



User Guide for *Push to Accept*

Setting Up *Push to Accept*

Click [here](#) for instructions on how to set up *Push to Accept* on your phone. We recommend enrolling a single, preferred phone.

Validate *Push to Accept* Setup

If you see *Push to Accept* as an option during authentication, you are successfully setup.

Remember Me Flow

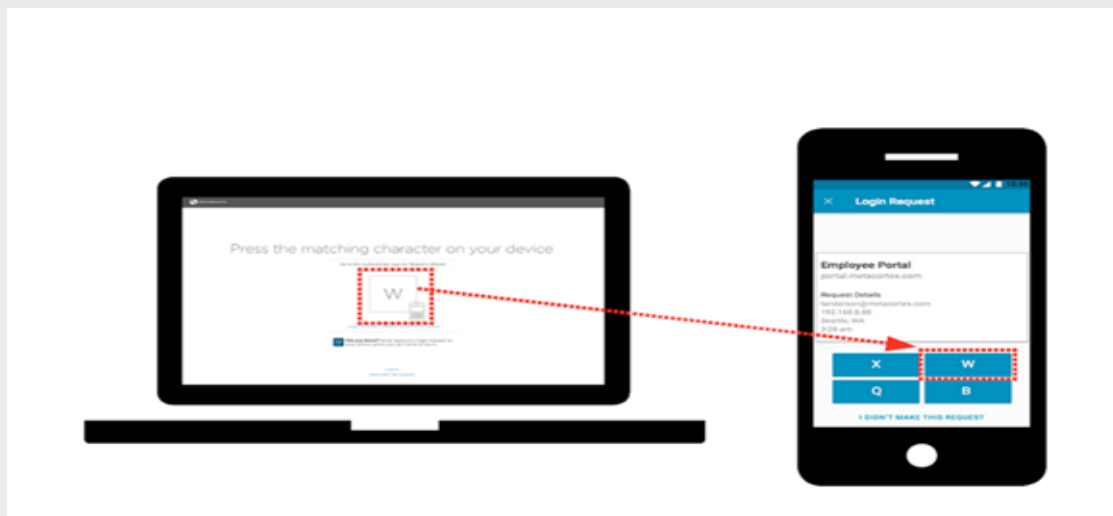
You will be prompted for a username when using a new computer or browser. After authentication, you will be prompted to *Remember Me*, which will eliminate additional username prompts. Select *Yes* to remember the username for 45 days.

Simple and Secure Authentication Flow after *Remember Me*

Once you have successfully saved your username with the *Remember me* process, you will experience a single-step *Simple and Secure Authentication (SSA)* flow.

Matching the Accept/Approve *Push to Accept* Prompt

You will need to select a character on your mobile device that matches the one shown on your browser. For instance, the user is shown the "W" on the computer screen. The mobile application presents four random characters and asks the user to press the matching one.

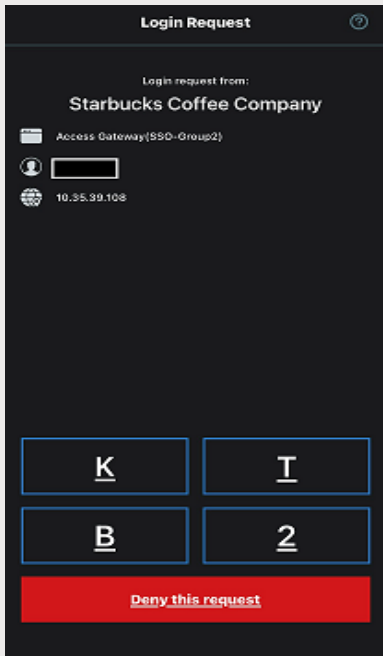




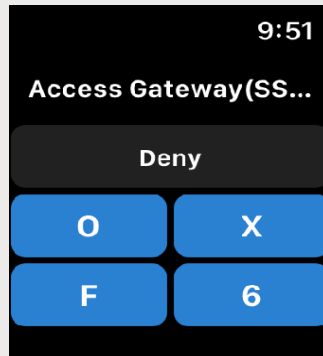
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Different Ways to Accept/Approve a *Push to Accept* Prompt

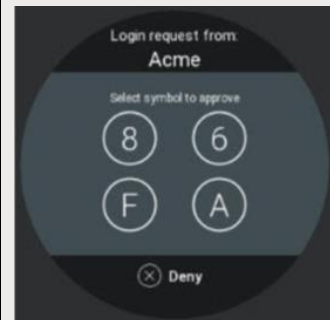
Within SecureAuth Application
on phone



Smartwatch paired with your
registered phone (iOS)



Smartwatch paired with
your registered phone
(Android)

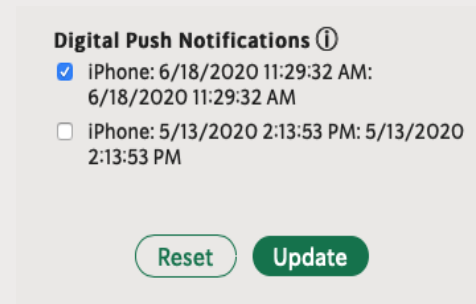




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Devices Registered for *Push to Accept*

1. To find devices that are already registered for *Push to Accept*, navigate to <https://id.starbucks.com/selfservice>
2. After authentication, you will see the Security Preferences screen.
3. To view your registered devices, scroll to *Digital Push Notifications* at the bottom of the screen.

