

CNAS Instructional Technology Support Newsletter

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When MFA is really SFA

A recent incident pointed out that you can have Multi-factor Authorization setup in such a way that you only have a single factor. If all your methods for authorization point to your phone, what happens if your phone is not available, e.g., dead battery, phone not with you, spilled coffee on phone. In that case you will not be able to login to accounts that need MFA. If your phone is permanently lost or damaged, then your MFA must be reset by someone in Information Security. Until they do it, you're locked out of your accounts and services that use MFA. We are recommending that you login to your security settings and confirm/configure your MFA settings to use more than one DEVICE as well as more than one method of authentication. Here is how:

1. Login to your security settings at <https://www.missouristate.edu/securitysetup>.
2. Click the Security Info tab if you are not already there.
3. Review the methods you have setup. You could have Microsoft Authenticator, text, and phone call all set up, but all connected to the same phone. You should add another method that is not connected to your phone only. For example, use a non-MSU email account (like Gmail or an account linked to your Internet or phone provider). That email can be accessed from any device with Internet access. If you have more than one mobile device, you have the option to set up the Microsoft Authenticator on more than one device. You can also add your office phone to get a phone call but that only works if you at your office.

Bottom line is that you should make sure you have enough authentication methods available that you will not be prevented from logging in to the sites and services you need to accomplish your work.

While we are talking about alternative authentication methods, how do you use something other than your primary default method? When you get to the step that wants your authentication method (text, Authenticator app, etc.) you will see a link below the default method to Sign in another way. (See image below.)




Click that link to see your other methods to authenticate.


Client Portal feedback or suggestions

A recent change was made to the self-service [Client Portal](#) home page. A link has been added for users to suggest changes to improve the usability of the Client Portal. If you have had problems finding help on the Client Portal you can help improve it for others by submitting a suggestion. See the image below for the location of the link on the page. Help us help you!

Welcome to the Service Portal at Missouri State University

- Step 1:** Search the [Service Catalog](#) to find the service that describes your issue
- Step 2:** Open the service and click **Request Help** or **Request Service**
- Step 3:** Watch your email for updates

 [Request Help or Service](#)

 [My Submitted Requests](#)

 [How to Submit a Request](#)

 [Submit a change request or suggestion for the IT Service Portal.](#)

Computer Services Help Desk

For quickest service, click "Request Help or Service" above to submit a request. Other ways to contact us are below.



Popular Services

[Help Me Fix - I can't login to my BearPass Account](#)

[General Help / Questions](#)

[Access Request](#)

[Hardware and Software Quotes and Purchasing](#)

[IT Procurement - Adobe](#)

[VPN Support](#)

[Help Me Fix - I can't activate my BearPass](#)