



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

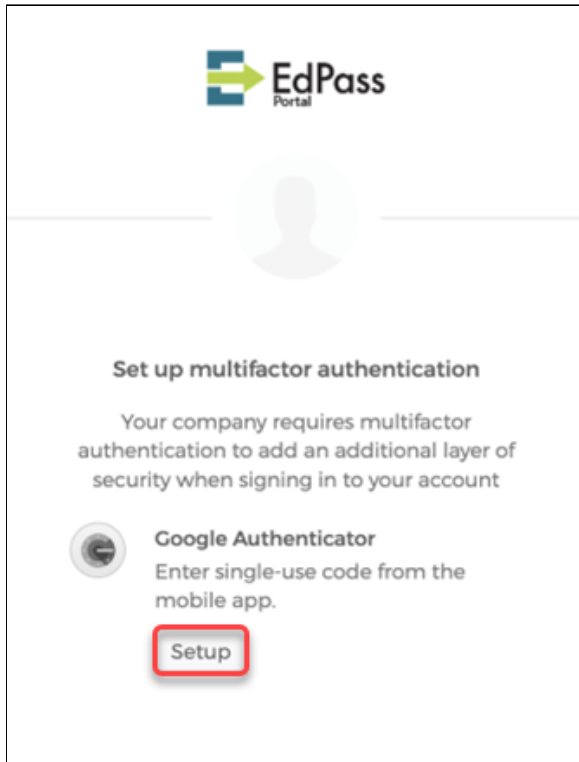
Google or Microsoft Authenticator

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**.

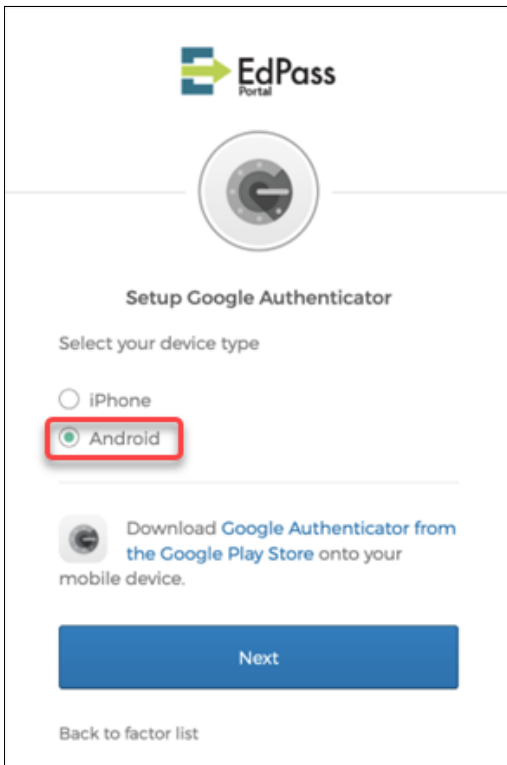
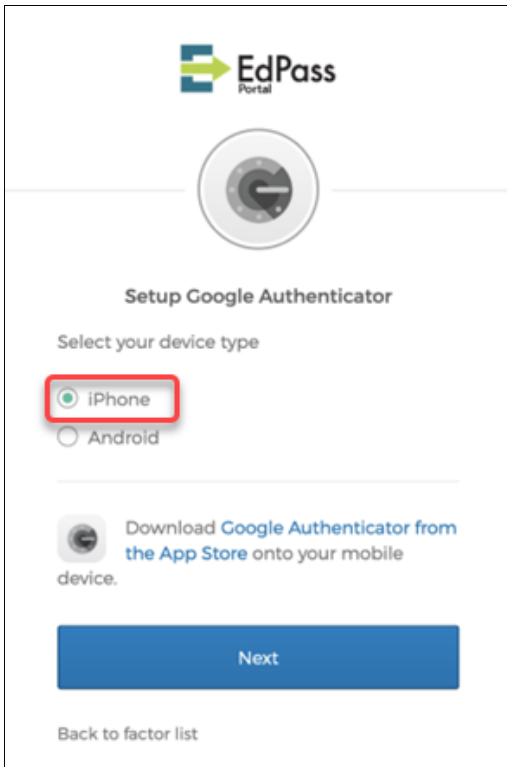
✓ Extra Verification	
Extra verification increases your account security when signing in to Okta and other applications you use	
Okta Verify	Set up
Google Authenticator	Set up
SMS Authentication	Set up

