



# Multi-Factor Authentication (MFA)

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This document explains what Multi-Factor Authentication (MFA) is, how to use it, and answers other commonly asked questions.

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## What is Multi-Factor Authentication?

Multi-Factor Authentication (MFA) is an additional account login step to keep your account more secure. Essentially, it's a way to prove that you are you.

A third, physical layer is added to your login. Your two options with Westside Union School District are the Microsoft Authenticator app or a YubiKey. (More details about each method are provide below.)

Using MFA, your Westside account login becomes: username + password + app or YubiKey

With MFA in use, if someone gets ahold of your username and password, they won't be able to access your account because they won't have the third piece of your authentication.

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## Why am I being asked to use Multi-Factor Authentication?

Multi-Factor Authentication (MFA) helps secure our network and data by verifying your identity with more than just a username and password, which are credentials that can be compromised. With MFA enabled, someone trying to access your account can't authenticate without your app/YubiKey and would be denied access to the account.

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## When will I use MFA?

You will use Multi-Factor Authentication (MFA) on any Westside Union School District sites that you currently log into with your Westside username and password.

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## How often will I have to use MFA?

Anytime you are logging into your Westside Union School District account (entering your Westside username and password) you will also be using your Multi-Factor Authentication (MFA) method (the app or the YubiKey).

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## What are my MFA options?

You have two options for Multi-Factor Authentication (MFA): the Microsoft Authenticator App or a USB security key called a YubiKey.

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## Can I use both MFA options?

No, all employees must have one MFA method.

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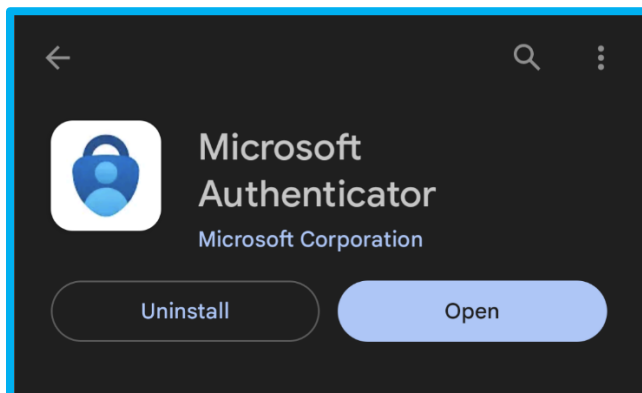
## Can I change my MFA method later?

If you choose an MFA method and after using it realize it isn't the best option for you, contact the IT Department Helpline at x46157 and we will help you switch methods. Please note: if you were using a YubiKey and want to switch to the Authenticator app, you will need to return the YubiKey to the IT Department.

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## What is the Microsoft Authenticator app?

The Microsoft Authenticator app is a free app from Microsoft Corporation. On Android you download it from the Google Play store. On iPhone you download it from the App store. The app helps verify that it is you attempting to log in to your Westside account. More information about how to use it is provided in the "[How do I use the Microsoft Authenticator app?](#)" section of this FAQ.



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## How do I use the Microsoft Authenticator app?

The Microsoft Authenticator app will be the third piece of your Westside login: username + password + app

To use Microsoft Authenticator app for Multi-Factor Authentication (MFA), download the free app from your phone's app store (Google Play for Android or App Store for Apple). Let's say you are on a District computer trying to sign into a program, app, or website that uses your Westside login information. You will enter your Westside username and password and then a two-digit number will appear on the computer screen. On your phone, a Microsoft Authenticator app notification will appear. Enter the two-digit number from the computer screen into the app notification box on your phone and your login is complete.

You will not use the app when logging onto a District computer. You will use the app when logging into programs, apps, and websites that use your Westside username and password when on a District computer. You will use the app when logging into programs, apps, and websites that use your Westside username and password when on a personal device.

