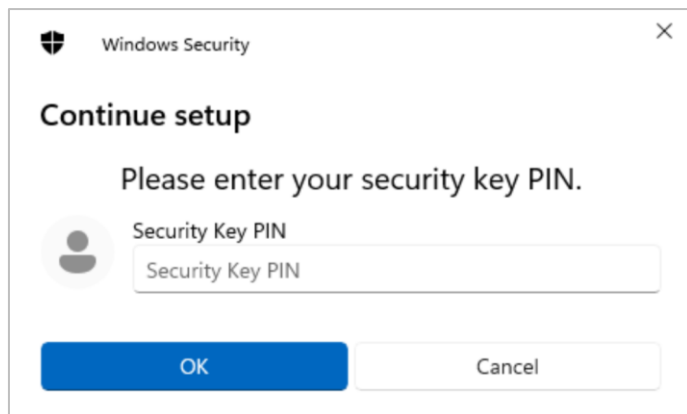


6 - Cliquez sur « Ok » pour continuer



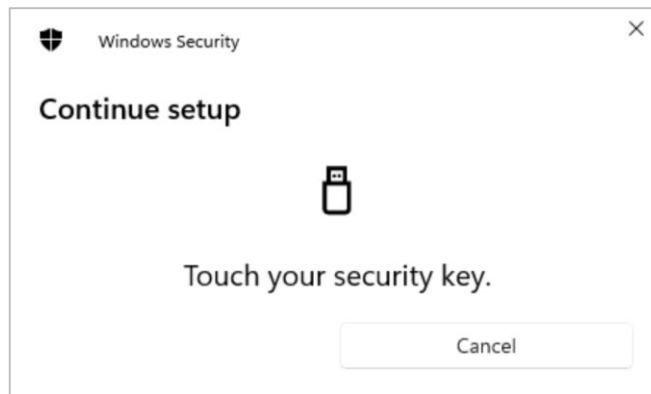
7 - Insérez votre clé de sécurité dans votre port USB.

Clé de sécurité USB - Enrôlement

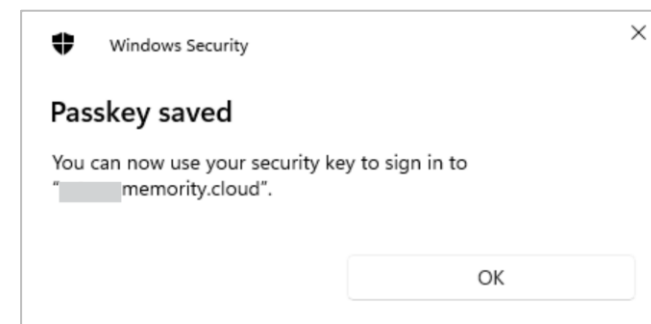


7 – Entrez le code PIN de votre clé.

8 – Cliquez sur « Ok » pour confirmer.

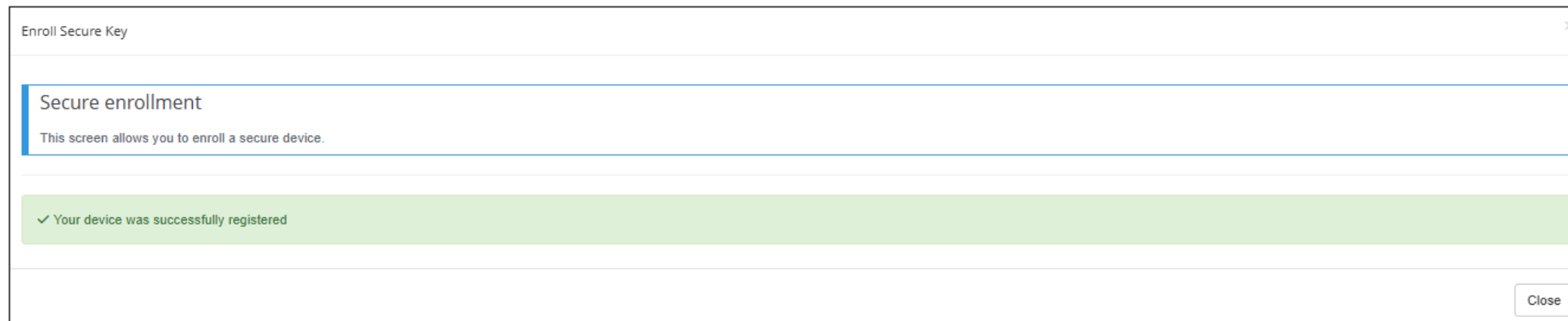


9 – Appuyez sur votre clé de sécurité



10 – Cliquez sur « OK » pour terminer.

Clé de sécurité USB - Enrôlement



Confirmation Memory

Message Memory pour confirmer l'enregistrement de la clé



Interface Memory

La clé est désormais visible dans votre interface (Mon compte > Sécurité > J'enrôle ma clé).

Clé de sécurité USB – Comment se connecter ?

1 – Page de connexion :

- Rendez-vous sur la page de connexion de **votre portail client** .
- Remplissez le champ de connexion avec votre adresse e-mail.
- Cliquez sur « Suivant ».

Login

Enter your email

Remember me

NEXT

▶ Login issue?
▶ Personal Data

[Terms of Service](#)

Memory - © 2015-2025 Memory. All Rights Reserved.



2 – Sélectionnez « Secure Key »

Login

You have been redirected to this page because the application or function you tried to access needs a secured connection.