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

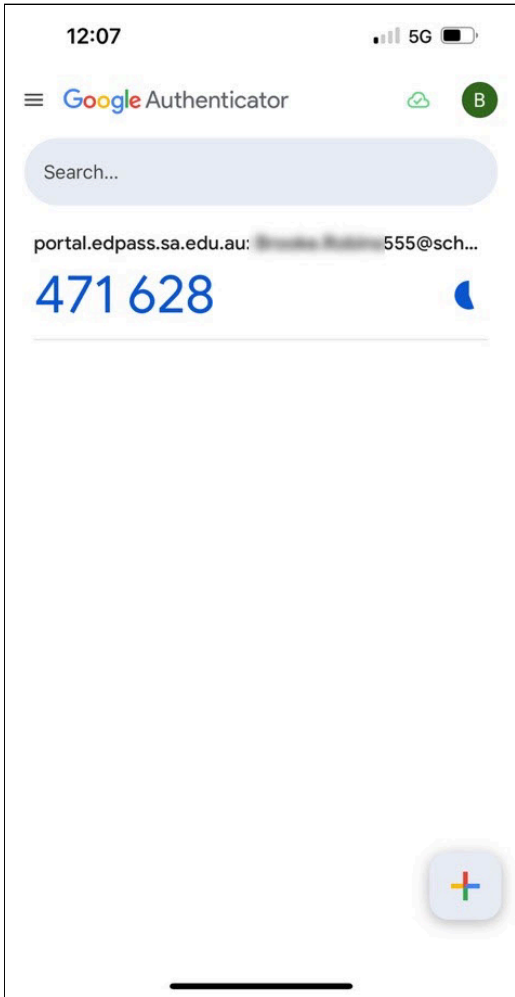
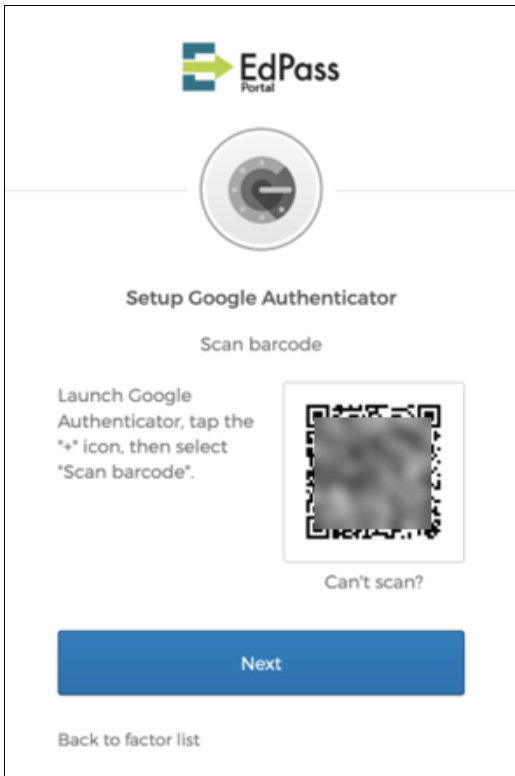


The image shows the EdPass Portal interface. At the top is the EdPass Portal logo. Below it is a placeholder for a user profile picture. The main heading is "Set up multifactor authentication". Below this, it states: "Your company requires multifactor authentication to add an additional layer of security when signing in to your account". There is a section for "Google Authenticator" with a small icon of the app and the text "Enter single-use code from the mobile app." Below this text is a "Setup" button, which is highlighted with a red box.

