Cyber Security Awareness Month
Multi-factor authentication FAQs

Many organisations have added a second validation factor to limit unauthorised access to your accounts. Let's learn why it is so important and how to use it.

What does MFA mean?

MFA is a security method that requires users to provide two or more verification factors to access an account or system.

How does MFA make me more secure?

MFA reduces security risks by adding an additional layer of defence. If a cyber criminal doesn't have access to your second device or know the code, then they cannot access your accounts, even if they have the password.

What is the second validation?

The second validation will involve either something you know (such as a PIN), something you have (such as a code sent to your phone), or something you are (such as a face scan).

What should I do?

Always review your accounts and enable MFA where possible. If you receive an MFA request that you didn't trigger, report it to your IT or Cyber Security Team ASAP. An unexpected MFA request could mean your credentials have been compromised.