



# Register for multi-factor authentication

## Who should read this guide?

Existing SchoolsHUB users should use this guide to update their registration to include multifactor authentication (MFA).

**New users to SchoolsHUB should follow the [Register for SchoolsHUB](#) guide.**

## What does this guide help me do?

This guide explains how to register for MFA as an existing SchoolsHUB user by using:

- an authentication app (compatible apps are Microsoft Authenticator, Google Authentication, Authy, FreeOTP, and Okta Verify)
- an email address that only you use.

## 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.

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# Things to know and check before you start

## MFA emails from SchoolsHUB

All emails about MFA are sent to you from the same email address. It is a good idea to add the email address to your contacts so that your email application knows the email address is legitimate and doesn't send the email to your junk or spam folder. If you don't receive an email about an MFA action you have undertaken, check your junk or spam folder.

## Closing your browser tab or application before completing the MFA process

If you close your browser tab or application before completing the MFA process, the next time you sign in SchoolsHUB will return you to the MFA step you were at when you closed the browser tab or application.

# Things to know about one-time codes in SchoolsHUB

One-time codes are generated from either an authentication app of your choice (see [Compatible authentication applications](#) for a list of compatible apps) or a code generated by SchoolsHUB that is emailed to your email address listed in your SchoolsHUB profile.

## Codes generated by authentication apps

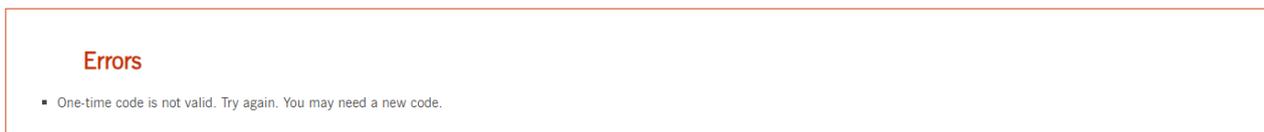
Your chosen authentication app **will generate a new one-time code every 30 seconds**. Once a new code is generated, the previous code will be invalid. This means you must enter the current one-time code into SchoolsHUB and move to the next step prior to a new code being generated.

## Codes generated by SchoolsHUB and sent to email address

Where you have chosen to use email as your MFA method, the one-time code will be sent to the email address listed in your SchoolsHUB profile. The **code in the email is valid for 15 minutes** from the date and time shown on the email. Once 15 minutes elapse, you will need to get a new one-time code. See [Generating a one-time code to email after the earlier code has expired](#)

## What if I incorrectly enter the one-time code in SchoolsHUB?

**You have 5 attempts to correctly enter the one-time code.** If you enter the incorrect code, you will see this message:



If you enter the one-time code **incorrectly 5 times in a row**, you will be automatically locked out of SchoolsHUB for 15 minutes and will need to reattempt your log-in once that time has passed. (This will not occur whilst registering for MFA as it has not been activated on your SchoolsHUB Account)

# Register for MFA using an authentication app

## Use a compatible authentication application (apps)

If using an authentication app, make sure you have downloaded and set it up. Compatible apps are:

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

## What to do if my authentication app doesn't work properly

For help and support with your authentication app, visit the developer's website:

- Microsoft Authenticator: [Microsoft Mobile Phone Authentication App | Microsoft Security](#)
- Google Authenticator: [Google Authenticator – Apps on Google Play](#)
- Authy: [Authy | Two-factor Authentication \(2FA\) App and Guides](#)
- FreeOTP: [Free OTP home](#)
- Okta Verify: [Okta Verify | Okta](#)

Alternately, speak with your school's technology support area.

## Steps to register using an authentication app

Follow these steps to register for MFA using an authentication app.

1. Ensure you have downloaded and set-up your chosen authentication app to the point where you can add a new account.
2. Prepare your chosen app to add SchoolsHUB as an account. In most authentication apps, you do this by choosing to add an account. This is usually represented by a plus (+) sign. Follow the app's instructions until you get to the point where you can scan a QR code with the app. For help with your chose app see [What to do if my chose app doesn't work properly](#) and/or seek help from your school's technology support staff.
3. **Sign into SchoolsHUB** using your existing Email or Username and Password

- On the Multi-factor authentication (MFA) Step 1 screen click **App**.

