When and where will I be required to use MFA?

You may be challenged at any time depending on what you are accessing, where you are, and what device you are using. The MFA systems make a judgement based on set rules. You will not be challenged every time you log on, and in some cases very infrequently. You also won't be challenged if you are onsite at either the Plumpton or One Garden Brighton Campus.

Can I opt out of setting up MFA?

No, you will have to use MFA to access our Microsoft 365 applications and services. Using MFA is an essential part of our cyber security programme and will help to protect our IT systems, data and users from cyber-attack.

What multi-factor authenticator apps can I use?

We recommend using the Microsoft Authenticator app however other MFA apps such as Google Authenticator also work

Do I have to be on campus to set up an authenticator app?

No, you can complete the setup from anywhere

Will I need to use MFA while on campus?

No, if you are connected to a Plumpton College or One Garden Brighton WiFi network you won't be prompted for MFA. If you are on campus connected via mobile data instead of WiFi you may get prompted for MFA

What do I do if I lose or change my smartphone?

Please contact the IT Helpdesk and we can reset your MFA, allowing you to setup again.

What if I already have an account registered on my authenticator app?

Thats not a problem, MFA apps allow multiple accounts to be added, this means you only need one MFA app installed on your phone. Just remember if you are prompted for MFA, you get the code from the corresponding account within the app

Can you see my location with the authenticator app installed on my phone?

The only information visible to the college will be when you have accessed the app to approve the sign in and your approximate location at that time, for example the city and country you are in.

This is only used to flag malicious sign in attempts (e.g. two simultaneous attempts from two different locations). The location data is not precise enough for the college to know exactly where you are.