

Q. What is Multi-Factor Authentication (MFA)?

A. Multi-Factor Authentication (MFA) is an additional layer of security for the login process. MFA relies on two forms of authentication – something you know (username/password) and something you have (ability to enter a code texted to a mobile phone, answer a phone call, or use an authenticator mobile app).

Q. Why is MFA necessary?

A. Personal information in online accounts is valuable to bad actors (hackers). Password theft is the most common way accounts are compromised. Signing in with a password and a second step involving a phone will protect students, faculty, and staff from password-stealing scams.

Q. Is MFA effective in blocking malevolent acts?

A. Microsoft says [MFA blocks more than 99.9%](#) of email account compromise attacks.

Q. Can I opt out of MFA?

A. No. On December 27, 2021, MFA will be activated for all current and future @MyCampus.apus.edu email accounts and will apply to wherever students, faculty, and staff access email (eCampus, Faculty Connect, MyClassroom, mobile devices, other email gateways).

Q. Does this apply to how we sign onto Faculty Connect, MyClassroom, or the eCampus?

A. No, it does not impact how students, faculty, or staff access those platforms. It applies to how email is accessed from within the platforms.

Q. How do I enroll in MFA?

A. Starting at about 7:30 a.m. ET on December 27, 2021, you will be prompted to setup MFA when accessing MyCampus email from any location. Click [here](#) to review the setup guide.

Q. What are my authentication options?

A. There are three options, configured during setup:

1. Authentication Phone (text or call). Click [here](#) to view the Authentication Phone guide.
2. Office Phone (call). Click [here](#) to view the Office Phone guide.
3. Mobile App (notification or code). Click [here](#) to view the Mobile App guide.

Q. Will MFA be required every time I access email?

A. No. You'll have an option to establish a trusted device via a "stay signed in" option. Sign-on from a trusted device will not prompt MFA for 90 days. If you sign in from another device, clear browser cookies, or travel to another location, MFA authentication will be re-triggered.

Q. Can I have more than one authentication method on my account?

A. Yes, and it's recommended having multiple methods enabled. That would maximize sign-on flexibility if, for example, your mobile phone was not available.

Q. How do I change or update my authentication method?

A. Click [here](#) to view the steps for changing your default method.

Click [here](#) to view the steps for adding a new method.

Q. What if I do not have access to my mobile device?

A. If you don't have access to your mobile device, and you do not have an alternative authentication method configured, please contact Classroom Support at classroomsupport@apus.edu or 877.468.6268 ext. 3640.

Q. What if I have access to only a single device?

A. If you have access to only a single device, you will not be able to access MyCampus email. Please contact Classroom Support at classroomsupport@apus.edu or 877.468.6268 ext. 3640 for further guidance. In cases in which a student cannot establish MFA, the student and instructor would need to align on an alternative communications strategy (e.g., email to a student's personal email address).

Q. What's the preferred method for international students to use MFA?

A. Users in foreign countries are encouraged to use the Authenticator app to avoid issues with international calling codes or texting.