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### Multi-factor authentication (MFA) | Step 1 of 3 - choose authentication method

To increase the security of SchoolsHUB, we have introduced multi-factor authentication. You now need to use a password and one-time code to sign in. This will help protect your records in SchoolsHUB from unauthorised access and is a recommended additional security measure.

Choose how to receive your one-time code:

<input type="radio"/>	App	Using an authenticator app on my smart phone
<input type="radio"/>	Email	Sent to me in an email
<input type="radio"/>	Opt out	Set up later (not recommended)

- Choose to add an account in your chosen authentication app.**  
Follow your authentication app's instructions for setting up an account. For help with your chosen app see [What to do if my authentication app doesn't work properly](#).

- On the Multi-factor authentication (MFA) Step 2 screen, **Scan the QR code** from within your chosen authentication app. If your app doesn't allow scanning of a QR code, it may allow entry of the text version of the code shown under the QR code.

**Important note: a rescan of this QR code is required each time you navigate to this screen.**

This means that if you navigate away from this screen and then back again, you will need to rescan the code. This is due to the unique key which is generated each time the screen is presented. This may mean you need to delete the SchoolsHUB account from your authentication app and set it up again.

### Multi-factor authentication (MFA) | Step 2 of 3 - using an authentication app

To use the authentication app method, you will need to download and install an authentication app from your chosen app store. Some compatible authentication apps are: Microsoft Authenticator, Google Authenticator, Authy, or FreeOTP.

Then follow the steps below.

Use your chosen authentication app to scan this QR code. Some authentication apps also allow you to type in the text version of the code below.



XHCZZIR2AMWHBZKFEIMZEIRU3FXB2

Important note: A rescan of this QR code is required each time you navigate to this screen.

Enter the code from your authentication app below to confirm the multi-factor authentication is working.

\* One-time code

- The **SchoolsHUB** account should show in your authentication app. Complete any additional steps required by your authentication app to finish setting up the SchoolsHUB account in the app.
- Enter the one-time code** generated by your authentication app in the **One-time code** field and click **Next**.

## Multi-factor authentication (MFA) | Step 2 of 3 - using an authentication app

To use the authentication app method, you will need to download and install an authentication app from your chosen app store. Some compatible authentication apps are: Microsoft Authenticator, Google Authenticator, Authy, or FreeOTP.

Then follow the steps below.

Use your chosen authentication app to scan this QR code. Some authentication apps also allow you to type in the text version of the code below.



XHCAZ2IR2AMWHXBZKFETM2EII403FXB2

Important note: A rescan of this QR code is required each time you navigate to this screen.

Enter the code from your authentication app below to confirm the multi-factor authentication is working.

\* One-time code

If you incorrectly enter the one-time code or the one-time code times out, the following message (red text) will appear. Try again or obtain a new one-time code from your app and use that one-time code.

### Errors

- One-time code is not valid. Try again. You may need a new code.

- On the Multi-factor authentication (MFA) Step 3 screen, check the **Activate** box and click **Finish**.



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## Multi-factor authentication (MFA) | Step 3 of 3 - activate

Multi-factor authentication using your chosen authentication app is verified.

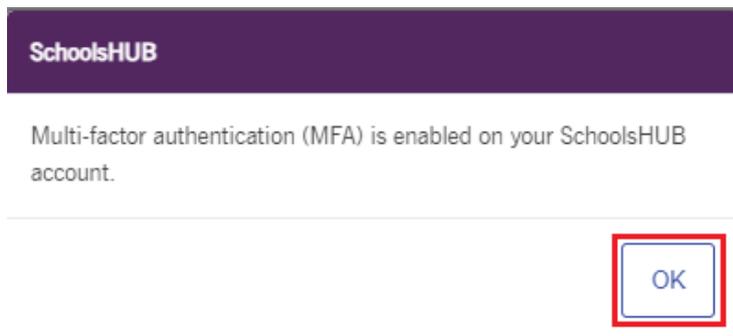
To switch on this setting for your SchoolHUB account, tick the box then click on the Finish button.

