

## FAQs for Multi-Factor Authentication

### FAQ:

#### **Q: Is a smartphone required for MFA?**

A: Yes ... and no. If you do not have a smartphone, you will need to use a Yubikey -- a USB security token. The token must be inserted and used every time you log into an MFA-enabled website. Please contact the DormNet Help Desk at (501)279-4545 for assistance with this.

#### **Q: What happens if I lose my phone or don't have it with me?**

A: Please call the DormNet Help Desk at (501)279-4545 for a one-time exemption.

#### **Q: What happens if I get a new phone or phone number?**

A: Contact the DormNet Help Desk at (501)279-4545 to have your MFA token reset.

#### **Q: Does this work on Pipeline and other Harding websites when I use my phone's web browser?**

A: Yes. You will "verify" your login in the same manner as when you access them on your computer.

#### **Q: What happens if my device is asking for me to approve a login but I am not logging in somewhere?**

A: That is someone attempting to use your account without your permission. Deny the access and change your password for your Harding account immediately.

#### **Q: What about taking a test in the Testing Lab? I can't use my phone in there.**

A: You can still test in the Testing Lab. MFA is not required in the Testing Lab.