


MFA Methods Available to Protect WCDSB Accounts

You can choose one or more applicable MFA methods from the options below to enhance the security of your WCDSB account (and personal accounts). Our recommendation is to use an Authenticator app on your Android or Apple phone or tablet. Consider your phone as a security device/app, just like a calculator app replaces the need for a physical calculator or other functionalities like a music player, camera, or GPS.

	<p>Microsoft Authenticator App. Self-Setup.</p> <p>Our top recommendation! It's like having a digital key to unlock your WCDSB accounts. The Microsoft Authenticator app integrates with WCDSB's systems and allows more features including an option for secure phone sign-in without the need for a password. It's free. If you have any installation issues, you can try the Google Authenticator app or the Phone (SMS) method for easier setup. Instruction is on https://www.wcdsb.ca/staff.</p>
	<p>Google Authenticator App. Self-setup.</p> <p>While it may have fewer authentication features compared to the Microsoft Authenticator app, Google Authenticator app is a reliable option for MFA. It's also free. If you encounter difficulties installing the Microsoft Authenticator app, you can try the Google Authenticator App instead (or install both apps). We do not have a specific instruction for this app, but the instruction is similar to the Microsoft Authenticator app at https://www.wcdsb.ca/staff.</p>
	<p>Phone (SMS). Self-Setup.</p> <p>Easy and accessible! No need for apps or extra devices. Just a simple SMS verification method to boost the security of your accounts. It's a fantastic choice for those without smartphones, offering a user-friendly MFA solution. While it's a lot more secure (~95%) than using just a password, please note that it's considered less secure compared to other methods (~99%). In the future, we may disable this option for staff members with more sensitive information to ensure maximum security. 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.</p>



Hardware tokens/key. Require IT Assistance.

Hardware One-Time-Passcode (OTP) tokens and security keys offer an additional layer of account protection. However, please note that the availability of hardware OTP tokens is limited and reserved for individuals with specific needs. To explore this option, please contact the IT Help Desk for further assistance. Keep in mind that setting up hardware tokens may require some additional time as the IT support team ensures everything is properly configured.

For the majority of staff, we recommend using their personal phones for MFA. It's a more practical and widely accessible option that eliminates the need for an additional device. 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!

You can test if your MFA (Multi-Factor Authentication) is working by using the "MFA Test" app on <https://myapplications.microsoft.com>. If you receive a "SUCCESS" page similar to the one shown below, your MFA is set up properly and ready to use.

Multi-Factor Authentication (MFA) Test

SUCCESS!

Your Microsoft 365 MFA is verified.