# EdPass - Set up multi-factor authentication (MFA)

Updated 2mo ago

## Overview

All staff that remotely access their EdPass account will need to set up and use MFA to access their account. This helps ensure the safety and security of these accounts. Staff will be prompted to set up one of the following supported MFA options:

- Google/Microsoft Authenticator

- Okta Verify App

- SMS Authentication (not recommended).

## Before you start

You need to:

- ensure either Google Authenticator, or Microsoft Authenticator or Okta Verify is installed on your mobile phone or tablet

- be at your computer.

**Note**: While EdPass MFA will display Google Authenticator, the QR code will work with any standard authenticator app including Microsoft Authenticator.

### For Temporary Relief Teachers (TRT) or those without a designated home school:

If you need to setup or modify your MFA settings while visiting a school, please try to access your EdPass dashboard via an incognito or private browsing window. This can help prevent any access issues related to specific school settings.

## Details

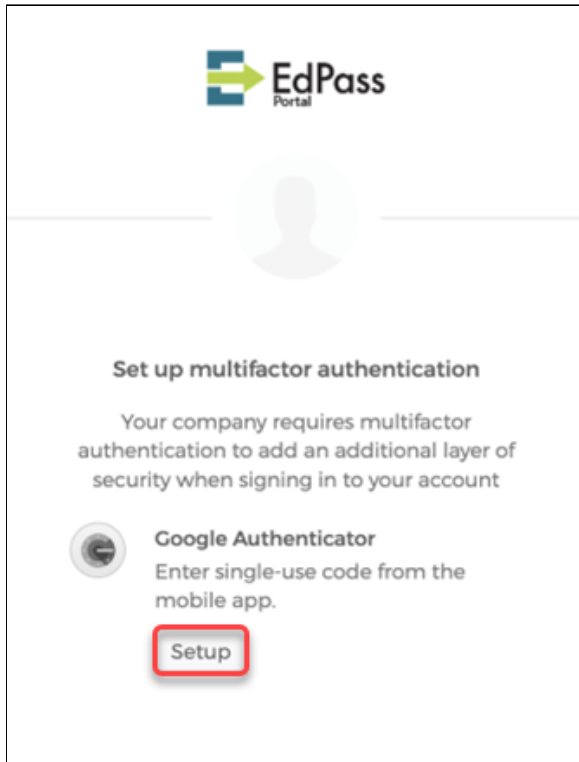### Setting up MFA while still on site

### Google or Microsoft Authenticator

**Note**: While EdPass MFA will display Google Authenticator, the QR code will work with any standard authenticator app including Microsoft Authenticator.

1. In the **Extra verification** window, select **Set Up** for **Google Authenticator**.
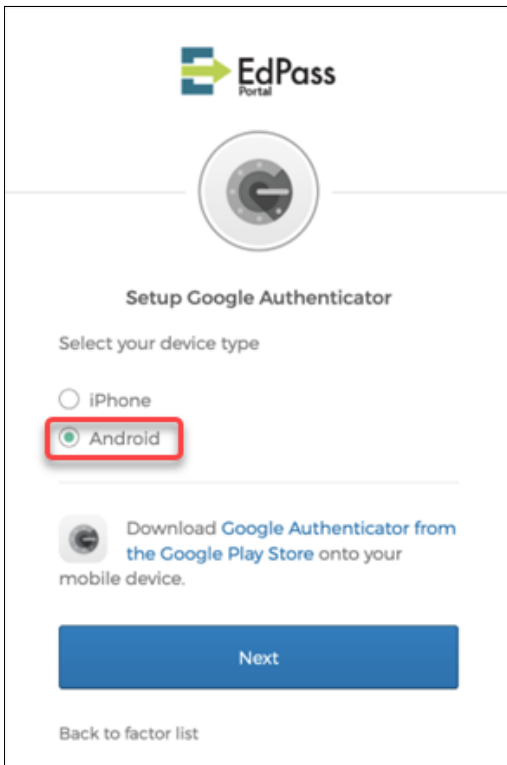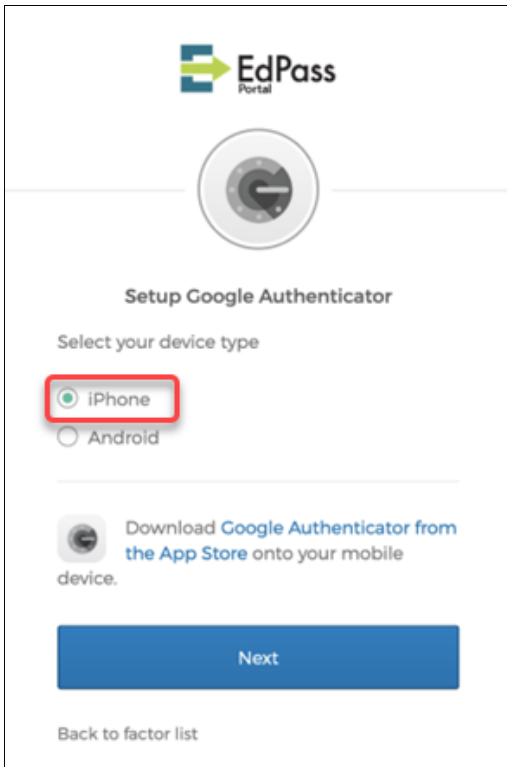
2. On the **EdPass Portal** window, select **Setup**.



