



# Multi-factor authentication FAQ

These frequently asked questions (FAQ) provide general information about implementation of multi-factor authentication (MFA) on SchoolsHUB.

## 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 proof 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?

MFA will commence on SchoolsHUB on Thursday 13 July 2023.

Implementation of MFA will occur on Wednesday 12 July 2023. SchoolsHUB will be unavailable from 12.30pm on Wednesday 12 July to 9.00am Thursday 13 July 2023 whilst MFA is implemented. Users will see an outage message during this time.

Further information is available 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
- Okta Verify.

## Where can I get help with the authentication app I chose to use?

- 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](#)

## 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 you use an email address 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?

The [MFA registration guide](#) is now available on SchoolsHUB in the download section. The guide provides a step-by-step instruction for registering for MFA using your chosen method.

## I can't find the code sent to my email address

If you chose email as our MFA method, the first time you receive a one-time code to your SchoolsHUB registered email address, it is possible the email will go to your junk/spam folder. Check this folder if you don't see the email within a few minutes. It is also a good idea to add the email address the one-time code comes from ([DoNotReply@education.gov.au](mailto:DoNotReply@education.gov.au)) to your email contacts so that the address is recognised by your email application.

## What if I am having trouble with both MFA options?

If both options are difficult for you to use, contact our help desk for assistance.

## What if I find the authentication app hard to use?

If you find the authentication app hard to use, you can swap to the email option instead.

## After registering for MFA, do I have to use the one-time code every time I sign on to SchoolsHUB

Yes. Once you have registered for MFA on SchoolsHUB you will need to use MFA to sign on. This means to sign on to SchoolsHUB you will need:

- Your SchoolsHUB username
- Your SchoolsHUB password
- The system generated one-time code (received via your chosen MFA method).

## Where can I find out more about multi-factor authentication?

Visit the Australian Cyber Security Centre's [Multi-factor authentication](#) page.

## Need MFA support?

We are here to help. Contact us by:

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