Multi-Factor Authentication
Frequently Asked Questions

1. **What is multi-factor authentication?**
   Multi-factor authentication is a process that requires more than one security verification from a user when logging in to an account or device, such as approving access from a phone or providing a fingerprint scan. This serves as a second layer of security when a user signs into any network service.

   M.C. Dean's multi-factor authentication requires two pieces of information to access company systems:
   - Something you know, such as your password
   - Something you have, such as your phone

2. **How do I install it?**
   Follow the instructions in the Multi-Factor Authentication User Guide or the Multi-Factor Authentication Instructional Video.

3. **Am I required to use multi-factor authentication?**
   M.C. Dean is required to comply with U.S. Government NIST SP 800-171 cybersecurity controls by August 2020. Once you are enrolled, you are required to use multi-factor authentication when logging into the M.C. Dean network or VPN. When the VPN is not connected, certain applications, such as Outlook, Benefits, Timesheet, Payables, and Billing, will require multi-factor authentication.

4. **Do I need a smartphone to use multi-factor authentication?**
   A smartphone is required for the Microsoft Authenticator app. Employees who do not own a smartphone must work with their managers and MIS on a possible solution. Additionally, MIS will provide a One-Time Password device to employees who cannot access their computers or phones at secure locations.

5. **What network services will use multi-factor authentication?**
   Multi-factor authentication is required to sign into the VPN. Employees working from a project site or remotely will be required to use multi-factor authentication to connect to the VPN. Once connected, employees will be able to access all M.C. Dean network services. When the VPN is not connected, certain applications, such as Outlook, Benefits, Timesheet, Payables, and Billing, will require multi-factor authentication.

Systems that require VPN	Systems that DO NOT require VPN
• Remote Desktop Connection to your office desktop • Fileserver access (i.e. N drive) • Virtual Desktop Infrastructure (VDI) access • Applications: Expense Reports, Invoices, Credit Cards • SharePoint On-Premise	• The Intranet (theintranet.mcdean.com) • Microsoft Teams • Email: Outlook or Webmail (mail.mcdean.com)* • Timesheet* • Applications: Payables, Billing* • SharePoint Online
** Multi-Factor Authentication process required for Multi-Factor Authentication enrolled users only.*	

6. **Can I login to the M.C. Dean network on my personal computer?**
   Employees are **not** allowed to use their personal computers to access the M.C. Dean network. Only use M.C. Dean provided computers and devices to connect to the network.

7. **What if I am not in the country and do not have data connectivity?**
   Contact your service provider to confirm data connectivity when travelling. Employees can expense additional data cost to M.C. Dean.

8. **Is Microsoft Authenticator part of the M.C. Dean Device Management Program?**
   The Microsoft Authenticator app is a product of Microsoft Azure. It is not associated with the M.C. Dean Device Management Program. By installing this app, you are **not** giving M.C. Dean access to your phone.

9. **What if I replace my registered phone? Will I have to register my new phone again?**
   Employees must follow the same registration process. Follow instructions in the Multi-Factor Authentication User Guide or the Multi-Factor Authentication Instructional Video to register your new device.

10. **What if I lost my registered phone and I am waiting on a replacement?**
    Employees must work with their managers and MIS on a possible solution.

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