

# EGMS Multi-Factor Authentication Service Change Notice

## What's happening?

On April 9, 2024, OSPI will be implementing Multi-Factor Authentication (MFA) for enhanced security in EGMS built on the Salesforce platform. This will apply to all external EGMS users, this includes anyone accessing the system via [EGMS Login](#).

## What is MFA?

MFA requires a user to validate their identity with two or more forms of evidence — or factors — when they log in. One factor is something the user knows, such as their username and password combination. Other factors are verification methods that the user has in their possession. While there's a risk that a password may be compromised, it's highly unlikely that a bad actor can also gain access to a strong verification method like a security key or authentication app.

## Salesforce Methods for MFA

Any or all these verification methods are allowed with the preferred options listed in order.

1. Mobile Authenticators like Google Authenticator™, Microsoft Authenticator™ or Salesforce Authenticator (available on the App Store® or Google Play™) or Authy™.
2. Browser based authentication extensions such as Google Chrome Authenticator.
3. Security keys that support WebAuthn or U2F, such as Yubico's YubiKey™ or Google's Titan™ Security Key.
4. Built-in authenticators, such as Touch ID®, Face ID®, or Windows Hello™.

If you need to work with your IT department or technical support contact, please contact them to help you set up the MFA application.

For more information, please visit the [EGMS Webpage](#).

## What does this mean for me?

On April 9, 2024, OSPI will enable MFA for all external users of EGMS, users will need to install one of the approved methods for MFA to login to EGMS. We have notified District IT contacts of this change if you need assistance.

## What do I need to do?

If you can use a mobile device, you will need to download and install one of the approved applications. If you are unable to use a mobile device, you can use your computer and download the applicable browser extension.



## What do I do if there is a problem?

Contact your IT Department or technical support to ensure that you have properly installed your MFA application.

We will be hosting EGMS MFA support office hours on April 9 and April 10 at 11:00 AM PST. To join please use [this link](#).

You can also send your questions to EGMS Customer Support, [egms.support@k12.wa.us](mailto:egms.support@k12.wa.us) or ask about MFA in our standing Tuesday and Thursday Office Hours meetings.