Activate:

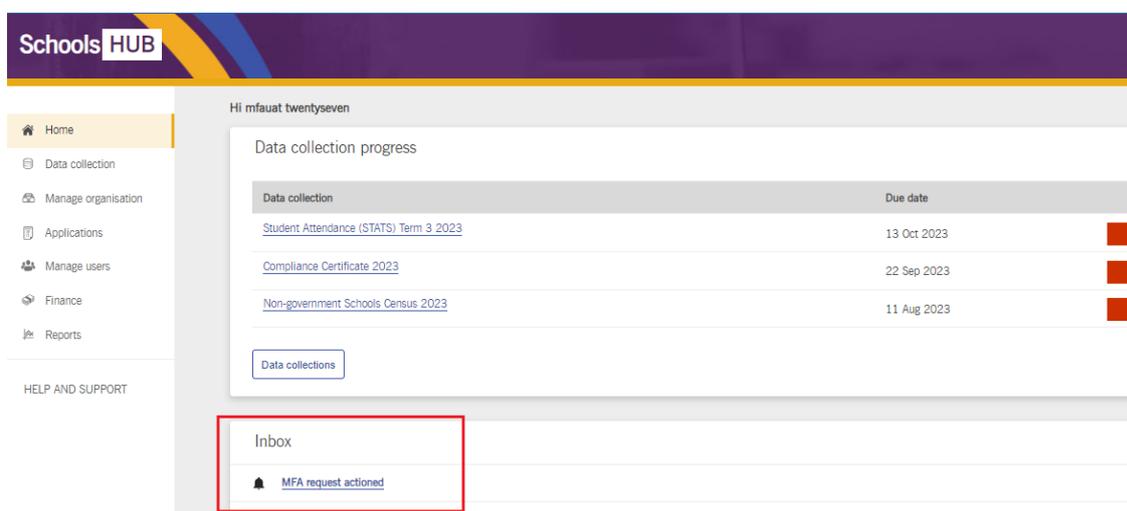
Back

Finish

10. The **registration successful** message presents. Click **OK**.



11. The **Data collection progress** screen presents. **You have now completed the MFA registration process.** You will see a notification in the Inbox about your successful MFA registration. You will also receive an email to your email address registered in your SchoolsHUB profile.



12. When you next sign in to SchoolsHUB you will need your **username, password and your authentication app** to generate the one-time code.

You are given **5 attempts to enter the correct one-time code**. After 5 attempts you will be locked out of SchoolsHUB for 15 minutes and will need to reattempt your log-in once that time has passed.

13. See [Sign in to SchoolsHUB after registered for MFA](#) for further information.

# Register for MFA using email

## Use an email address that only you access

If you are using email, **use an email address that only you access**. You can change your email address in your Profile in SchoolsHUB.

## Steps to register using email

Follow these steps to register for MFA using an email address.

1. **Sign into SchoolsHUB** using your existing Email or Username and Password
2. On the Multi-factor authentication (MFA) Step 1, screen click **Email**.



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### Multi-factor authentication (MFA) | Step 1 of 3 - choose authentication method

To increase the security of SchoolsHUB, we have introduced multi-factor authentication. You now need to use a password and one-time code to sign in. This will help protect your records in SchoolsHUB from unauthorised access and is a recommended additional security measure.

Choose how to receive your one-time code:

- Using an authenticator app on my smart phone
- Sent to me in an email
- Set up later (not recommended)

3. An email with a **one-time code will automatically be sent to your email address registered in your SchoolsHUB profile**. The first time you receive a one-time code via email, it may go to your junk or spam folder. Make sure you check there for your code if the email is not in your inbox. It is a good idea to add the email address the one-time code comes from to your email contacts so the address is recognised by your email application in future.
4. **Enter the one-time code provided in the email** and click **Next**.



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### Multi-factor authentication (MFA) | Step 2 of 3 - using email

Get the one-time code from the email sent to you at

Enter the one-time code below to confirm the multi-factor authentication is working.