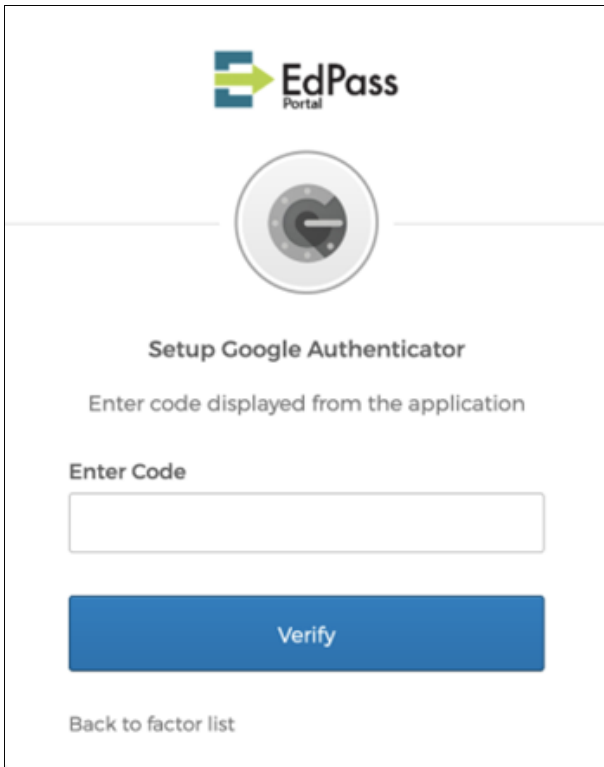3. Select iPhone or Android. Download the app from the app store on your phone or tablet, then click **Next**.

