

Microsoft MFA L&T FAQs

Why are staff being asked to use their own devices?

Staff are being invited to use their own device as this offers the most convenient approach for many of our staff. A phone number is required for the initial MFA setup, but this can be removed in the security info section in your account afterwards (click the user icon at the top right, click *View my account* > *Security Info* > click *Delete* next to the number to remove). The authenticator app can be set up on a CEC or EL iPad or personal mobile device and be used thereafter.

Does the MFA app have to be installed on a phone or can it be installed on an iPad?

The app can be installed on a mobile device such as a smart phone or tablet. The initial setup of the app requires a phone number for verification. This can be the school phone number but for practicalities and convenience, you can use your own. After the initial setup, you can remove the phone number from your account in the Security Info section of your account (click the user icon at the top right, click *View my account* > *Security Info* > click *Delete* next to the number to remove)

What do staff without a smartphone do?

Staff without a smartphone can set up the app on a school iPad, or if they do not have an iPad they can use a school mobile or office phone to receive a call to verify the account. It should be noted that if you are using the school mobile or office phone as your verification method, you will need access to the phone each time verification is required. Because of this, it is recommended that this option is only used where no other option is available.

Is there a landline option for school-based staff?

There is an option to verify using a landline. This can be used for the initial setup verification, but we would advise that you use the app or authenticator phone option for the MFA authentication. If choosing to use a landline for MFA, you would need access to the landline each time you need to verify – this will cause issues where a member of staff is accessing their account while away from their office. It is recommended that this option is only used where no other option is available.

How would the landline option work for staff who do not have access to a direct-dial line but only via the school switchboard?

Where staff have an extension number, the extension can be included in the phone number. If a phone number automatically goes to a switchboard, this would not be able to be used as a verification method. It is recommended that landline/office phone verification is only used where no other option is available.

How does this work for staff who don't have mobile devices or access to a landline?

Staff who do not have a mobile phone or work iPad and do not have access to a landline which can be used as a verification method, will still be able to access their account on a CGI PC via the desktop applications. They will not be able to access their account on a personal device or in the browser and will not be able to access cloud-based applications such as SharePoint.

If someone is unwilling to do this, will they be able to access their account?

They will be able to access their account via desktop apps on a CGI PC. They will not be able to access their account on a personal device or in the browser and will not be able to access cloud-based applications such as SharePoint.

When will I be asked to use MFA?

You will need to use MFA when accessing your account online- I.e., logging in via a browser or via an app. Once logged out of the account, you will need to use MFA to access it again.

You will not be prompted for MFA when logging into your CGI PC or using the desktop apps on your CGI PC.

Will MFA be applied to student accounts?

MFA will not be applied student accounts.

Will students need to use MFA if logging on with a class account?

No

Is the app in the library?

The app is in the Jamf Self-service app on EL iPads and will shortly be added to CEC Jamf to make it available on non-EL Jamf iPads

What will happen on Monday 20 June at 3pm – will staff be prompted, as soon as they log in, to set up MFA?

Once MFA is enabled, staff will be prompted to set up MFA the next time they access their account online/via an app

I've installed the app, why aren't I getting the 'more information required' message?

You will not be able to complete the setup until MFA is switched on for staff on 20/06/2022

Why are we being asked to do this at short notice during the busiest time of year?

In order to secure the digital safety of the estate and prevent further security breaches, it is imperative that this is put in place as a matter of urgency.

Can you authenticate when accessing your account on the device you have the Authenticator App installed on?

You can still get a verification code from the Authenticator App on your mobile device, even if you are accessing your account on your mobile device. It is also possible to set up an additional verification method in the Security Info section of your account (click the user icon at the top right, click *View my account > Security Info > Add sign-in method*)

Is there a back-up in case you don't have your phone at work or it is lost/stolen/broken?

You can add additional verification/sign-in methods in your O365 account (click the user icon at the top right, click *View my account > Security Info > Add sign-in method*)

When verifying with a personal phone number, how will the number be used?

The number is only used for verification. The number only needs to be used for the initial verification process and can be removed from your account once another verification process such as the app is set up (click the user icon at the top right, click *View my account > Security Info > click Delete* next to the number to remove).

You may choose to leave your mobile number as an additional verification method if you prefer.

What do I do if it appears that MFA has already been set up on my account by someone other than myself?

Contact CGI and advise them to disable your account and investigate as a security incident

How do you reset your O365 password?

You can reset your password on a CGI PC. If your password has already expired, it will prompt you to reset it once you log in with the expired credentials. If you want to reset it before it has expired, log in to a CGI PC, press and hold **CTRL ALT DELETE** then select **Change a Password**. If you do not have access to reset your password yourself, you would need to contact a member of staff with Full Admin Rights in your school/establishment to do this for you.

Can staff with corporate accounts, who do not have work devices, arrange for their L&T emails to be forwarded to their Corporate accounts?

No – there are security implications for the corporate estate associated with setting up forwarding rules from L&T accounts to corporate accounts