

Multi-Factor Authentication (MFA): protecting governor access

Multi-Factor Authentication, known as MFA, adds an extra layer of protection to your account. It significantly reduces the risk of unauthorised access, even if a password is accidentally shared or compromised. MFA is recommended by national cyber security guidance for schools and trusts and is now a standard security measure across the education sector.

What is Multi-Factor Authentication?

MFA is best thought of as adding a second lock. At the moment, accessing your account is like opening a door with one key: your password.

With MFA enabled, it is like:

- Unlocking the first door with your password
- Then immediately reaching a second door that needs a different key, something only you have

That second key might be:

- A short code sent to your mobile phone by text message
- Or a prompt on an app on your phone

Even if someone else knows your password, they cannot get through the second door without your phone. This makes your account far more secure.

How MFA can be set up

MFA is provided through Microsoft and governors can choose the option that suits them best. You do not have to use a smartphone app if you prefer not to.

Option 1: Text message code

- Microsoft sends a short code to your mobile phone by text message
- You type this code on the sign-in screen
- No app is required

Option 2: Microsoft Authenticator app

- A free app installed on your smartphone
- You approve a sign-in or enter a number shown on screen

Both options are secure. You may also choose to set up both, so you have a backup if needed. Full setup steps are included in the MFA guide shared with you.

What changes when you log in?

Most governors access systems off-site, so the experience is straightforward.

When signing in:

1. You enter your email address and password as normal
2. You are then asked for your second check:
 - Either the text message code or approval through the app

In practice:

- You will usually only need to do this once per device
- After that, Microsoft remembers the device and does not repeatedly ask you
- You simply continue working as normal

What if you need help?

Support is available directly from **Thinking Technology**

Call Thinking Technology on 0330 383 0900

- Leave a voicemail and this will automatically raise a helpdesk ticket
- Please leave your name and contact number
- A member of the team will call you back to guide you
- If needed, they can also arrange in-person support

If you have access to our self-service portal you can also request support here

<https://tsfe.topdesk.net/>