4. In the app on your phone or tablet, select **Add an account**. Then scan the QR code and click **Next**.

   If you're unable to scan the QR code see Can't scan QR code?
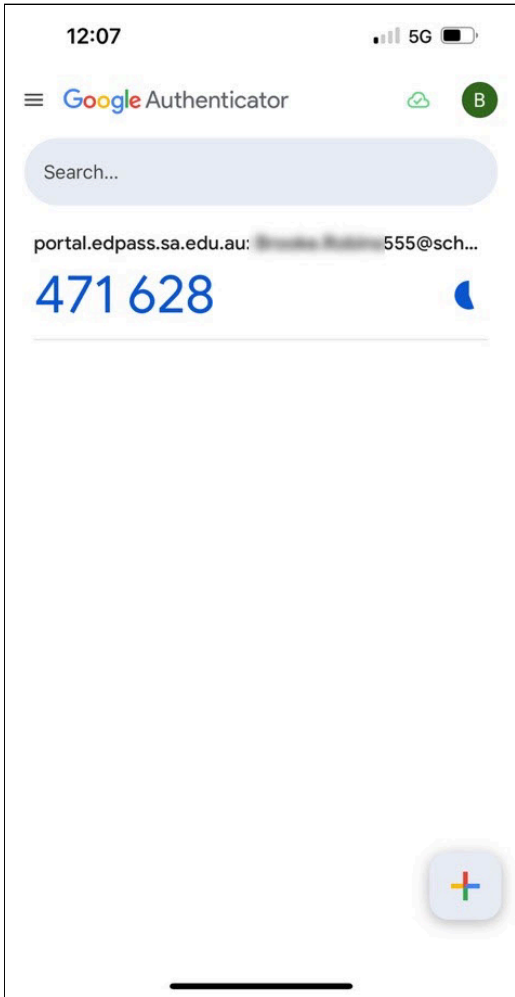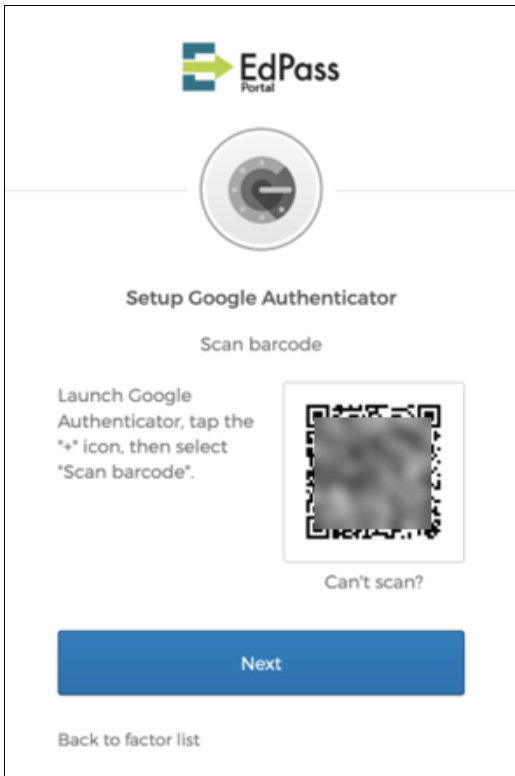
5. Enter the verification code from the phone or tablet. Then click **Verify**.

6. For any future MFA prompts, you will need to open the authenticator app on your device to retrieve the code.

Can't scan the QR code?

