

Multi-Factor Authentication (MFA) Frequently Asked Questions



- **What if I just want to access email or calendar from my phone?**
 - a. *MFA will be required when accessing District applications outside of the LAUSD network.*

- **Does it work for Apple and Android phones?**
 - a. *Yes, MFA works with Apple, Android, and non-smartphone devices.*

- **How do I update or change my registered MFA device?**
 - a. *A MFA registered device can be updated by connecting to a district network or by calling helpdesk at (213) 241-5200.*

- **What are the directions for self-service?**
 - I. *Go to <https://aka.ms/mfasetup>*
 - II. *Sign in with your account credentials and choose your preferred MFA method.*
 - III. ***The Application method is strongly recommended.***
 - IV. *Configure the appropriate information for your preferred MFA method.*
 - V. *Save the resulting MFA configuration and verify your selected MFA option (the portal will guide you through this process).*

- **Should I register a 2nd (phone number) device for MFA?**
 - *Yes, it's recommended in case you don't have access to the first device.*

- **Can I opt out of MFA?**
 - *No, MFA is only required when accessing district applications using non-LAUSD network.*

- **What if I don't have a District phone?**
 - *You can use your personal phone to register for MFA.*

- **Will I get reimbursed for my personal cell phone?**
 - *No*

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- **I have been using MFA for a while now. Do I need to do anything else?**
 - *If you have already signed up for MFA, you do not need to do anything else unless you have changed your phone or phone number. If that is the case, you will need to login to MFA and update your information to authenticate on the new device.*

- **Can you sign up for MFA while being outside the LAUSD network?**
 - *Yes, employees can sign up for MFA inside and outside the district network.*

- **Is MFA in place or in addition to VPN?**
 - *If you have VPN access, you should already have MFA setup. MFA works along with VPN to authenticate the user through the VPN service*

- **Will students need an MFA?**
 - *No, currently we are only requiring employees to sign up for MFA*

- **Is there a job aide on how to do this?**
 - *Yes, visit: <https://achieve.lausd.net/mfa> for a step by step job aide.*

- **Can I delete the mobile app once I get setup?**
 - *No, you must have the app available so you can “Approve” the login in from outside the district network.*

- **I also use MFA for my college, will this cause a conflict with the LAUSD MFA?**
 - *No, if you are using the Microsoft Authenticator App to login to your college apps, all you need to do is add the LAUSD MFA as a new “Work or School” account in the Microsoft Authenticator App. The Authenticator App will keep both accounts separate from each other*