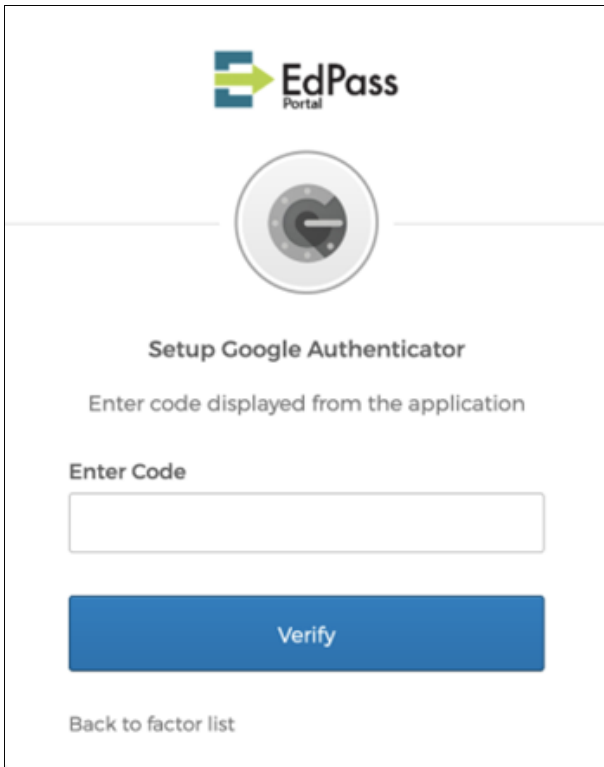
3. Select iPhone or Android. Download the app from the app store on your phone or tablet, then click **Next**.



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**.



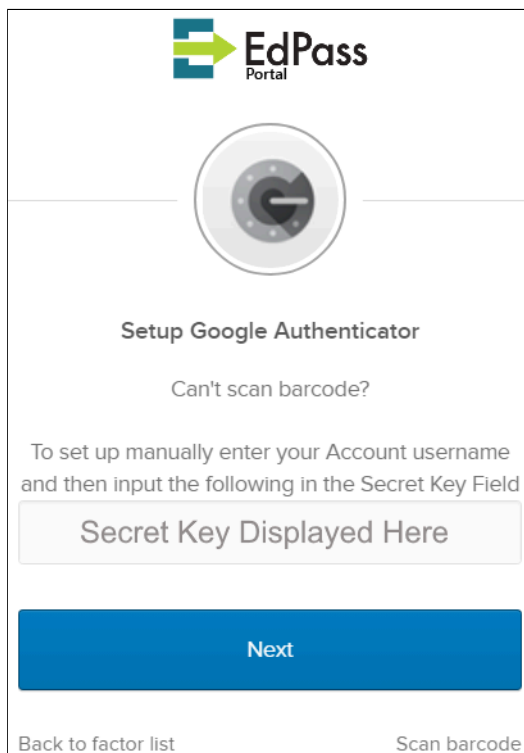
6. For any future MFA prompts, you will need to open the authenticator app on your device to retrieve the code.

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.

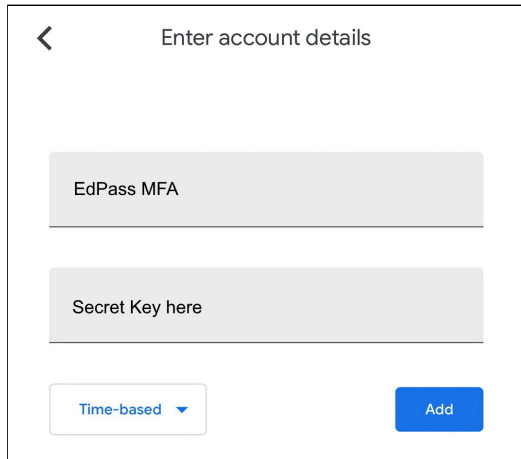
Otherwise, follow the instructions below.

