



RICHLAND ONE

Memorandum

To: All District Staff

From: Dr. Candice L. Coppock, Executive Director of Information Technology

Date: January 6, 2025

Re: Multi-factor Authentication for **ALL** Staff

To enhance our security and protect sensitive information, the district began requiring Multi-Factor Authentication (MFA) for **all** staff effective December 20, 2024. MFA is required to access district resources without being connected to the district network.

To enable MFA, the individual staff person must submit a [One to One Plus](#) ticket, select **MFA** as their ticket type and provide the following information in the description (do not enter the phone number in any other area of the ticket). **Incorrect ticket types or those tickets with missing information will be closed.** Please note that it may take 5-7 business days to process these tickets.

- Personal cell phone number with area code. Google Voice numbers do not work.
 - *Example (type out phone numbers as listed below)*
 - 18031234567
 - **Do not** include hyphens, spaces, or parentheses.

Staff must download the **Accessing your Account with Multi-Factor Authentication Directions** located on the [How to Documents](#) webpage prior to leaving the worksite as you will not have access to the document off of the district network.

Staff that already have MFA enabled **are not** to submit another ticket.

Staff that have MFA enabled but are getting an error message or a locked account message, need to submit a [One to One Plus](#) ticket, and provide that information in the description of their ticket so that their account can be unlocked.

If staff change cell phone numbers anytime during the year, they will need to submit a [One to One Plus](#) ticket, select MFA as their ticket type, and provide their new phone number.

Staff should note that if they enter the incorrect code too many times, their account will lock, and they will need to submit a [One to One Plus](#) ticket, select MFA as their ticket type, and request their MFA account to be unlocked.

For more information regarding MFA, please see page 39 of the [IT Standard Operating Procedures](#).