

## Multi-Factor Authentication Frequently Asked Questions

Useful Questions and Answers around Multi-Factor Authentication (MFA).

### Quick Reference Guide

#### Q – What is Multi-factor authentication (MFA)?

A – Multi-factor authentication (MFA) adds an additional layer of security to the verification process, making it harder for intruders to gain access to your account.

#### Q – Can I use my personal device if I don't have a work mobile?

A – Yes, if you do not own a trust smartphone then you are able to register a personal device with MFA.

#### Q – Does registering my device give my organisation access to my device?

A – Registering a device gives your device access to your organisation's services and does not allow your organisation access to your device.

#### Q – When will I be required to use MFA?

A – Once users have completed the Microsoft 365 Apps for Enterprise installation, there will be a prompt to verify the log in with MFA. After the initial verification, there will be a prompt every 90 days to verify the log in with MFA. If you use a new/different device, this will be prompted too.

#### Q – I do not want to install MFA on my device, are there other options?

A – If you are unable or would not like to install the MFA app on your device, select the 'Text code to my authentication phone number' which will allow account verification through a mobile phone number via a text message (SMS).

Please contact [Office365@imerseyside.nhs.uk](mailto:Office365@imerseyside.nhs.uk) if you are unable to use the above to register with MFA.

#### Q – Can I uninstall the MFA app once registered?

A – No, you will be required to open the MFA app every 90 days to verify your log in. If you have uninstalled the app, please contact the IT Service Desk. You may be prompted to complete the MFA more than every 90 days if logging in from a new device or location, for example, a public computer.

#### Q – How do I change or update my authentication method?

A – Changes to your authentication settings can be made by visiting Microsoft's [Security Verification](#) page.

To book training or speak to a trainer, please get in touch via:  
e [training@imerseyside.nhs.uk](mailto:training@imerseyside.nhs.uk)