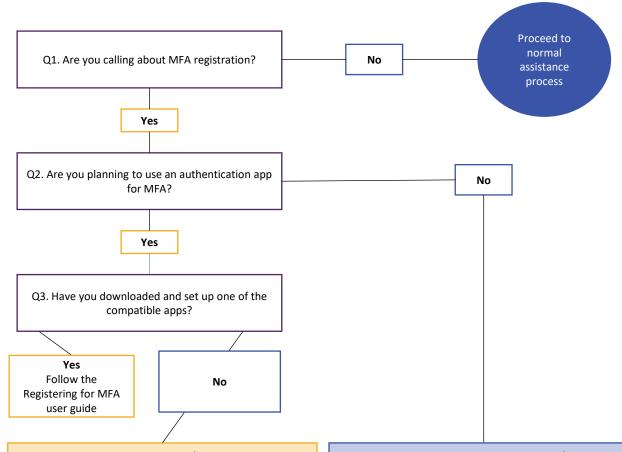
SchoolsHUB multi-factor authentication (MFA) registration enquiry process map



MFA registration using authentication app

Registering for MFA will be quicker if you have your app set up and ready to link to your SchoolsHUB account.

Compatible apps are:

- Microsoft Authenticator
- Google Authenticator
- Authy
- FreeOTP
- · Okta Verify.

If you have problems downloading and setting up the app you will need to contact the app owner and developer.

Once you've got the authentication app ready, follow the app registration path in the Registering for MFA user guide.

You can find more information about MFA on the SchoolsHUB User Management page:

- 1. Go to SchoolsHUB
- Click on Using SchoolsHUB in the purple navigation ribbon
- 3. Click on User Management on the screen
- 4. There are FAQ's for MFA on this page, along with a list of downloadable information

MFA registration using email

You should make sure the email address you plan to use with MFA is only used by you. This will make it easier for you when the one-time code is sent to the email address.

Usually, the email address you use would be your personal work email address, not a shared email address. Follow the advice of your Approved Authority about whether it is ok by them for you to use a personal (non-work) email address.

You should follow the email registration path in the Registering for MFA user guide.

Emails from SchoolsHUB for MFA will come from the email address donotreply@education.gov.au Remember to add that email to your contacts so your spam filter doesn't block it.

You can find more information about MFA on the SchoolsHUB User Management page:

- 1. Go to SchoolsHUB
- Click on Using SchoolsHUB in the purple navigation ribbon
- 3. Click on User Management on the screen
- You should see the on-screen MFA information and downloadable information.