\* Security code

If you incorrectly enter the one-time code or the one-time code times out, the following system message will appear.



**Errors**

- One-time code is not valid. Try again. You may need a new code.

### Multi-factor Authentication

Enter one-time code from your authentication app or email.

One-time code

- After entering a successful code, the Multi-factor authentication (MFA) Step 3 screen will present. Check the **Activate** box and click **Finish**.



**Multi-factor authentication (MFA)** | Step 3 of 3 - activate

Multi-factor authentication using your chosen email address is verified.

To switch on this setting for your SchoolHUB account, tick the box then click on the Finish button.

Activate:

Back Finish

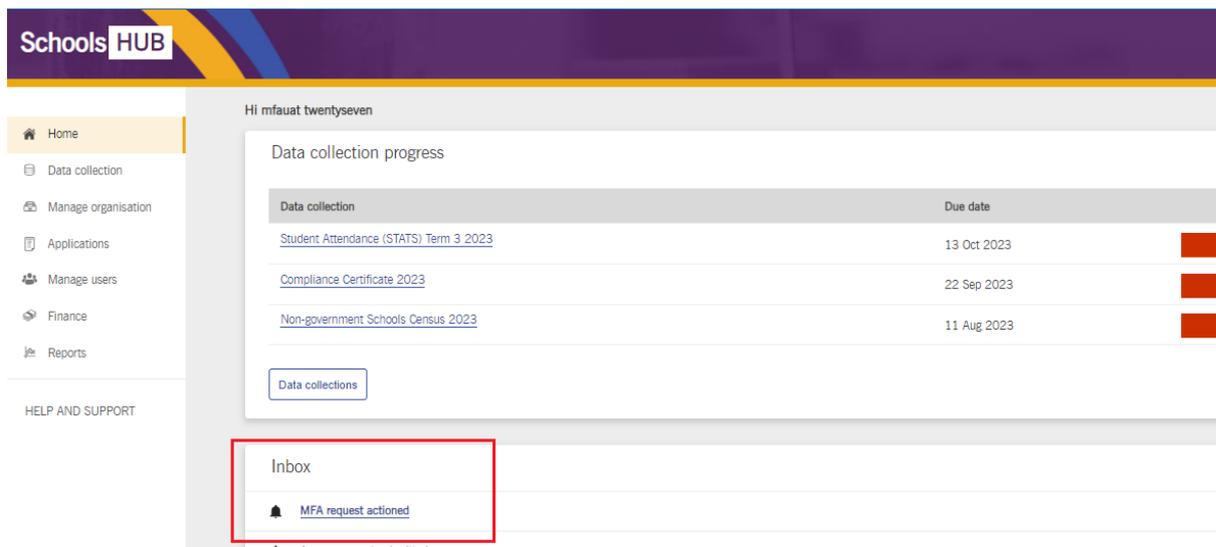
- The **registration successful** message presents. Click **OK**.

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Multi-factor authentication (MFA) is enabled on your SchoolsHUB account.

OK

- The **Data collection progress** screen presents. **You have now completed the MFA registration process.** You will see a notification in the Inbox about your successful MFA registration (MFA request actioned). You will also receive an email to your email address registered in your SchoolsHUB profile.



- When you next sign in to SchoolsHUB you will need your **username, password and the one-time code** that will be sent to your email address registered in your SchoolsHUB profile. You are given **5 attempts to enter the correct one-time code**. After 5 attempts you will be locked out of SchoolsHUB for 15 minutes and will need to reattempt your log-in once that time has passed.
- See [Sign in to SchoolsHUB after registered for MFA](#) for further information.

## Generating a one-time code to email after the earlier code has expired

A one-time code sent to an email address is **valid for 15 minutes**, after which it expires and will not work. If your code is **not** used within 15 minutes of the time the email was sent to you, you get another one-time code.

### One-time code sent to email expires during MFA registration process

During the MFA registration process, generate a new one-time code where the first code has expired by:

- Sign out of SchoolsHUB
- Sign into SchoolsHUB with your username and password
- Choose the email MFA method; this will cause a new code to be automatically generated and set to you by email.
- Enter the new one-time code.

