

## Multi-factor authentication (MFA)

Required as of March 20, 2020 for all students  
Required for all College faculty/staff O365 accounts.

### Multi-factor authentication FAQs

What is Multi-factor Authentication (MFA)?

Multi-factor authentication (MFA) is a security system that requires more than one method of authentication from independent categories of credentials to verify the user's identity for a login or other transaction.

Why is Chattahoochee Technical College introducing MFA?

We are introducing MFA as part of our ongoing security initiative by making it more difficult for hackers to gain access to our systems with login credentials obtained by phishing, guessing, or theft. Hackers have a wider array of new technology and techniques that can be combined with a limited pool of passwords that most people use for multiple accounts which increase vulnerability.

How does MFA guard against cybersecurity threats?

If an attacker were able to discover a user's password, through phishing, data breach, or by guessing it, MFA would decrease but not completely prevent the likelihood of unauthorized users gaining access to email or services.

How regularly will I be prompted for MFA?

You will be prompted for MFA when accessing Office 365 or Outlook.com from an off-campus location. If you are using the same device each time, you may be prompted with opportunity to remember the device for up to 30 days at a time; this will decrease the volume or frequency of MFA requests.

What options can I use if I don't have a smart phone?

You can use the SMS/text message and the phone call/PIN options.

Do I have to wait for MFA to be active before I can register my information?

No, you can go to [Microsoft Multi-factor Authentication Setup](#) to pre-register.

What if I am in an area with poor mobile phone coverage. Which MFA options can I use?

The Mobile authenticator app does not require mobile phone signal or data to work and can be used in areas with limited mobile phone coverage. You will need a data connection to download your preferred app – which could be via mobile data or wireless internet.