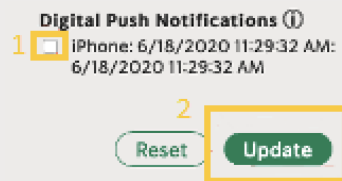


Passwords

After *Push to Accept* enrollment, you will need to remember and maintain your password for applications and/or devices that are not integrated with *Push to Accept*. Click [here](#) for *Guide to Passwords*.

Lost Phone, Factory Reset of Phone, or Replacement of Phone

Follow the steps below to remove an existing phone registration and re-register with a new or existing phone:



1. Navigate to <https://id.starbucks.com/selfservice>
After successful authentication, you will see the *Security Preferences* screen.
2. Scroll to the bottom of the screen, uncheck the box next to the lost phone, then click on *Update*.
Click [here](#) for instructions on registering a new phone.

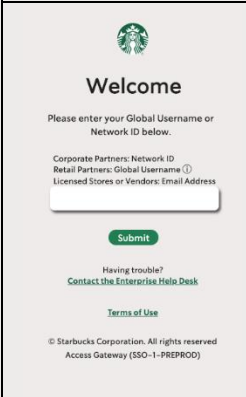
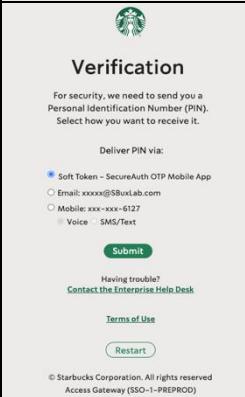
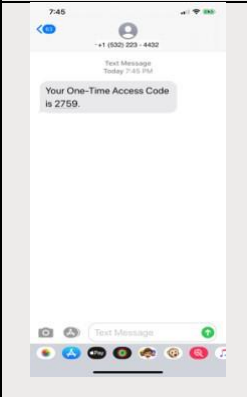

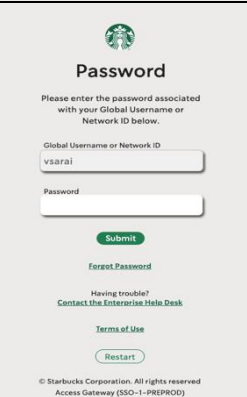


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Authentication Without *Push to Accept*

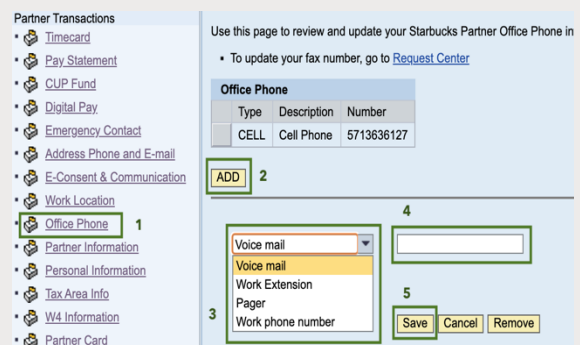
If you're unable to use *Push to Accept* because your phone is not yet registered, has a low battery, or is broken or offline, you can still continue authentication by using the 5-step authentication process of typing username, password, and token.

Non-Retail Partners can validate their Second Factor via a one-time access code sent to their Starbucks email account, or from a call to their Starbucks office desk phone.

1. Enter Username	2. Select Token Method	3. Look-up token	4. Enter token	5. Enter password
				

Update your Mobile Number in My Partner Info

1. Log into **My Partner Info**:
<https://mypartnerinfo.starbucks.net/partnerportal>
2. In the **Office Phone** window, click on **ADD**.
3. Select the type of number to be added.
4. Enter your number.
5. Save the information.





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Note:

- Personal cell phone numbers that are entered into the *Cell Phone* field under the Office Phone category will be visible in the Global Address Book within Microsoft Outlook.
- Please allow up to 24 hours for your mobile device to appear as an option for Second Factor.
- International Cell Phone numbers should be entered with country code.

Not Receiving *Push to Accept* Prompts

When attempting to authenticate, if you do not receive a *Push to Accept* notification on your phone, try the following steps:

1. **Retry:** Click *Restart*, then enter username to generate a new *Push to Accept* message.
2. **Check Connection to Internet:** Ensure that your phone is online and connected to the internet. Navigate to starbucks.com to confirm internet connection.
3. **Use Alternate Authentication Method:** Click *Try Another Delivery Method* and proceed to login using the 5-step username, password, and token method.

You See an Unexpected *Push to Accept* Message

If you were not attempting to authenticate and still see a *Push to Accept* message on your phone, decline the request to prevent unauthorized users from accessing your account.

Security

Although the new *Push to Accept* flow requires just one simple step from the user, it's still built around the strong principles of multi-factor authentication, which include:

1. Something you have (phone)
2. Something you are (face ID or fingerprint)



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3. Something you know (phone passcode)