

# Things to Know About MFA (Multi-Factor Authentication)

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## Why Do We Need MFA?

- **What does MFA stand for?** Multi-factor Authentication
- **What is MFA?** It uses two or more factors of authentication to identify you in the categories of – something you know, something you have, or something that you are (e.g. debit card).
  - Something you have - Debit Card
  - Something you know - Pin
- **Why do we need it?** Santee Cooper needs MFA because it provides a two-step verification that helps you to use your accounts more securely because passwords can be stolen or compromised. MFA will keep Santee Cooper and your work account more secure.
- **When will MFA be required?** MFA will be prompted when accessing email via OWA (exchange.santeecooper.com) and the device is not on the Santee Cooper network.

## Setup Options

- Setup by MS Authenticator app on mobile device – preferred method
- Setup by Office Phone
- Setup by Cell Phone

### NOTE:

- MS Authenticator can be installed on a smartphone or tablet (corporate or personal).
- MS Authenticator cannot be setup on a computer. It is not compatible.

## How to Use MFA When Prompted

When you are not on the Santee Cooper network and Santee Cooper workstation, you will be prompted for MFA and depending on your setup, you will need to do the following:

- Setup by MS Authenticator App
  - Hit the approve button on your mobile device
- Setup by Office Phone
  - You will receive a phone call
  - Hit # sign twice
- Setup by Cell Phone
  - You will receive a phone call
  - Hit # sign once

Once you authenticate using one of the methods above and accept the “Terms of Use”, you will be able to access email.

## MFA Prompt

MFA will be prompted when using email on a non-Santee Cooper device and not on the Santee Cooper network. Review MFA Prompt scenarios available in JIRA Confluence.