In some instances, you may be unable to scan the QR code. For example, when the QR code is being displayed on the device you're using for your MFA app. The best solution for this is to set up MFA while on site using a PC or Mac and following the Setting up MFA while still on site instructions.
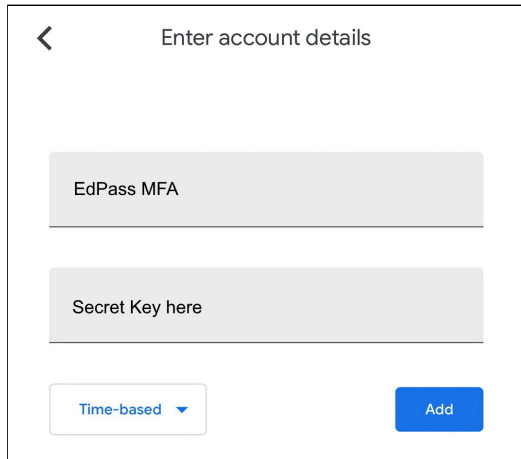
Otherwise, follow the instructions below.

1. Tap the **Can't Scan** which appears below the QR code. This should open the Can't scan barcode screen.
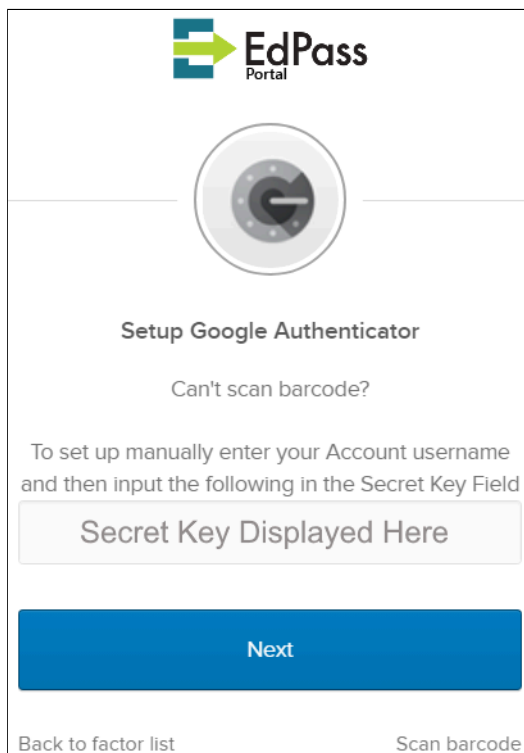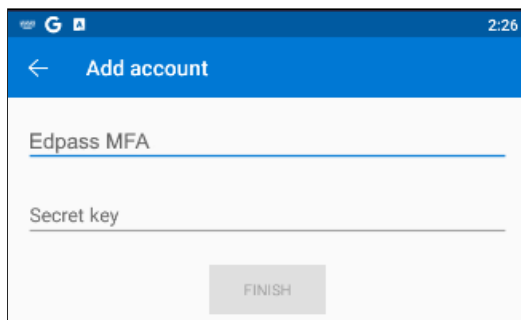
### For Google Authenticator

