

- **What if I just want to access email or calendar from my phone?**
 - MFA will be required when accessing District applications outside of the OUSD network.

- **How do I update or change my registered MFA device?**
 - A MFA registered device can be updated by going to mfasetup.ousd.org or by contacting the Help Desk at (510) 879-8178 or helpdesk@ousd.org.

- **What are the directions for self-service?**
 - See the *MFA Guide* at www.ousd.org/mfa for step-by-step instructions.

- **Should I register a 2nd (phone number) device for MFA?**
 - Yes, it's recommended in case your phone is lost, stolen or unavailable..

- **Can I opt out of MFA?**
 - No. MFA is required when your device is off-campus. You will not need MFA when your device is on-campus.

- **What if I don't have a district phone?**
 - You can use your personal phone to register for MFA.

- **Will I get reimbursed for my personal cell phone?**
 - No

- **What do I do if I get a new phone?**
 - If your phone has the same phone number, it will continue to work for MFA.
 - If there's a new phone number and the old phone number no longer works, contact the Help Desk to assist with setting up the new number.

- **I have been using MFA for a while now. Do I need to do anything else?**
 - If you have already signed up for MFA, you do not need to do anything else unless you have changed your phone or phone number. If that is the case, you will need to login to MFA and update your information to authenticate on the new device.

- **Can you sign up for MFA while being outside the OUSD network?**
 - Yes, employees can sign up for MFA inside or outside the district network.

- **Will students need to use MFA?**
 - No, currently we are only requiring employees to sign up for MFA

- **What should I do if I plan to travel out of the country and I won't receive text messages?**
 - The Authenticator app works over cell data or Wi-Fi connection. You can request access to Authenticator by going to www.ousd.org/mfa/authenticator

- **Who can I contact if I am having an issue using MFA?**
 - Please contact the Technology Services Help Desk at helpdesk@ousd.org and provide details of the issue so that our team can assist.