

UNIVERSITY OF NEW MEXICO MULTI-FACTOR AUTHENTICATION

To improve the safeguards that protect sensitive financial data from cyber threats, Multi-factor Authentication (MFA), also known as two-factor authentication, has recently been added to the Bursar Account Suite (TouchNet) and Loboweb (Direct Deposit, Tax Forms, Benefits/Statements/Enrollment). The Anderson School of Management has offered to be part of a pilot project to extend UNM's MFA to additional UNM IT Services.

When UNM's MFA is enabled on a Service, account holders are required to authenticate with their UNM NetID and password AND respond to a notification on a registered secondary device (phone, landline, tablet, etc.). Requiring a response on a secondary device helps prevent others from accessing your account, even if they have access to your UNM NetID and password.

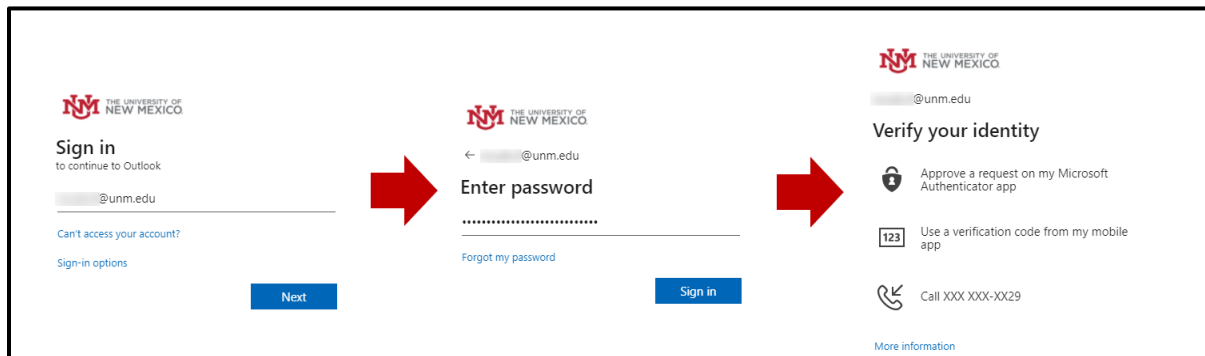
WHEN

Tuesday, January 23rd

PREPARATION

Most people have already registered for UNM's MFA service and are already realizing the benefit of this additional safeguard.

If you have not registered a secondary device to your un.m.edu account, please register [here](#) now. The enrollment process is fast and easy - you can see it in action [here](#). If you do not pre-register an MFA device prior to January 23rd, you will be prompted to register the first time you login to a UNM IT Service requiring MFA.



UNM IT Services protected by UNM's MFA work with your Main Campus NetID (UNM NetID@unm.edu) and password. For HSC users accessing main campus UNM IT Services, please ensure that you are using your UNM NetID when registering for UNM's MFA service. If you have questions please see [FastInfo 7823](#). For assistance with UNM IT Services, please contact the UNM IT Service Desk at 277-5757. Hours of operation are Monday – Friday, 7:30 a.m. to 5 p.m.

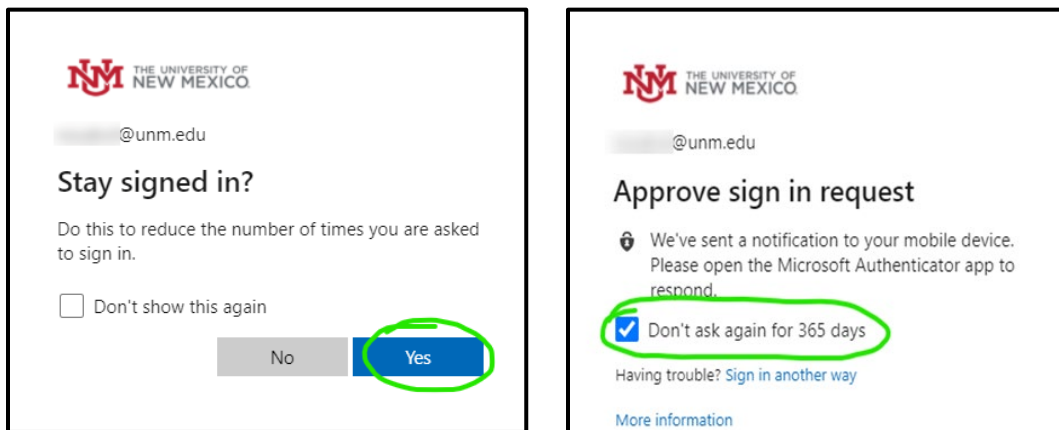
IMPACT

Currently, students, faculty and staff may or may not be asked to authenticate with MFA when logging into UNM IT Services. Going forward, MFA will be required for additional UNM IT Services - these include but are not limited to:

- Adobe
- Bursar Account Suite (TouchNet)
- Loboweb (Direct Deposit, Tax Forms, Benefits Statements/Enrollment)
- Office 365 applications like Lobomail (UNM email)
- UNM Jobs
- UNM Learn
- Zoom

MINIMIZING IMPACT

Single Sign-on (SSO) - many UNM IT Services can be accessed during a single browser session using SSO by selecting “Yes” when prompted, see below. You can also select the “Don’t ask again for 365 days” option if prompted to reduce the number of times you must complete MFA on trusted devices.



Client applications for both mobile devices and desktop/laptop computers generally leverage “Stay signed in” automatically and may not display the option. A common example of this is the Outlook app for iOS/Android. A common example of this is the Outlook app for iOS/Android. Note that in some cases, you may need to authenticate each app separately on your device(s).

GETTING HELP

For assistance with UNM IT Services, please contact the UNM IT Service Desk at 277-5757. Hours of operation are Monday – Friday, 7:30 a.m. to 5 p.m. Additional information about MFA, including common problems and resolutions, can be found in [FastInfo 7823](#).

Thank you for your assistance as we work to virtually protect the pack and secure UNM accounts and information.