### One-time code sent to email expires (after registered for MFA)

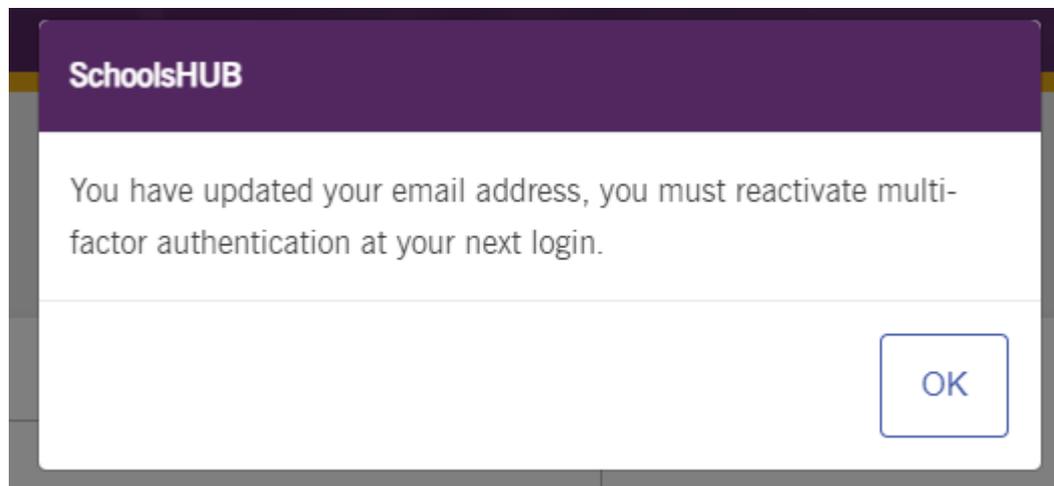
During the MFA registration process, generate a new one-time code where the first code has expired by:

- Sign out of SchoolsHUB
- Sign into SchoolsHUB with your user name and password; a new code to be automatically generated and set to you by email.
- Enter the new one-time code for the email.

## Changing your email address after registering for MFA email method

If you are **using email for MFA** and you change your email address listed in your SchoolsHUB profile, you will be required to complete the MFA registration process the next time you sign in to SchoolsHUB.

After changing your current email address the following message will appear:



At next sign in, you will be required to set-up MFA again following the steps earlier in this guide.

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### Multi-factor authentication (MFA) | Step 1 of 3 - choose authentication method

To increase the security of SchoolsHUB, we have introduced multi-factor authentication. You now need to use a password and one-time code to sign in. This will help protect your records in SchoolsHUB from unauthorised access and is a recommended additional security measure.

Choose how to receive your one-time code:

<input type="button" value="App"/>	Using an authenticator app on my smart phone
<input type="button" value="Email"/>	Sent to me in an email
<input type="button" value="Opt out"/>	Set up later (not recommended)

If this does not happen, contact us on 1800 677 027 and follow the voice prompts for MFA assistance.

# Unable to use MFA

Some users may not be able to use an authentication app or email address for MFA, usually for accessibility reasons. To cater for this, there is an opt out option. We strongly recommend that where you can use an authentication app or email address you **do not** opt out of MFA. Opting out of MFA means you will continue to sign into SchoolsHUB with only your email/username and password.

To opt out of MFA follow these steps.

1. **Sign into SchoolsHUB** using your existing Email or Username and Password
2. On the Multi-factor authentication (MFA) Step 1, screen click **Opt Out**

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### Multi-factor authentication (MFA) | Step 1 of 3 - choose authentication method

To increase the security of SchoolsHUB, we have introduced multi-factor authentication. You now need to use a password and one-time code to sign in. This will help protect your records in SchoolsHUB from unauthorised access and is a recommended additional security measure.

Choose how to receive your one-time code:

Using an authenticator app on my smart phone

Sent to me in an email

Set up later (not recommended)

3. A **message** to check you are sure you want to opt out of MFA presents. **To opt out**, click Yes. You will not complete the remaining two steps of the MFA registration process. If you chose this option in error, click No to return to Step 1 of the MFA registration process.

