

Frequently Asked Questions

Multi-Factor Authentication

Do I need to use Multi-Factor Authentication (MFA)

Yes, MFA is mandatory - Endeavour Foundation is committed to doing all it can to protect the data and information of our workforce and of the people we support.

How do I setup MFA on my work device?

Refer to the [‘How to set up MFA’](#) - User Guide for easy to follow steps

I have setup MFA, but I am not being prompted?

If you have accessed the Endeavour Foundation network at a Trusted Network site or off-site; or off-site using ‘Sophos Connect’ you will not be prompted for MFA when using our systems or applications. MFA will continue working in the background to protect you. For more information about Trusted Network, see the [Trusted Network FAQs](#).

Are you prompted to authenticate with MFA when using VPN (Sophos Connect) offsite?

When you log-in off-site using the ‘Sophos Connect’ VPN you are connecting through a Trusted Network. Trusted Network is designed to make it quicker and easier for you to log into our programs and systems. As an employee, you will no longer be prompted for MFA when you log in at any Trusted Network site, however, MFA will continue working in the background to protect you.

How many times do I have to authenticate per day?

When you log in to Endeavour Foundation systems or applications outside of the Trusted Network, you are prompted to authenticate at least once per day. You will be required to authenticate for different applications separately (example: if you open a Microsoft application as well as Engage, you will be prompted to authenticate twice – once for each).

How long does the authentication last, per log in and per app?

Authentication is valid for 12 hours (example: if you access Engage multiple times per day, you will receive one MFA prompt once every 12 hours for that application).

When using Microsoft applications, do I need to log into each application separately?

No, if you log into any Microsoft application and are prompted to authenticate using MFA this provides access to all your Microsoft applications, including Teams, Outlook, Word etc.

How can I change the default MFA method?

You have the option to change the default authentication method at any time. For instructions refer to the User Guide for [‘How to install and set up Microsoft Authenticator App as your default MFA method’](#) > go to Part 2: Change your default authentication method.

What is the Microsoft Authenticator app and do I need it?

We recommend installing the Microsoft Authenticator App on your mobile phone as your default MFA verification method. It works on both iOS and Android phones, and it’s the fastest way to authenticate.

Once it’s setup, you don’t need to open the Authenticator App – a prompt appears on your phone which simply requires a fingerprint or facial scan to authenticate.

How do I install the Microsoft Authenticator App on my phone?

Refer to the [‘How to install Microsoft Authenticator App on your mobile phone’](#) - User Guide for easy to follow steps.

I already use MFA via a text message. How do I change this, so the Microsoft Authenticator App is my default authentication method?

To change your default MFA authentication method, refer to the [‘How to install and set up Microsoft Authenticator App as your default MFA authentication method’](#) – User Guide.

What if I don’t have a mobile phone or do not want to use my personal mobile phone?

Please call ICT Service Desk on 1300 742 212 to assess your needs so that we can work together to provide a suitable solution. For details on using a Corporate mobile phone refer to [KB0013658](#).

I forgot/lost my phone – how do I authenticate?

The ICT Service Desk will be able to support you if you're unable to access your mobile phone. Please contact them on 1300 742 212 for assistance.

What if my mobile phone is unable to download the Microsoft Authenticator App?

Please call ICT Service Desk on 1300 742 212 to assess your needs so that we can work together to provide a suitable solution.

I have questions, who should I speak to?

- For detailed information about MFA, visit our [MFA Intranet page](#).
- For technical assistance, please log a [#TeamPossible Support Hub](#) ticket in the first instance, or call ICT Service Desk on 1300 742 212.