CCSNH
Okta Multi-Factor Authentication (MFA)
FAQs

Please Note: It is highly recommended that everyone sets up multiple MFA sources to avoid issues if a phone is lost or forgotten. An office phone is suggested for use as an alternative method if you are using a cell phone.

What is Multi-   -One, etc.), Canvas, Student Information System, Banner, myCSNH,   Adobe Sign, Adobe Creative Cloud.

How long will sessions stay active

If I use the Canvas application, will I still need to perform MFA everyday?

Yes, the Canvas app is just an interface for the web browser session.

Will I need a mobile phone?

Using the Okta Verify mobile application on a smartphone is the recommended factor as it is the most secure. If you do not own, or choose not to use your cell phone, you may select the Voice Call Authentication factor as an option instead. This allows the use of a home phone, land line, office phone, or alternative phone number. Please note that the Okta Verify app is NOT available for Windows or Mac OS.

Can I use my personal email as an MFA method?

No, unfortunately, this feature is not supported and is not allowed.

What happens if I dont have a cell phone or dont want to use my personal device?

Using the Okta Verify mobile application on a smartphone is the recommended factor as it is the most secure. If you do not own, or choose not to use your cell phone, you may select the Voice Call Authentication factor as an option instead. This allows the use of a home phone, land line, office phone, or alternative phone number.

What if I never receive a verification code or push notification?

If you are using voice call authentication, you must press the "Call" button within the Okta prompt to receive the code. If you are using SMS text authentication, you must press the o1.6 Code" button githin the Okta prompt i( )]Tf -0.004

How do I change my MFA method?