

# FAQ: MFA Updates

## May 2024

### **What's Changing?**

Multi-factor authentication (MFA) protects applications by using a second source of validation before granting access to users. Today, your campus administrators leverage MFA when logging into your TouchNet applications. We are enhancing end user MFA functionality with the Fall 2024 release (FP 9.0). Your campus will fall into one or several of these categories:

- Bill+Payment Using SSO - These campuses have implemented Single Sign On (SSO) for student users logging into Bill+Payment from their Student Information System (SIS)
- Bill+Payment Not Using SSO (Auto-login or no SSO) - These campuses have not implemented Single Sign On (SSO) for student users logging into Bill+Payment from their Student Information System (SIS), but instead are using autologin or TouchNet managed users.
- OneCard Web P-Admin - These campuses using Web P-Admin will now see MFA when logging into Web P-Admin to manage their Web POS items.
- Marketplace Registered Users - Marketplace has the ability to allow users to create an account within Marketplace so that they can manage their order history and saved payment methods. Users can be students or anyone from the general public.

### **Frequently Asked Questions:**

**Q:** What solutions/applications does this impact?

**A:** This includes the Bill+Payment, Marketplace uStores, and One Card solutions.

**Q:** What is the impact on campuses **Using SSO** with Bill+Payment?

**A:** Campuses utilizing SSO have the advantage of offering their students a more streamlined experience of logging into their account information, requiring possibly only one credential entry instead of multiple. The security/authentication then lies with the campus to ensure "KYC".

**Q:** What is the impact on Campuses **Not Using SSO** with Bill+Payment?

**A:** Campuses not using SSO, will have a requirement that all students and authorized users will need to login when entering into a TouchNet offered application. If the school happens to have some requirement of authenticating it will be outside of the requirement for accessing TouchNet offered application(s).

**Q:** How will TouchNet know if my campus plans to leverage our own MFA solution?

**A:** All campuses currently using MFA with Bill+Payment will receive a survey to determine if they would like to use their own MFA solution, leverage TouchNet's MFA, or utilize both.

**Q:** When will MFA be enabled for Bill+Payment?

**A:** Campuses not using SSO will have MFA enabled in phases with the Fall 2024 release (FP 9.0). Your campus will be notified of which phase they are in as we get closer to the release. Campuses using SSO,

will automatically have MFA enabled if they have not responded to the survey or have decided to utilize TouchNet MFA with the Fall release of 9.0.

**Q:** If the Campus opts to turn on their own MFA for end users, can they disable Bill+Payment MFA on the TouchNet side?

**A:** Absolutely, with a signed addendum that they are turning on the MFA for all registered users and agree to maintain MFA for those users on-going.

**Q:** Can a campus have MFA enabled on their side and still want to have it configured on the TouchNet side?

**A:** Yes, the campus is still required to complete the signed addendum that they are enabled with MFA for all registered users, and they can configure the application to require MFA too.

**Q:** Will a campus still be able to “auto-login” through Bill+Payment?

**A:** Yes, however all registered users will be required to go through the MFA process in order to authenticate.

**Q:** Can MFA be turned off if I don't want to use it in the OneCard applications?

**A:** Yes, MFA is configurable in OneCard and can be turned off by application (e.g. OneWeb, P-Admin, 360u) and instead utilize the MFA service through your SSO provider.

**Q:** What if our campus turns on for one solution, but not all of them.

**A:** MFA must be turned on for all unless the campus is leveraging the solution MFA as a secondary/backup.

**Q:** When does this take effect if TouchNet is turning on MFA?

**A:** This will be communicated as it is turned on post the Fall 2024 release (FP 9.0).

**Q:** What does the campus need to do in order to have MFA enabled?

**A:** Campus will be communicated regarding timing and then TouchNet will automatically enable MFA. The campus will not need to do anything. If the campus wishes to leverage the solutions' MFA sooner, they can always enable it!

**Q:** What is the impact on existing Marketplace registered users?

**A:** As a Marketplace user with a registered account that has not been logged into within the past two years, it will require the user to re-register, signing up with MFA where applicable. This new Marketplace policy will go into effect with the Spring 2025 (FP 9.1) release.

**Q:** Can I use the MFA service that is provided by my SSO provider instead of TouchNets?

**A:** Yes, you can turn off OTP in OneCard and utilize the MFA service through your SSO provider.