



Multi-factor authentication fact sheet

This fact sheet provides general information about multi-factor authentication (MFA), which will be a requirement for SchoolsHUB access from 1 June 2023.

What is MFA?

MFA is one of the most effective ways to protect your information and account against unauthorised access. MFA is a cyber security measure that requires users to provide 2 or more proofs of identity to grant access to an account or application. Usually this is a password and a one-time code generated by an authentication app or sent to your email address.

You may be already using MFA, for example when you receive an authentication code by SMS text message or by email after entering your password to log into an on-line account. SchoolsHUB MFA will be similar.

Why is MFA being implemented on SchoolsHUB?

MFA is one of the best ways to protect against someone accessing your account by adding an extra layer of protection. MFA helps make your information more secure. Taking the extra step beyond just a password improves protection of your entities' information from potential hackers.

When will MFA be implemented on SchoolsHUB?

Users accessing SchoolsHUB from 1 June 2023, will need to activate and then use MFA. Further information will be available soon on the [User Management](#) page in the Using SchoolsHUB section of the SchoolsHUB Help and support website. This information will guide you through the new process to access SchoolsHUB.

What can you do now to prepare for MFA?

Decide whether to use email or an app to receive authentication codes. You may need to check with your school's IT team to see which method is best for the school technology you are using.

If using an app, download a compatible authentication app from your chosen app store. The options are:

- Microsoft Authenticator
- Google Authenticator
- Authy
- FreeOTP.

Which email address should I use for MFA?

If you register to use MFA through an email, your email address registered in your SchoolsHUB user profile will be used to send the one-time code to you when you log on. We strongly recommend that you use an email address that only you have access to. You should not use a shared email address (e.g. admin@schools.edu.au).

When will an MFA registration guide be available?

We are planning to have an MFA registration guide available on SchoolsHUB shortly before 1 June 2023. The guide will provide step-by-step instruction for registering for MFA using your chosen method.

Where can I go for help with MFA?

More information is coming. Keep an eye on your inbox or the SchoolsHUB newsletter or banner for updates.

Need MFA support?

We are here to help. Contact us by:

- email: schools@education.gov.au
- phone: 1800 677 027
- submit: a new support request online from our Help and Support centre