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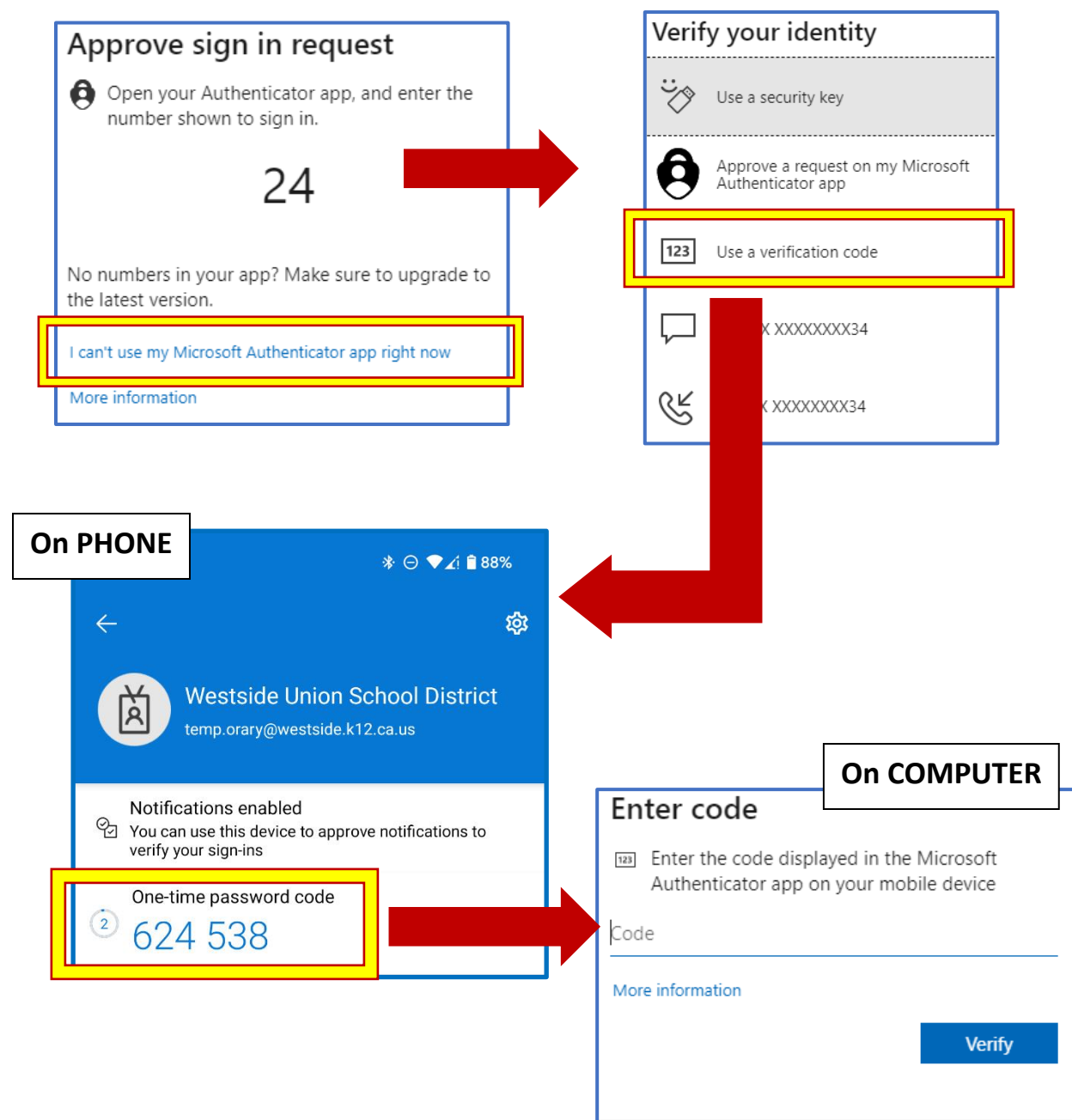
## What if I don't have cell service when I'm trying to log in?

Microsoft Authenticator does not require cell service to work. It can provide a one-time use code without a connection. Details on how to use the app without cell service are provided in the "How do I use the Microsoft Authenticator without cell service? Section of the FAQ.

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## How do I use the Microsoft Authenticator without cell service?

When the Authenticator prompt appears on the computer screen, click **"I can't use my Microsoft Authenticator App right now"**. You'll be given a list of alternate methods to use. Choose **"Use a verification code"**. Open the Microsoft Authenticator App on your phone and tap on your account. Find the 6-digit code listed under **"one-time password code"**. (This code refreshes every 30 seconds.) Enter the 6-digit code on the computer.



## Will the Microsoft Authenticator app drain my battery?

No. When closed, the app isn't running and therefore doesn't drain your battery.

On **Android**, the app never opens – you only get a notification, so you don't have to remember to close the app after successfully completing your login.

On **Apple**, the app opens in addition to the notification, so you will need to close the app after you successfully complete your login.

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## What data does the Microsoft Authenticator app collect and store?

Microsoft describes the three types of data the app collects – and how to manage that collection and usage – on their support page for the app under the **Data handling** heading:

[Microsoft Authenticator app support page](#)

(A CTRL + F search on the page will take you directly to the topic. Click CTRL + F and type 'data handling'.)

