Multi-Factor Authentication – Frequently Asked Questions

1. What is Multi-Factor Authentication (MFA) and why are we using it?

Multi-factor authentication is an additional layer of security added to an application when you sign on. It uses a method by which a user is asked to provide a second piece of verification, after entering their user id and password.

Weak or stolen user credentials are most commonly used to gain unauthorized access to systems. This extra, second level of identity verification – based on the premise of something the user has – helps further protect the University and our information assets from these authorized attacks.

2. How do I enroll in the service?

When you first logon to an application using this service, you will be prompted to enroll. As this service is implemented across the University, specific instructions on the enrollment process will be distributed to users of those applications.

3. What methods of MFA will be available to me?

There are three options for providing MFA. Users must choose at least one, but can register for multiple. Each option is outlined in greater detail in the instruction document provided to users, as their application is set up to use MFA. The three options are as follows:

- Verification through use of mobile application (Okta Verify)
- SMS Messaging (Text Messaging)
- Voice Calling

4. How often will I need to use MFA?

Once you have authenticated on a device (laptop, desktop, mobile device, etc.), you will be asked to re-validate your MFA credentials every 30 days. Also, any new device used to logon will always be prompted upon initial authentication, including the use of new browser software (e.g. switching from Chrome to Internet Explorer).

5. What applications will currently use MFA?

Currently, Office 365 and the Banner Admin application are the applications using this service. In the upcoming months, the Office of Information Technology will be adding this service more broadly to other web-based applications.

6. Where do I go if I need technical support or have further questions?

For any technical support issues or questions about this service, please call the IT Service Desk at 718-990-5000 (x5000) or visit stjohns.edu/it to submit a ticket online. For every new device in which you have authenticated initially, you will receive an email notification. If you receive this notification and did not login to that location, please call the IT Service Desk immediately.