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



For Google Authenticator

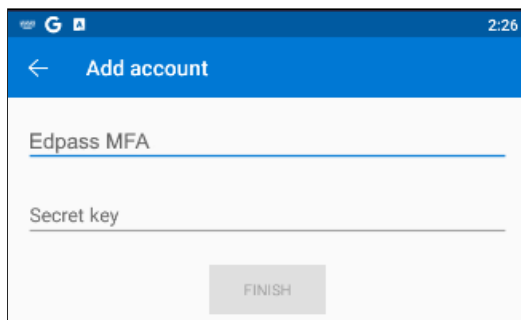
1. Select **Add a code**.
2. Select **Enter a setup key**.
3. For Account name, enter **EdPass MFA**.
4. Enter in the secret key displayed on the Can't scan barcode screen.
5. For Type of Key, select **Time based**.



6. Tap **Add**.

For Microsoft Authenticator

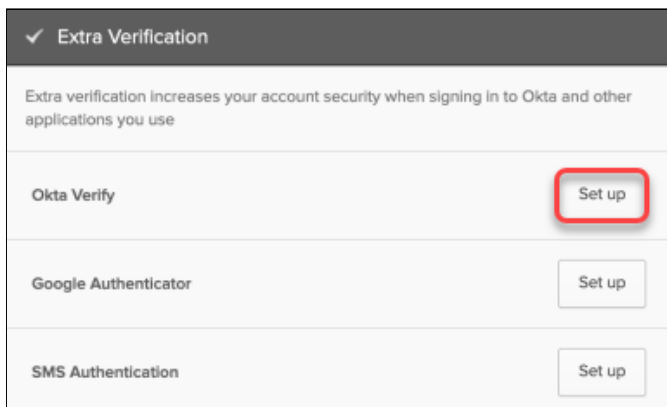
1. Tap the **plus (+)** sign to add an account.
2. Tap **Other account**.
3. Tap **Or Enter Code Manually**.
4. For Account name, enter **EdPass MFA**.
5. Enter the Secret key which appears on the Can't scan barcode screen.



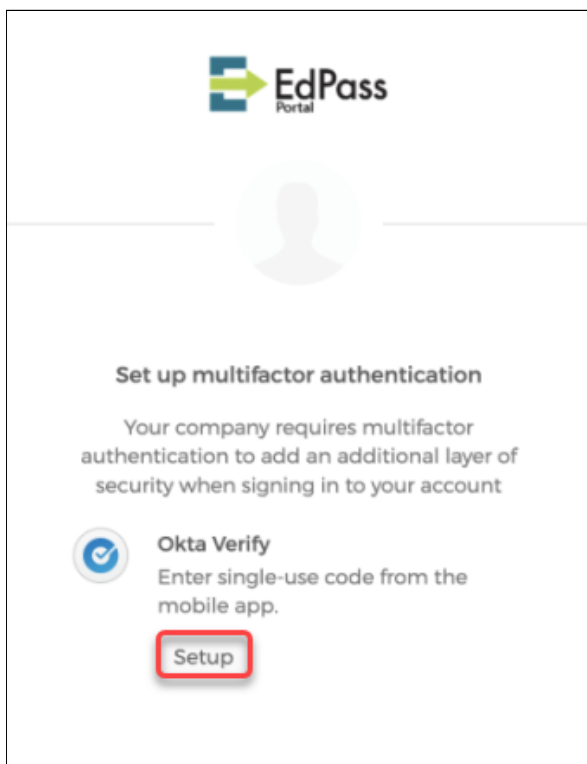
6. Tap **Finish**.

