

## FAQs about MFA for WCDSB Accounts

We hope the FAQs below will provide clarity on the MFA requirements. We kindly request all staff members to review these FAQs as soon as possible to familiarize themselves with the MFA policy.

### Question 1: Why would I want my personal phone to be my MFA?

You can enjoy the benefits of using MFA for both your work and personal accounts by leveraging your personal phone, bringing you some awesome perks:

**Next-Level Security for All Your Accounts:** When you set up MFA on your personal phone, you're taking a major stride in fortifying the security of both your work-related and personal accounts—both accounts can use same phone and methods for MFA. Say goodbye to the worries of online identity theft and unwanted access.

**Convenience at Your Fingertips:** Your personal phone is your loyal companion that's always within reach. By enabling MFA on it, you can wave goodbye to the hassle of managing multiple devices or digging around for authentication tools. It's all about making your life easier, whether you're handling work or personal matters.

Consider your phone as a versatile security tool, just like a calculator app replacing the need for a physical calculator. Enjoy the convenience and security in the palm of your hand!

### Question 2: Will the MFA methods used have access to my personal apps and data?

No, the Microsoft Authenticator, Google Authenticator app, Phone (SMS), and hardware security devices do not have access to your personal apps or data. They are solely used for account verification purposes. These MFA methods are specifically designed to prioritize account security, ensuring that your personal information remains separate and secure.

### **Question 3: Can I be excluded from MFA while outside the school/board networks?**

No, you cannot be excluded from Multi-factor Authentication while outside the school/board networks. This is a board requirement policy that ensures the security of sensitive data and prevents unauthorized access to systems and accounts. Staff members with access to more sensitive systems and data, such as some staff at the Education Centre, are required to use MFA at all times regardless of their location.

### **Question 4: I don't have a phone, what other method can I set up MFA?**

For those without a phone or can't use phone for MFA, we have a limited number of one-time passcode (OTP) hardware token and security keys available exclusively for MFA authentication. To request a hardware device, simply get in touch with our IT Help Desk at 519-578-3660 ext.2216 or sent us an email at [help.desk@wcdsb.ca](mailto:help.desk@wcdsb.ca).

We kindly ask that if you have a personal device available, you consider using it for MFA. It allows for a more widespread implementation and benefits you in several ways described above.

Please keep in mind that obtaining a hardware token may take a little longer, as our IT support team needs time to set up these devices for staff who require them. We appreciate your patience and understanding as we work through the process

### **Question 5: Why can't I use security questions and alternative email for MFA?**

In our authentication system, security questions and alternative email are not considered valid MFA methods. These methods are primarily intended for self-service password resets and may even be phased out in the future. We recommend using the supported MFA methods such as the Microsoft Authenticator app, Google Authenticator app, Phone (SMS), or hardware security devices for enhanced account security.

## **Question 6: What will happen to my accounts starting June 19th, 2023?**

**From June 19th, 2023, onward**, whenever you try to sign into your accounts from outside the school networks, you'll need to go through MFA verification. But fret not, if you're within the school networks, MFA won't be necessary.

Just a heads up, if you're using your personal wireless devices with cellular internet instead of the WCDSB Wi-Fi networks, they'll be considered outside networks. So, make sure you're prepared for that extra layer of verification.

Some of our staff at the Education Centre are already rocking MFA all the time, regardless of whether they're inside or outside the board network.

## **Question 7: When and where do I need to use MFA for WCDSB access & how do I verify my MFA is working?**

Currently, MFA is required when accessing WCDSB resources from outside of Canada. However, starting June 19th, 2023, MFA will be mandatory whenever you access WCDSB resources from outside of WCDSB schools, outside of the province of Ontario, and outside of Canada.

You can test your MFA by using the "**MFA Test**" app on <https://myapplications.microsoft.com>. If you received a "SUCCESS" page like below, your MFA is setup properly and good to go.

To ensure a smooth and secure access to WCDSB resources while abroad during the summer, it is recommended for staff members to set up and test their MFA before leaving Canada. By setting up and testing their MFA in advance, they can ensure that they have the necessary authentication methods in place to access WCDSB resources from outside of the country.

Additionally, it's important to note that some staff members at the Education Centre are currently set up to always be required to use MFA, regardless of their location.

### **Question 8: Are there any charges for using the MFA methods?**

The Microsoft Authenticator and Google Authenticator apps are free to download and use. However, if you choose to use your phone for MFA and opt for the Phone (SMS) method, please be aware that the cost of incoming SMS messages depends on your mobile phone plan. Many mobile plans in Canada include unlimited incoming SMS messages as part of the package, but it's advisable to check with your specific mobile service provider to confirm the details of your plan and any potential charges.

### **Question 9: I don't have access to verification codes from my old phone, how do I reset my MFA?**

If you no longer have access to verification codes from your old phone or need to reset your MFA, don't worry! Simply reach out to our IT Help Desk, and they'll assist you in resetting your MFA.