To access it chose one of the following login method :

PASSWORD + CODE RECEIVED BY EMAIL

PASSWORD + REGISTERED BROWSER

MOBILE AUTHENTICATION

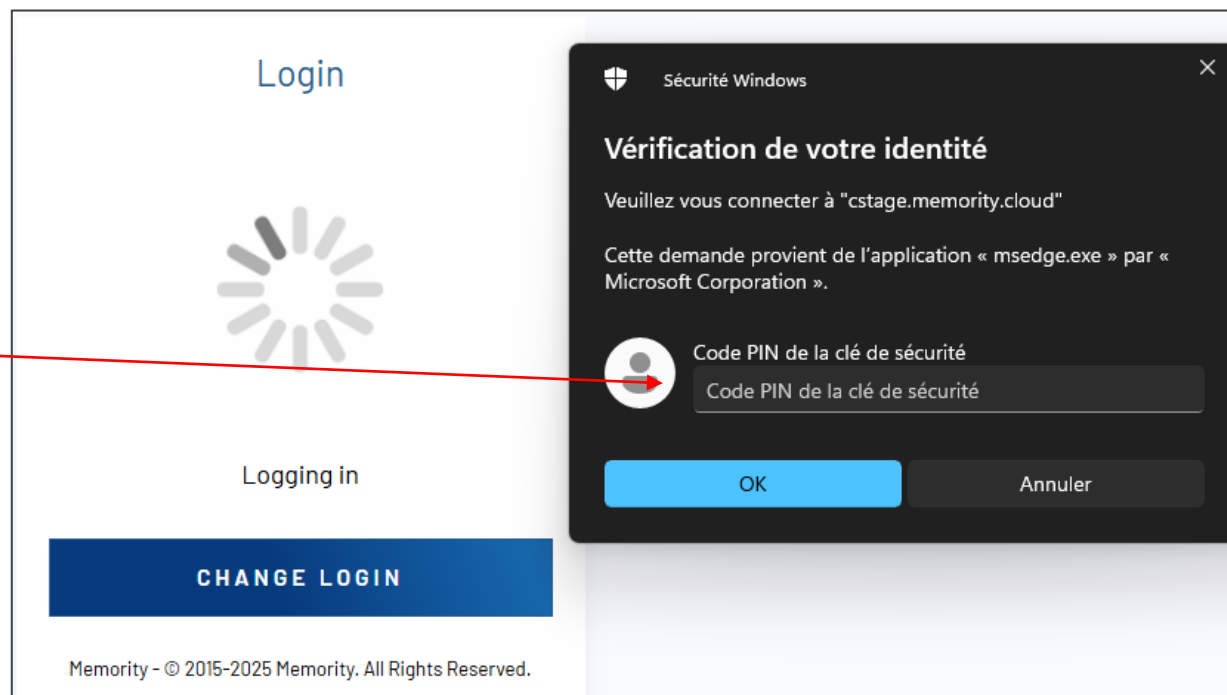
SECURE KEY

[Terms of Service](#)

Memory - © 2015-2025 Memory. All Rights Reserved.

Clé de sécurité USB – Comment se connecter ?

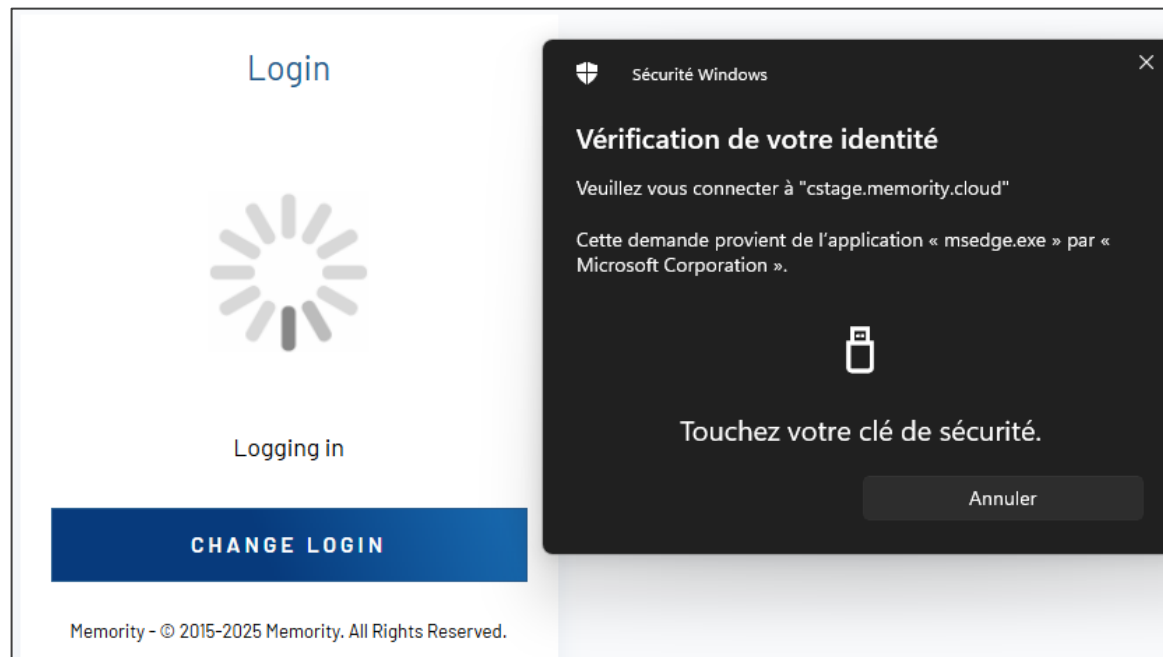
3 – Entrez le code PIN de votre clé et cliquez sur « OK ».



Clé de sécurité USB – Comment se connecter ?

4 – Appuyez sur votre touche pour valider

5 – Vous êtes connecté !



**POWERED
BY TRUST**

