FAQs – Multi-Factor Authentication

Saskatchewan Polytechnic is introducing Multi-Factor Authentication (MFA) where users are required to use an authentication method, in addition to their passwords, when signing in to Sask Polytech online services.

To set up MFA on your computer/laptop, use the instructions provided by ITS.

Sask Polytech MFA Process (video)

Is MFA mandatory?

Yes. This is mandatory and will be rolled out for all staff and students.

Why is Sask Polytech doing MFA?

MFA is the industry leading, IT security method for protecting organizations. It limits the access or entry points that someone could have and in turn impact our systems. This is now mandatory in our attempt to prevent any further incidents.

I understand that Sask Polytech needs to set up MFA for security reasons. I am worried about my personal information

MFA does not capture or access any information on your device. You will only have to enter the verification code you receive on your phone in order to access your work computer or student content. The text message will not access any personal information and should not send you to an external site or link. You will not need to use the verification code every time you log in - it is required randomly.

How long will I have to use my phone for the MFA process?

MFA is a permanent requirement. A mobile device (preferable a cell phone) is needed to receive a verification code.

How often will I be asked to use an MFA code?

You will be asked for an MFA code at random when you are accessing Sask Polytech systems and services. If you do not want to be asked for a MFA sign-in method for the next seven days, click the 'Don't ask again for seven days' checkbox (see MFA set up instructions).

I'm getting several prompts to enter a verification code. How can I reduce this?

When prompted to enter a verification code, select 'don't ask me again for 7 days'. In addition, secondary devices such as a cell phone, may generate a verification code in order to complete the MFA. We suggest you log out of Sask Polytech services on secondary devices when possible as these may be trying to sign in automatically using cached credentials.

I got a new mobile phone number. How can I update my information?

If you have a change in phone number or source where you receive this notification, you will need to update your settings. See MFA instructions for modifications to personal information.

Why is Sask Polytech making me use my mobile phone?

MFA/mobile phone authentication is the most reliable, least invasive method to confirm someone's identity.

Can I use a family member's mobile phone for this purpose?

No, because it is not your device. The device you use must be assigned to you (like a form of identification – driver's license, health card, etc.). Additionally, this person may not be near you when your MFA code is requested and you would not be able to access the system without it.

What if I don't have a personal mobile phone?

Until alternate arrangements can be made, you may not be able to access the Sask Polytech network, systems or services. Please notify your instructor and indicate you do not have a mobile phone to support MFA. Your instructor can access assistance through their manager.

Can I just use the same code I got last time?

The verification code can only be used once. You will need to use the latest code sent to you in order to access our systems. Once you have signed in, you can delete the text.

My hairdresser and dentist both send me texts to confirm my appointment, is this the same thing?

Yes. This is very similar only MFA will not ask you for a reply or to confirm you received the message. You will only use the code provided to enter MFA when requested. Once you are in you can then delete the text. You do not need to keep that code as it can't be reused. A new code will be sent to your phone the next time you are requested.