Okta Verify

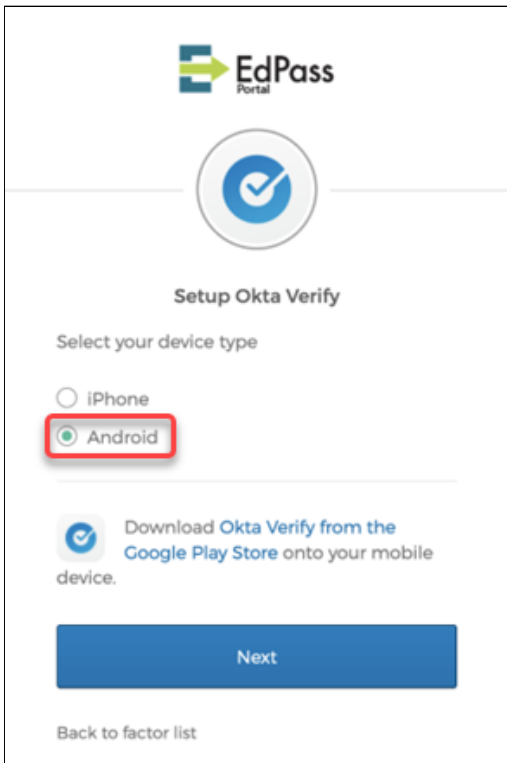
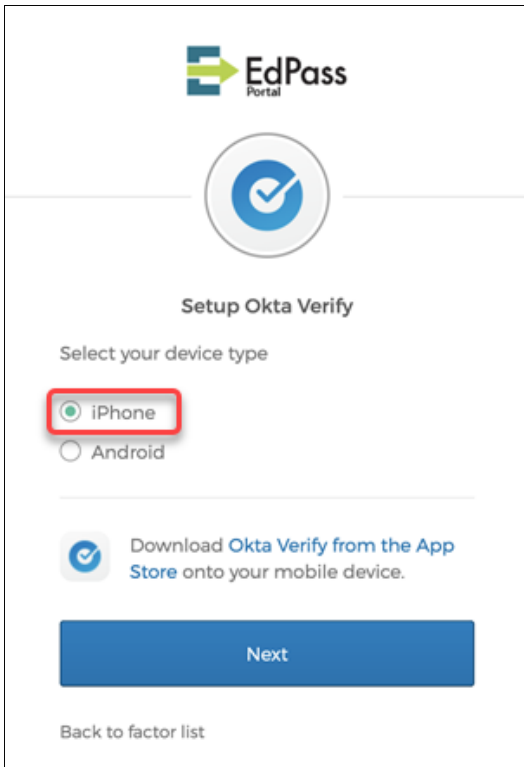
1. In the **Extra verification** window, select **Set Up** for **Okta Verify**.



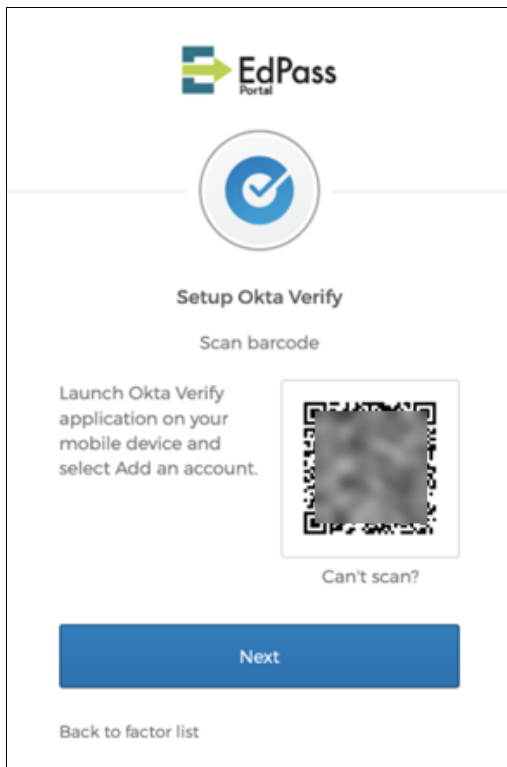
2. On the **EdPass Portal** window, select **Setup**.



