DALHOUSIE UNIVERSITY

Information Technology Services
Phone: (902) 494-4357

Setting up MFA

Do I need to pay for the authenticator?
No. The recommended Microsoft Authenticator mobile app is free and available through the Apple App Store or Google Play Store.

How often do I need to authenticate?
Authentication requests happen approximately every 30 days, but you may be prompted earlier than that under the following situations:

- You log out of your Dalhousie account
- You attempt to access your Dalhousie account on a different or new device
- You travel and access your Dalhousie account in a different location (city, province, country, etc)
- You have set your browser to clear cookies / sessions when you close your browser

I left my phone/authentication method at home!
Please contact the Help Desk and we can work on temporary bypasses to allow your account to be utilized for the day. You can contact us at 902-494-4357.

I'm getting an MFA approval prompt – but I'm not logging into anything!
Do not approve anything unless you are actively trying to log into a resource. And if this occurs, please let the Help Desk know as it may be that someone is trying to access your account.

The deadline is fast approaching, and I'm ready to set up my MFA – what do I do now?
Setup your authentication methods first. https://mysignins.microsoft.com/security-info
Then go here to complete the setup. https://mfa.its.dal.ca/

What options do I have for an MFA solution?
While there have been a wide variety of MFA solutions offered by other institutions over time, as the technology has evolved and been deployed by more organizations, the IT security researchers have discovered flaws in some methods that have made them significantly less desirable. Microsoft has, as a direct result, allowed the following options for their Microsoft 365 customers, of which Dalhousie is one.

- Apps – These can be mobile applications or desktop applications. While **Dalhousie officially recommends the use of the Microsoft Authenticator App**, other solutions you may already have installed such as the Google Authenticator or Authy are also compatible.
- Text or Call

Some of the technology that has been used in the past that is specifically not allowed includes the use of a different email address as your MFA solution. The primary reasoning being that when utilized in this way, there is concern for the security of both accounts rather than just the account owned and secured by Dalhousie.

Can I use the same MFA app I have already been using for my other online accounts?
In many cases the answer is yes. Google Authenticator, Authy, Bitwarden, and many others have been utilized by members of Dalhousie and are all functional. If you run into issues with your specific app setting them up, please contact the Helpdesk for assistance via
https://mysupport.dal.ca/footprints/servicedesk/login.html or emailing support@dal.ca

I am getting a 404 and/or Error page when attempting to setup MFA
In this case, the most likely reason was that you enabled MFA prior to setting up an MFA option.   Please contact the helpdesk with this relevant information, and they'll be able to reset your account back to a working state.

Can I use my MFA device on multiple computers/phones/tablets?
Yes, one MFA configuration will work for all of your connected devices. There is no need to setup one for each device.

Does the Microsoft Authenticator require internet or data usage?
It does only for the setup of the application, and for the push notifications. You can always use the codes generated by the app in order to authenticate, as those are stored on the device and will not use any network connectivity.

I don't trust Microsoft, does the app gather any information from my Phone?
No, the Microsoft Authenticator app collects no information from your device, nor does it allow Dalhousie or Microsoft to make any modifications to your device.

Do I have to use Microsoft authenticator, or can I use an alternative MFA authenticator application?
You are welcome to use a compatible authenticator application other than Microsoft if you prefer. However, Microsoft Authenticator is the only application supported by Dalhousie.

Can I use the Microsoft Authenticator with my personal accounts as well?
Yes, you can use it anywhere that accepts an app based MFA configuration. (Examples: Gmail, Hotmail, Twitter, Reddit, Canada.ca, etc)

I am unable to use a smartphone for MFA authentication. What other authentication options are available to me?
Alternative options are available for eligible users who are unable to use a smartphone for MFA authentication. Contact us for more information and next steps.

Do I need to add MFA to the project account that I manage?
Project accounts do not currently require MFA. If you are an owner of a project account, we will contact you at a later date to enroll the account in MFA, if required.

I have a question that was not covered here
Please reach out to our support teams via https://mysupport.dal.ca/footprints/servicedesk/login.html or emailing support@dal.ca , though please do note that these services are currently under heavy load with requests, and it may take longer than normal to answer your request.