Using MFA

I don’t have my phone and I am being asked to authenticate. What do I do?
You can contact us to request a temporary MFA and access your account. You will be required to prove your identity using your Dal card or a government-issued photo identification to do so. This process can be completed virtually and will remove the MFA requirement from your account for the day.

How often will the MFA system prompt me 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

Why am I sometimes required to authenticate more frequently than every 30 days?
MFA may make you authenticate more frequently than every 30 days if you log in from a different device, browser, location, or on another network. If you are prompted to authenticate more frequently but do not change devices, browsers, locations, or networks, contact us for support.

I am not receiving the approval prompt on the authenticator app on my phone when I try to sign in. What should I do?
If you do not change devices, browsers, locations, or networks, you will only be promoted to authenticate every 30 days. If it has been longer than 30 days since you were last asked to authenticate, or you have changed devices, browsers, locations, or networks and were not required to authenticate, contact us to confirm that your MFA is properly enabled.

I received a sign-in approval prompt from my authenticator app, but I am not trying to sign into my account. What should I do?
Report the incident to us as soon as possible, as this may mean that someone is attempting to access your account without permission.
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 used by members of Dalhousie and are all functional. If you run into issues with your specific app setting them up, please contact us.

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 set up one for each device.

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.).