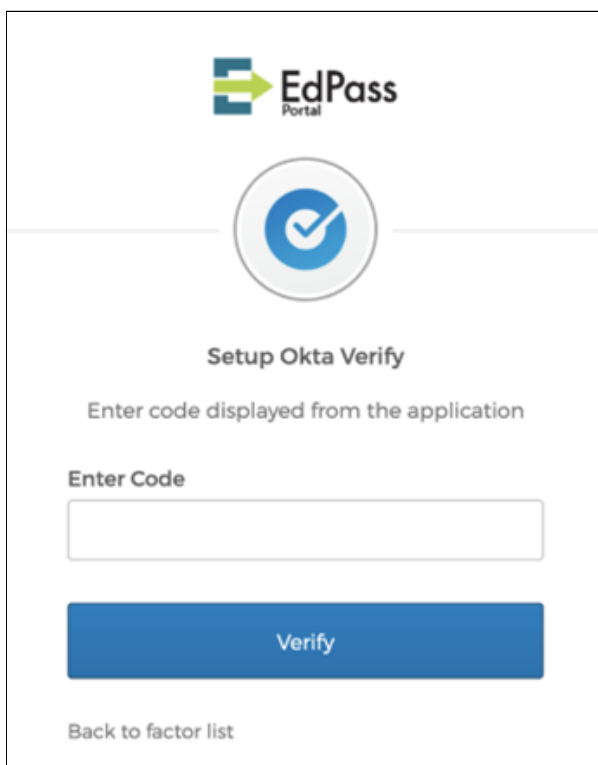
3. Select iPhone or Android. Download the app from the app store on your phone or tablet, then click **Next**.



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**.

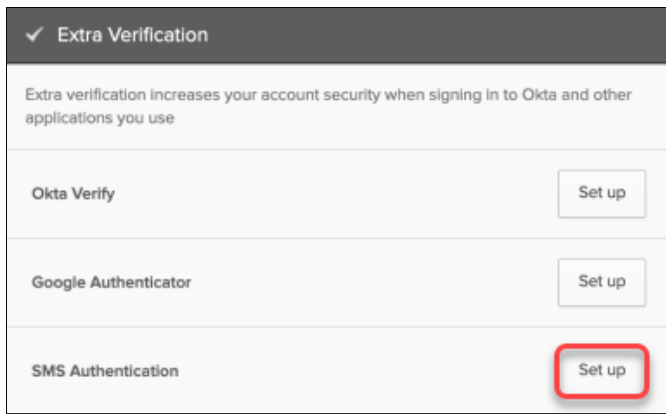


6. For any future MFA prompts, you will need to open the Okta Verify app on your device to retrieve the code.

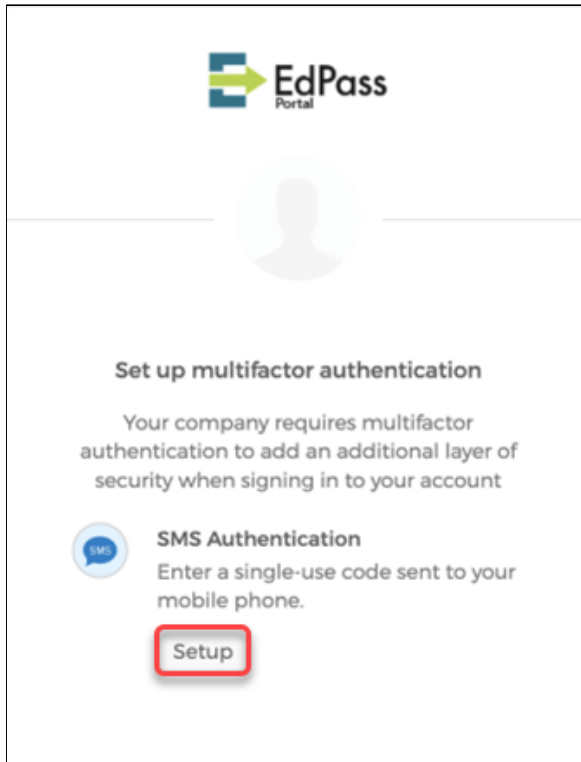
SMS Authentication (not recommended)

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**.



SMS

Receive a code via SMS to authenticate

Australia ▾


Phone number

+61

Send code

Back to factor list

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



SMS

Receive a code via SMS to authenticate

Australia ▾

Phone number

+61

Sent

Enter Code

Verify

Back to factor list