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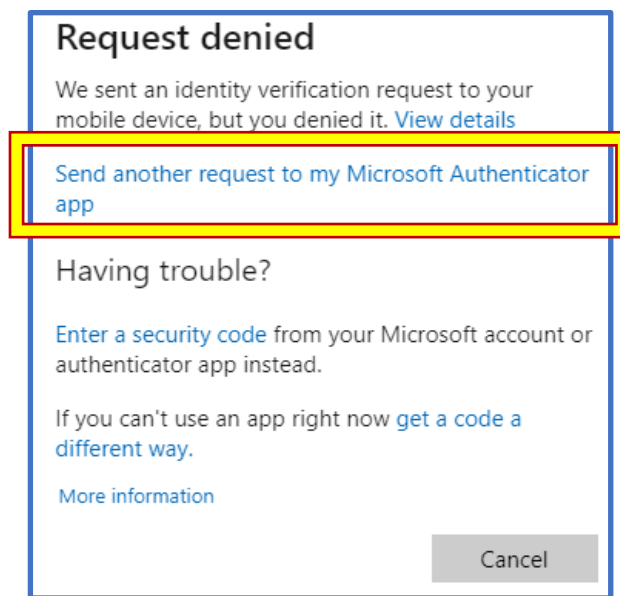
## Is there a cost for the Microsoft Authenticator app?

No, there is no cost to the app. It is a free app available in either the Apple App Store or the Google Play Store.

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## What if I enter the wrong numbers into the Authenticator app?

If you mistype the two-digit code into the Authenticator app on our phone, your login will be treated like you denied it and will not be approved. To try again, select **“Send another request to my Microsoft Authenticator app”**. A new two-digit number will appear on screen and the app will open on your phone again. Enter the two-digit number into the app on your phone and your login will be approved and completed.



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## What if I forget my phone?

If you forget your phone, contact the IT Helpline at x46157 to receive a Temporary Access Pass for the day.

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## What if I have a new phone/lose my phone?

If you lose or replace your phone follow the directions below to ensure you can authenticate on your new phone. Contact the IT Helpline at x46157 if you need help with the steps.

### If you replace your phone

If you replace your phone, we recommend first backing up the Microsoft Authenticator App on the old phone. This link outlines how to do that: [Back up and recover account credentials](#)

Backing up makes the transition easier but isn't required; you can set up the app on the new phone without a backup.

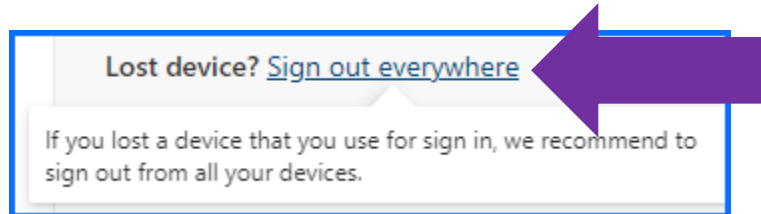
It is best, if possible, to have the old phone available when setting the new phone up – because the old phone has the Authenticator app on it which you will need in order to authenticate. If you **do not** have the old phone available when setting up the new phone, follow step 1 of the directions below and then contact the IT Department at x46157 for help getting your Westside account logged into the app.

1. **Download** the Microsoft Authenticator app on your new phone
2. Follow the prompts for adding a **work account or school account**.
3. After downloading Microsoft Authenticator on your new phone and adding your Westside account to it, you need to **delete** the old phone from your authentication methods. **Log into** [myaccount.microsoft.com](https://myaccount.microsoft.com)
4. Under **Security info**, click **Update Info**
5. In the list of sign-in methods, find **Microsoft Authenticator**. You should have TWO separate listings: your old phone and your new phone. Click **Delete** for the **OLD** phone and click **OK** to confirm.

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## If you lose your phone

1. Call the IT Help Desk at x46157 to get a Temporary Access pass.
2. Then, go to [mysignins.microsoft.com/security-info](https://mysignins.microsoft.com/security-info)
3. When prompted to login, use the Temporary Access Pass.
4. The **Security info** page opens and in the **bottom left corner**, under your authentication methods, is a **Sign out everywhere** link. Click this link.



This will sign you out anywhere you're signed in (your computer, your phone, a Chromebook, personal computer/laptop, etc.).

### 4. Reset your password

If you're on a **District computer**:

Go to the [intranet](#) and choose Password Reset at the top of the page. Follow the steps to set a new password.

If you're on a **personal computer or phone**:

Go to the District's [public website](#), select Staff from the menu (across the top on a computer or under the menu in the upper left on a phone). Then find the **Email on the Web** section and click the red **Click Here For Password Reset** button. Follow the steps to set a new password.

