



Frequently Asked Questions (FAQS)

Multi-Factor Authentication (MFA)

Updated: 8 November 2022

Multi-Factor Authentication (MFA) is a mandatory requirement of Catholic Education, Canberra and Goulburn (CECG) staff when accessing ICT provided systems and services. MFA provide an additional layer of security that will protect CECG Schools and its staff and students from unauthorised access from cyber criminals.

The Okay Verify app will need to be installed on your Apple or Android device (phone or tablet) prior to completing the MFA registration on your computer.

For further assistance please call the ICT Service Desk on 1300 232 448 or service.desk@cg.catholic.edu.au

1. What is MFA?

MFA is a security feature that helps protect your CECG account through a second identity verification factor in addition to your password. Using MFA helps to secure your account by adding an additional verification step that relies on possession of a trusted device, such as your smartphone, and this makes it much more difficult for a cyber-criminal to compromise an account.

The goal of MFA is to keep your account secure by creating an additional line of defence to make it more difficult for unauthorised persons to access both your and CECGs data resources.

2. When do I need to have MFA by?

As of **10 AM, Monday 14 November 2022** all CECG staff will be unable to access any CECG or CEnet-provided systems within the CECG network and remotely without having installed MFA on your smartphone or tablet you will be unable to access the systems and services you require.

3. Who needs to set up MFA?

All CECG staff are required to set up MFA on their personal or work-issued smartphone or tablet. It is mandatory for all CECG staff to set up MFA on their personal or work-issued smartphone or tablet, failure to do this will result in the inability to access all CECG and CEnet-provided systems within CECG Network and also remotely.

4. Which MFA verification methods does CECG Support?

The Okta Verify app is the preferred authenticator that is used and supported by CECG.



5. What is the Okta Verify App?

The Okta Verify app is a lightweight application used to confirm a user's identity on their smartphone when signing into CECG-provided ICT systems and services. The app is developed by Okta, CECG's choice for multifactor authentication (MFA).

Okta Verify provides an additional security step to verify your identity when you log in to CECG ICT services and systems. This extra layer of security protects your user account from unauthorised access.

6. Where can I download the Okta Verify App?

You can download Okta Verify to your smartphone by visiting the Google store (Android), Apple store (iPhone) and the Microsoft store (Windows).

Once you have installed the app on your smartphone, please watch our device enrolment video guides or visit the Enrolling for MFA page to complete MFA enrolment: <https://mfasetup.cg.catholic.edu.au>

7. My smartphone can't run the Okta Verify app

If you do not own a compatible smartphone, please contact the ICT Service Desk on 1300 232 448 or service.desk@cg.catholic.edu.au.

8. I cannot use Okta Verify because I do not own a smartphone or a tablet

CECG staff who do not own a smartphone, or a tablet will be required to speak to their principal or SALT Leader who will then be required to submit a service desk ticket. Following this ICT will provide you will an alternate MFA arrangement.

9. I do not want to download Okta Verify app on my smartphone or tablet because I am concerned about my privacy.

Multi-Factor Authentication is CECG's method for providing additional security to protect CECG Systems from unauthorized access. Information that is provided to CECG via MFA is collected for the sole purpose of facilitating this additional security. The information collected will only be accessible to CECG staff who require access to administer the Okta Verify MFA service

CECG is using a third-party application, Okta Verify, to provide the MFA service and protection to CECG Staff. Both CECG and Okta Verify have no access to the app on your smartphone or tablet and cannot:

- View any of your data
- Other installed apps
- Monitor calls; or
- Track your location
- The Okta Verify does not link to your phone number.



10. I do not want to download the Okta Verify App as I am concerned and do not want to use my smartphone or tablet.

The verification via push notification (iOS) or 6-digit code (Android) on the Okta verify the app is easy and convenient. Many CECG staff already use their devices to access CECG single sign-on applications such as Outlook, SharePoint, and Teams on your smartphone.

Other benefits of using the Okta Verify app on your smartphone or tablet are:

- Easy to use and access
- Free and available for use on Android and iOS devices.
- Takes up minimal space on your device.
- Uses minimal battery
- Does not have access to your devices data, camera, or apps
- Can be installed on additional devices as a backup (iPhone and iPad)
- Is used and trusted by other dioceses across Australia

If you do not wish to use your smartphone or tablet, please discuss this with your principal or SALT Leader as they will be required to lodge a ticket with the ICT service desk for you to be provided with an alternate MFA solution.

11. What are the minimum requirements for installing Okta Verify on my smartphone or tablet?

Check that your smartphone meets the following requirements:

- iOS 14.0 compatible device
- Android version 7.0+
- Windows Phone version 8.0+

If you continue to have difficulties, please contact the ICT Service Desk on 1300 232 448 or service.desk@cg.catholic.edu.au.

12. Do I need to keep the Okta Verify app on my smartphone or tablet, once I have enrolled for MFA?

Yes, in order to receive push notifications to confirm your identity, you will need to have the app installed on your smartphone or tablet. If you accidentally delete the app, please re-install it and then contact the ICT Service Desk at 1300 232 448 or service.desk@cg.catholic.edu.au.



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13. When will I be promoted by Okta Verify?

You will be promoted by Okta Verify in the following situations:

- From 10 AM, Monday 14 November 2022, the first time you login to a CECG and CEnet-provided service within the CECG network you will be required to undergo the MFA process. It is important to note that when accessing these ICT services within the CECG network this will be in a trusted capacity and you will only have to undergo the MFA process once after you select not to be prompted again.
- Staff will be forced to MFA on every occasion the log in through the TechOne interface.
- When accessing CECG and CEnet-provided services outside of the CECG network (i.e. remotely) you will be required to undergo the MFA process.