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You have chosen not to enable multi-factor authentication (MFA).

You will be opted out of MFA and must return to the My profile page to set it up later. Are you sure you want to opt out?

We recommend you activate MFA as soon as possible through your My Profile page.

4. The **Data collection progress** screen presents. **You have opted out of the MFA registration process.** You will see a notification in the Inbox about your decision to opt out of MFA registration (MFA request actioned). You will also receive an email to your email address registered in your SchoolsHUB profile.

The screenshot shows the SchoolsHUB interface. The top header is purple with the 'Schools HUB' logo. A left-hand navigation menu includes 'Home', 'Data collection', 'Manage organisation', 'Applications', 'Manage users', 'Finance', and 'Reports'. Below this is a 'HELP AND SUPPORT' section. The main content area is titled 'HI mfauat twentyseven' and displays 'Data collection progress'. It features a table with the following data:

Data collection	Due date	
<a href="#">Student Attendance (STATS) Term 3 2023</a>	13 Oct 2023	Red status indicator
<a href="#">Compliance Certificate 2023</a>	22 Sep 2023	Red status indicator
<a href="#">Non-government Schools Census 2023</a>	11 Aug 2023	Red status indicator

Below the table is a 'Data collections' button. At the bottom of the page, an 'Inbox' section is highlighted with a red box, containing a notification: 'MFA request actioned' with a bell icon.

5. When you next sign in to SchoolsHUB you will need your **username and password**.

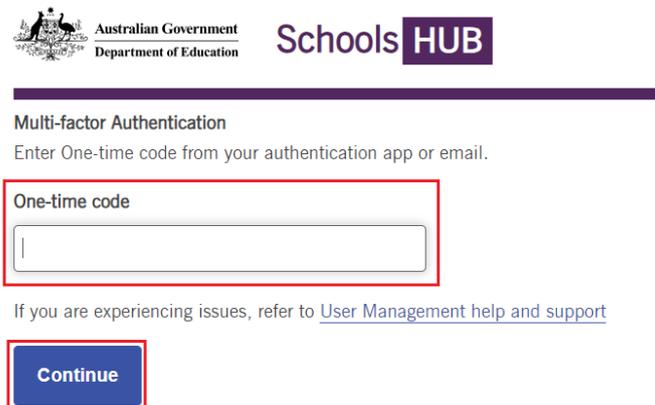
# Sign into SchoolsHUB after registered for MFA

Once you are registered for MFA via either **authentication app or email**, the next time you sign in to SchoolsHUB you will need:

- Your email/username
- Password
- One-time code from your authentication app or email (unless you have opted out of MFA).

## Signing in using an authentication app or email

1. Have your authentication app or email (depending which option you chose) open and ready to use.
2. Sign into SchoolsHUB with our email/username and password.
3. Enter the one-time code from your authentication app and click **Continue**.



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**Multi-factor Authentication**  
Enter One-time code from your authentication app or email.

One-time code

If you are experiencing issues, refer to [User Management help and support](#)

**Continue**

4. You are given **5 attempts to enter the correct one-time code**.  
After 5 attempts you will be locked out of SchoolsHUB for 15 minutes and will need to reattempt your log-in once that time has passed.

## Signing in if you've opted out

If you **opted out** of MFA, you will need your Email/Username and Password to sign in to SchoolsHUB. You will not be required to enter a one-time code.