1. Select **Add a code**.

2. Select **Enter a setup key**.

3. For Account name, enter **EdPass MFA**.

4. Enter in the secret key displayed on the Can't scan barcode screen.

5. For Type of Key, select **Time based**.



6. Tap **Add**.
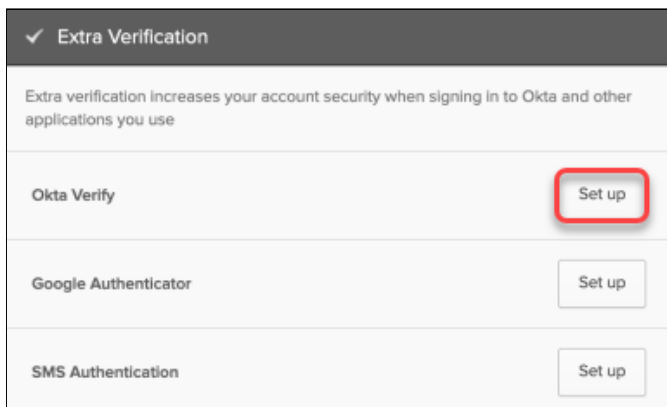
### For Microsoft Authenticator

1. Tap the **plus (+)** sign to add an account.

2. Tap **Other account**.

3. Tap **Or Enter Code Manually**.

4. For Account name, enter **EdPass MFA**.

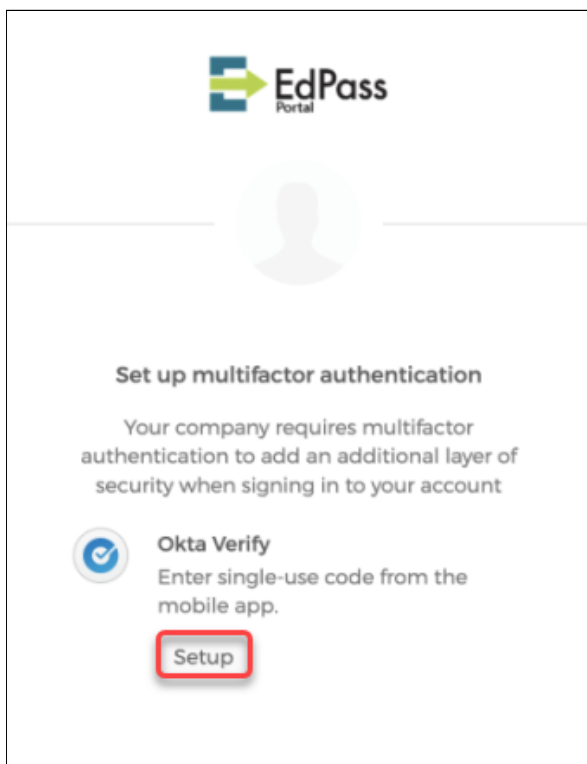5. Enter the Secret key which appears on the Can't scan barcode screen.
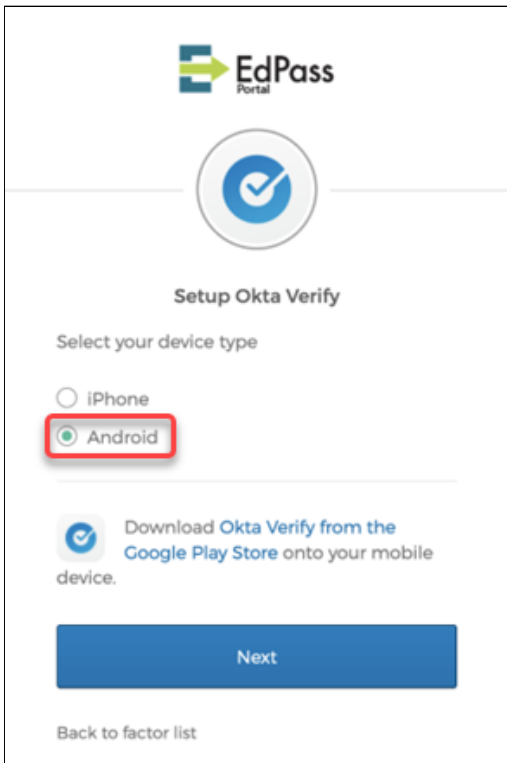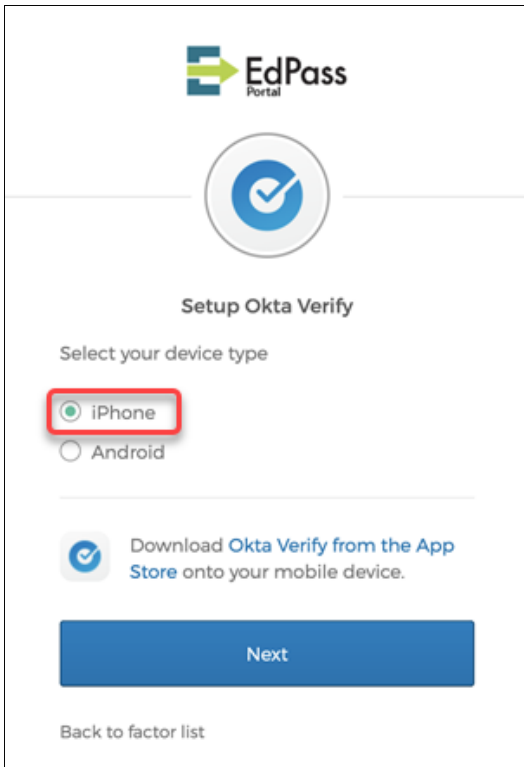


