

MFA FAQ

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Q. How do I change my preferred MFA authentication method, phone number or add/switch to a new device?

To change or modify your preferred settings, such as your preferred authentication method or your registered phone number, open the PDF "[Staff and Faculty MFA Enrolment.pdf](#)" for detailed instructions on changing your preferred authentication method can be found on the Manage your MFA Settings page.

Q. What devices can I use with MFA?

Any smart phone with data (required for Authenticator app), or that can receive a phone call or text (Please note SMS Text does not work as authentication method to connect to [Remote.royalroads.ca](#)). When traveling out of country, please note you might require a travel pack for that country.

Q. I have a Mac, what is the preferred method of authentication for Remote.Royalroads.ca

We recommend "phone call" as the preferred method for a Mac. There is no place to enter the code if you choose text.

Q. I have setup MFA but not able to connect to the new Remote Desktop?

- Did you receive an invitation to test remote.royalroads.ca? If not then it is not available to you at this time.
 - If you did receive an invitation, please contact computer services to make sure you are in the rru.staff.mfa-pilot group.
- Make sure you have selected "Call" or "Authenticator" as the default method to connect
- If you have tried "call" and you are getting the call, but still not giving you access, try "Authenticator" instead

Q. I am receiving multiple MFA prompts I did not initiate.

Never accept MFA prompts you did not initiate!

Possible reasons for frequent MFA prompts:

- Opening MFA-enabled apps in different browsers or in "incognito" mode
- Switching between different accounts in the same browser
- If you use multiple desktop or mobile Office365 applications (e.g. Teams, OneDrive, Outlook) that require authentication, possibly on different computers / devices.
- If you cannot locate the source of the prompts, you may consider that an application or some other entity knows your username/password and you should change your password

Q. Is there an expectation that people use personal phones for MFA?

No, there is not an expectation that people use personal cell phones for MFA as you may also use your office phone for authentication.

However, if you intend to work remotely then you must setup the authentication to use either your cellphone or home phone.

i Why do I need to use my personal device for Work?

There has been some concern expressed that we are forcing employees to use their personal cell phone and cell phone plans for RRU work related activities. Please note that as a requirement for the [Blended Work Arrangements BWA](#) and Work At Home (WAH) it was stated that you might be required to have additional equipment in order to properly work from home.

"For all BWA arrangements, the employee is responsible for an appropriate and healthy working environment in their remote location including all office arrangements, proper internet connectivity and additional equipment if required."

The data used by the Authenticator app is minimal, however you may also choose to receive a phone call if you wish. In that case, you could use your personal phone land line as the number, but please note that this would cause difficulties if you were wanting to log in from a different location other than home.

Just as you might be required to use your personal cellphone to authorize access to your bank, this is a security solution that has been created to protect you and your account.

Thank you for your understanding.

Q. Do I need cellular data/wi-fi and will I incur cellular data charges if I use the MS Authenticator app for my second factor?

There are two options in the MS Authenticator App, **verification code**, or **notification**.

- If you use the **notification** option with the Microsoft Authenticator app on a cellular data network (not your home wi-fi), you may incur additional charges if you don't have a data plan or if you exceed your data limit.
- If you use the **verification code** option, no data, or cell service is required. This may be desirable for users with no data plan or who live in a location with unreliable cellular service

Q. What MFA method is recommended for international travel?

If you are traveling with your mobile device, use the authenticator app, which is designed to work internationally (using the verification code method).

Q. I have selected SMS as my second authentication factor, and I am getting multiple SMS codes. Which one should I use?

(Please note that SMS Text does not work as authentication method to connect to [Remote.royalroads.ca](#)) The multiple SMS codes might be generated by your service provider or could be caused by network issues (delay). If you receive multiple codes, you should use the latest text message for MFA.

Q. I am not getting the verification code sent to my mobile device.

(Please note that SMS Text does not work as authentication method to connect to [Remote.royalroads.ca](#)) Not getting your verification code is typically related to your mobile device and its settings or your mobile carrier/signal. If texts are missing or delayed restarting your mobile device often resolves the problem.

Q. I am not getting the phone call on my mobile phone.

To connect to Remote.royalroads.ca you need to get a phone call. If you are not getting the phone call, please try the following

- Confirm the MFA default is "phone - call"
- Temporarily turn off any SPAM blocking service you subscribe to and try again
- Create a contact called Microsoft and add the following numbers as phone numbers to that contact:
 - +1 (866) 539 4191
 - +1 (855) 330 8653
 - +1 (877) 668 6536

Q. What steps must I perform if I lose the mobile phone I use for MFA authentication?

If you've lost or had your mobile device stolen, you can sign in using the secondary authentication method you selected when you registered your device for MFA. If this option has not been configured, you can contact the RRU Help Desk to clear your settings. After your settings are cleared, you'll be prompted to register for two-factor authentication the next time you sign in.

Q. What if get challenged for a second authentication factor and my second factor is not with me? (e.g. forgot smartphone / hardware token at home)

We recommend you have a backup device associated with your account to help prevent this issue. If you have lost the only MFA device associated with your account, contact the RRU Help Desk for assistance. The IT Support Centre can only assist you during business hours. Therefore, if you haven't set up a backup method you will have to wait until the RRU Help Desk is open.

Q: I didn't find the answer to my question in these FAQs - where can I get help?

If you've tried these steps but are still running into problems, contact the RRU Help Desk for assistance.

Q. I no longer have access to the phone number I setup in MFA. What do I do now?

Contact the RRU Help Desk for assistance. We have a technician that can change the phone number directly on the system.