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## Where can I get more information about the Microsoft Authenticator app?

Microsoft provides a support page with additional information about the app: [Microsoft Authenticator app page](#)

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## What if I don't want to use my personal phone for work?

You don't have to use your personal phone to set up Multi-Factor Authentication (MFA). You can opt to use a physical USB security key, called a YubiKey. This is a security key that you choose a PIN for and insert into a computer's USB drive. You will need the YubiKey any time you log into your Westside accounts.

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## What is a YubiKey?

A YubiKey is a physical piece of hardware used to verify your identity. It requires a PIN and a finger tap on the sensor at its center.

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## How do I use a YubiKey?

The YubiKey will be the third piece of your Westside login: username + password + YubiKey

After providing your username and password, instead of verifying your identity by entering a code into an app on your phone, you're prompted to insert the YubiKey into the computer's USB port, enter your PIN (that you chose during setup), and tap the sensor in the center of the YubiKey. This completes your login.



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## What if I forget my YubiKey?

If you forget your YubiKey, contact the IT Helpline at x46157 to receive a Temporary Access Pass for the day.

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## Is there a cost for the YubiKey?

The IT Department will issue you a YubiKey at no cost. However, if your YubiKey is lost or damaged, there will be a \$50 replacement fee.

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## What if I lose my YubiKey?

If you lose your YubiKey, contact the IT Helpline at x46157. Please note, there is a \$50 replacement fee for lost YubiKeys.

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## Can someone get into my account/computer if they have my YubiKey?

No, if someone finds your YubiKey, they will still need your username and password and the YubiKey's PIN to get into your account.

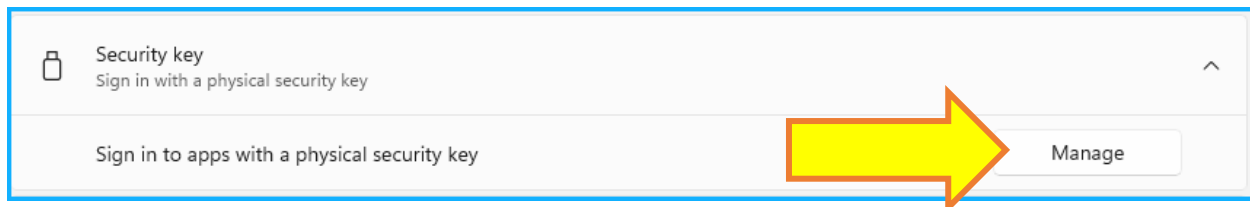
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## What if I want to change my YubiKey PIN?

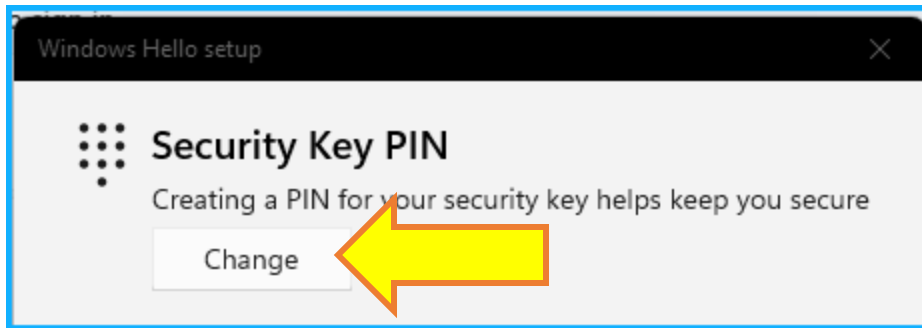
You can change the PIN for your YubiKey on a District computer. You will need the current PIN to make the change.

From the **Start** menu:

Search **Security Key** and select **Set up security key**. Find the listing for **Security key**, click on it to expand the field, then click **Manage**.



You'll be prompted to enter your YubiKey and touch it. Then, under Security Key PIN, click Change and enter your current PIN plus the new PIN into the appropriate fields and follow the directions to save the new PIN.



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## What if I forget my YubiKey PIN?

For YubiKey PINs to be reset, you need the current PIN. If you have forgotten your YubiKey PIN, your YubiKey will have to be factory reset and added back to your account. Call the IT Helpline at x46157 for assistance.

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## Can I use my YubiKey with my cell phone?

If you want to use your phone to log into your Westside account, a YubiKey may not be the best option for you because your phone doesn't have the necessary USB port.

However, it is possible to use the YubiKey with your phone as long as 1. your phone is NFC-capable (search your device settings to find and turn on NFC) and 2. you have downloaded a specific authentication app. Submit a ticket with IT for more information about the app.

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