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## What is Multi-Factor Authentication (MFA)?

MFA requires the user to provide a second form of authentication to confirm their identity before gaining access to a K12 system. In addition to providing login credentials during authentication, the user will be required to validate their identity by entering a confirmation code or approving access via an app on their mobile device. For information regarding MFA and how it works, visit this [link](#).

## Who needs to register for and use MFA?

If you have an email address ending with **@k12.com**, you will need to enroll in MFA order to have access to the K12 enterprise applications listed below. ***Note that school-based accounts (ex: @school.ORG) will NOT require MFA at this time. However, individuals with both a school email and a @K12.com email address will need to register their @K12.com email with MFA.*** MFA is required for everyone irrespective of whether you are using a K12 managed or personal machine.



## What are the benefits of MFA?

- Protects against hacking and unauthorized access to corporate resources due to weak or stolen passwords
- Enhances security and compliance
- Streamlines user log in experience
- Reduces exposure of credentials due to phishing attacks

## What applications / users will require MFA?

MFA authentication will be required for K12 corporate users (Employees and Contractors) when logging into Office 365 and any applications accessed using an email address ending with **@k12.com**. (ex: [jsmith@k12.com](mailto:jsmith@k12.com)). The following applications will require MFA authentication:

- Office 365 apps (OneDrive, Office Pro Plus, Teams and any apps accessed from Office 365 Portal)
- O365 Email (email ending in @k12.com, in both Webmail and Outlook)
- SharePoint Online Site (Including Homeroom)
- UltiPro
- Zoom
- VPN
- NetSuite
- Cobblestone CMS
- Aha
- G-suite
- Any other enterprise applications you currently access using your K12 Office 365 account ending with @k12.com.

*Note: school accounts ending with schoolname.org (i.e [school].org) will **NOT** be enabled for MFA at this time.*

## What do I need to do as a K12 corporate user?

In order to ensure you can access the above applications without any interruption, you must complete the MFA registration process for your @K12.com account. Before beginning the registration process, we strongly encourage you to [watch this video on how to register for MFA](#). After watching the video, refer to the step by step enrollment instructions available on the Corporate and Regional Helpdesk websites.

## How can I verify that I have completed my MFA registration?

It is possible that you already registered for MFA. To verify that you have completed your MFA registration, go to the MFA registration page (<http://aka.ms/mfasetup>) and login with your K12 credentials if prompted. **You will know that your registration is completed IF:**

- You are redirected to the “**Additional Security verification**” page and can see the verification method you selected checked.  
OR
- You receive a second prompt to “Approve sign in request” along with a verification code or prompt on the mobile device you registered.



## How often will I get prompted for MFA login?

You will have to login to K12 systems using MFA at least once at the start of every working day. The frequency of getting prompted to login with MFA depends on the type of applications you access as well as the method you use to access them, as explained below:

- If you access multiple web-based applications using the same browser session, you will only be prompted once for MFA login to these applications within a 24-hour period. For example, if you use Chrome to access “NetSuite”, you will be prompted for MFA. If you then try accessing “UltiPro” also using Chrome within 24 hours, you will not be prompted for MFA login again since you are using the same browser session. However, if you try accessing UltiPro from another browser (IE or Firefox), you will be prompted for MFA again.
- If you are accessing applications from 365 portal or app launcher, you will only be prompted once every 24 hours for MFA login to access any of these apps.
- If you access MS Office desktop-based applications (ex: Word, Excel, OneDrive), you will only be prompted once every 24 hours for MFA login to access any of the Office apps. For example, if you access the MS Excel desktop application, you will be prompted for MFA login. If you then access Word or OneDrive within the 24-hour period, you will not be prompted for MFA again.
- VPN access will require MFA login every time you establish a connection.
- Note that you will always get prompted for MFA login in the following situations:
  - If you are not on K12 network (I.e. not in the office)
  - When you switch devices and browsers
  - When you switch network connection (Ex: switch from Wifi to Mifi)
  - When you reset your browser
  - When you reboot your device
  - When you use a private browser (incognito)
  - When you are connecting to VPN
  - If you are connected to VPN and then to connect to office 365 or any other SSO app

## How can I reduce the number of times I am prompted to use MFA?

In order to reduce MFA authentication prompts throughout the day, we recommend you bookmark the O365 app launcher URL (<https://myapps.microsoft.com/>) and click on it at the start of each work day. Otherwise, you may have to authenticate as you enter different apps/corporate systems throughout the day (SharePoint, Office Online, UltiPro, etc.).

We also recommend that you restart your machine before starting your workday.

## Will I get a prompt for MFA login when inside one of K12 offices?

No. MFA login will not be required if you are connecting from inside K12 offices.



### What if I don't enroll in MFA?

When logging into K12 corporate systems with your @k12.com email address, you will be prompted to enroll before gaining access. If you don't enroll, access will be denied.

### What if I don't want to install the Authenticator app my smartphone?

You can select the Authentication option to receive a confirmation code via a text/SMS message to your mobile device.

### What if I don't want to use my mobile device?

If you don't want to use your mobile device, the only option you have is to receive confirmation code via a call to a land line phone. Due to current office closures, using your office landline number is not recommended.

### Can I use MFA while traveling?

Yes, you will be able to use MFA while traveling, except for the following countries:

- Russia
- Romania
- Brazil
- Hungary
- Taiwan
- Turkey

### Additional Support

If you have any questions or need technical assistance, please contact K12 Enterprise Service Desk @ 855-K12 HELP or <https://servicedesk.k12.com>.