# Change my MFA method

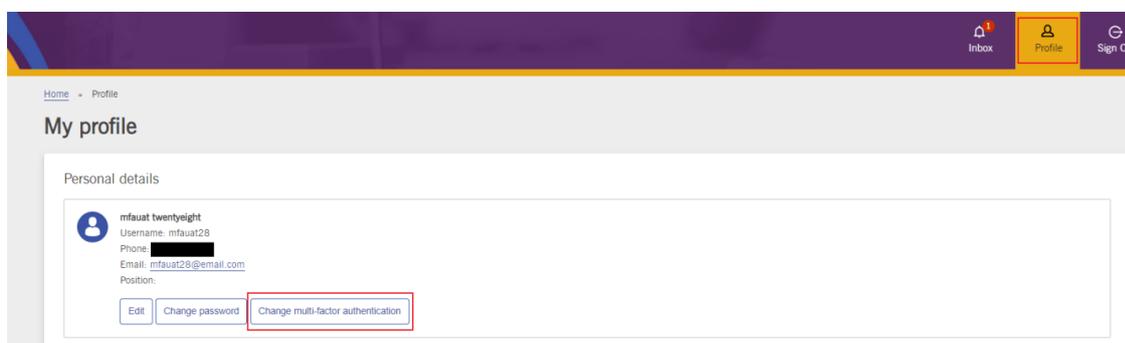
You can change your chosen MFA method at any time.

## Things to remember when changing your MFA method

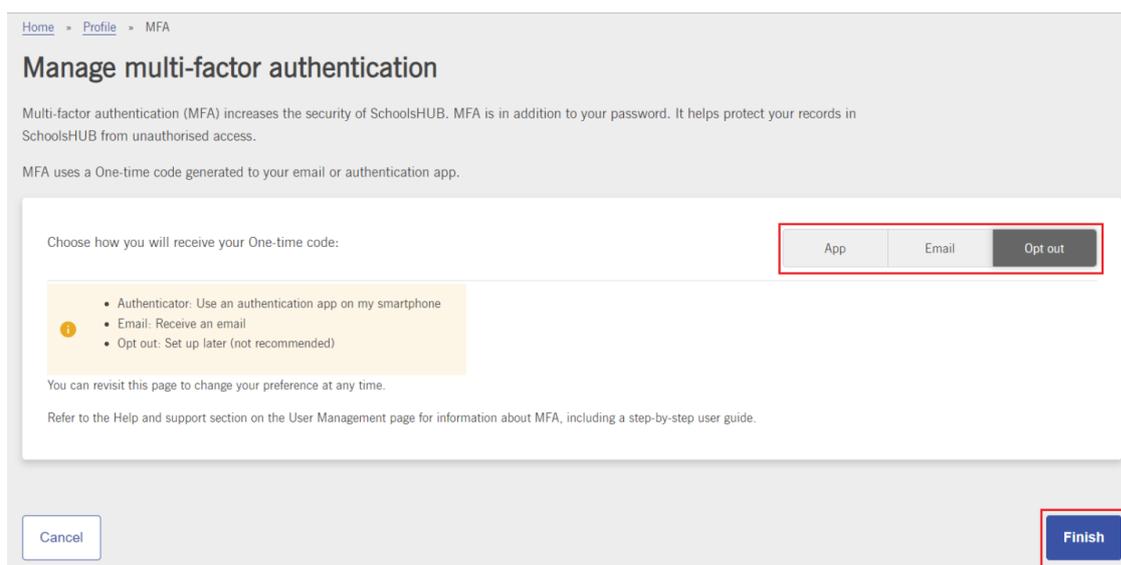
Once you have started the process of changing your MFA method, if you navigate away from the changing MFA method process to another screen

## How to change MFA method

1. **Sign into SchoolsHUB** using your existing email or Username, Password and your one-time code generated through your chosen MFA method. Note, if you have previously opted out of MFA you sign in with just your email or username and password.
2. **Click Profile** at the top right of screen to go to your My profile page. Then click **Change multi-factor authentication**.



3. On Manage multi-factor authentication screen **choose the method you want to use**. Your current method is highlighted. Then click **Finish**.



4. You will jump to the next step of your chosen method. Follow the guidance from that step in the instructions above for your chosen authentication method ([Register for MFA using an authentication app](#) or [Register for MFA using Email](#) or [Unable to use MFA](#)).

## Need more help?

You can find more information about multi-factor authentication on the [User Management](#) page of the Using SchoolsHUB section on the SchoolsHUB website.

We are here to help you. Contact us via:

- email at [schools@education.gov.au](mailto:schools@education.gov.au)
- phone on 1800 677 027 (Option 7)
- or submit a new support request online from our Help and Support centre