6. Tap **Finish**.

## Okta Verify

1. In the **Extra verification** window, select **Set Up** for **Okta Verify**.
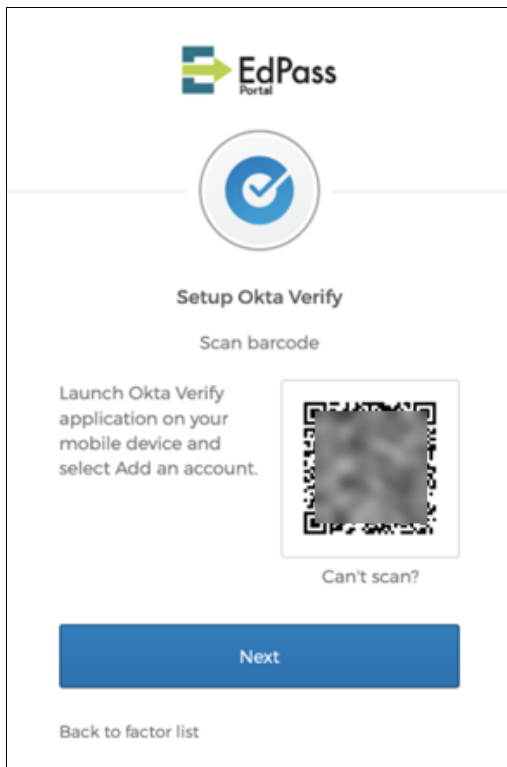


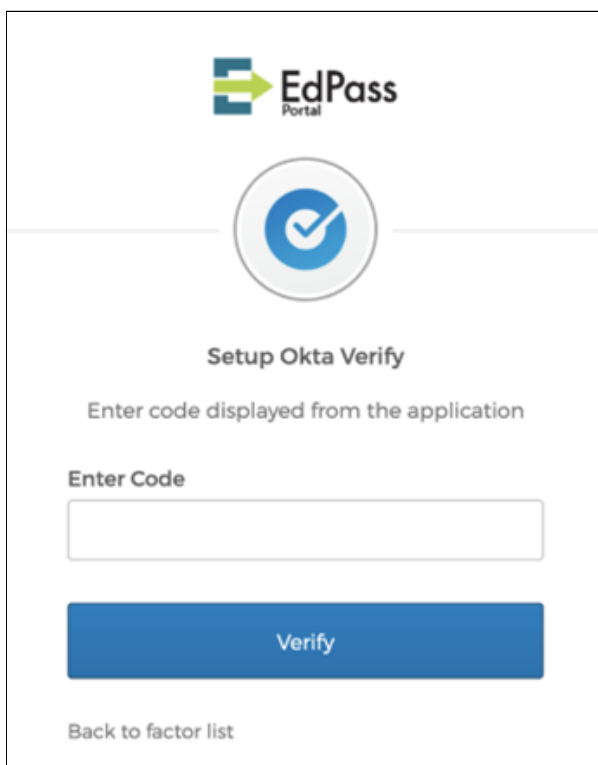2. On the **EdPass Portal** window, select **Setup**.



3. Select iPhone or Android. Download the app from the app store on your phone or tablet, then click **Next**.

4. In the app on your phone or tablet, select **Add an account**. Then scan the QR code and click **Next**.

5. Enter the verification code from the phone or tablet. Then click **Verify**.



6. For any future MFA prompts, you will need to open the Okta Verify app on your device to retrieve the code.
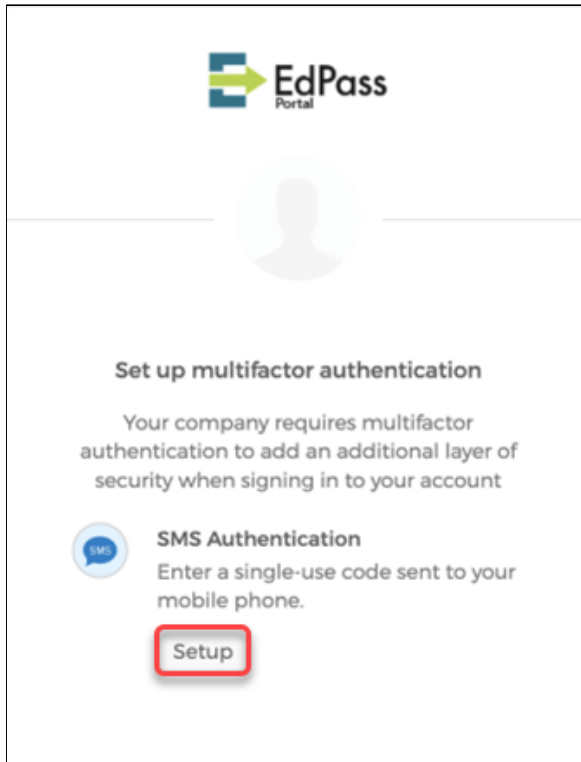
## SMS Authentication (not recommended)

SMS Authentication is **not recommended** as it is vulnerable to SIM Swap scams, where an attacker convinces your phone provider to transfer your phone number to them.

1. In the **Extra verification** window, select **Set Up** for **SMS authentication**.
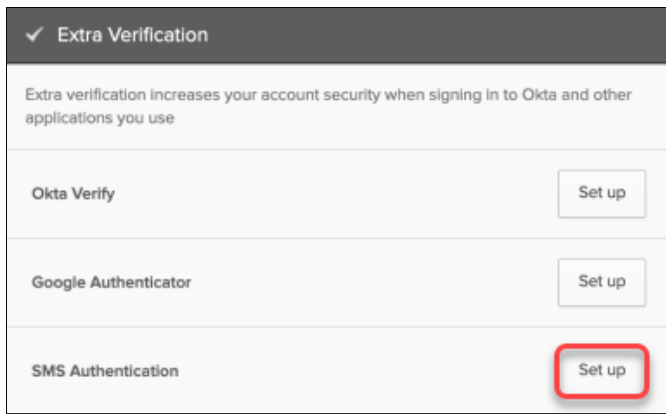
2. On the **EdPass Portal** window, select **Setup**.



3. Select **Australia** and enter your mobile phone number. Then click **Send code**.

4. Enter the verification code from the phone, then click **Verify**.