



UNIVERSITY  
*of* ARKANSAS  
AT PINE BLUFF  
1873

# Technical Services Multi-Factor Authentication (MFA) Policy

## I. INTRODUCTION

This policy is to give the university's guidance to Multi-Factor Authentication (MFA) service, which .

## II. PURPOSE

The purpose of this policy is to provide guidelines for Multi-Factor Authentication connections to the UAPB network.

## III. DEFINITIONS

MFA is a method of authentication that requires more than one verification method. This adds a critical second layer of security when users sign-in to their UAPB Office 365 account. It does this by requiring more than one method of verifying that it is really you logging into the account.

## IV. POLICY:

With new technological advances it is easy for individuals to inadvertently fall victim to highly sophisticated phishing attacks. This could give a hacker unauthorized access to our network and information system (Network). The Office of Information Technology has taken several steps to protect and monitor our Network. As part of its efforts, the IT Department has established a Multi-Factor Authentication Policy (MFA Policy), which provides a common method of protection for companies like ours, that utilize and store sensitive personal, and financial information. In order to access company resources and the Network, all individuals will be required to engage in one additional step beyond the normal logon process. Individuals will be required to register a second approved device. The MFA system will send a message to the device which the individual must use to authenticate. Upon successful completion of this 2- step authentication process, the individual will be able to access the system.

The image displays two screenshots of the Microsoft Authenticator app. The left screenshot is from the App Store, showing the app's icon (a blue shield with a white padlock and a person silhouette), the name 'Microsoft Authenticator' by Microsoft Corporation, a rating of 4.8 stars, and a 'Free' price tag. Below the app information are three screenshots: 'Sign in' showing a login screen with a 'New sign-in request' notification, 'No passwords' showing a lock screen with a dog, and 'More secure' showing a list of accounts with their phone numbers. The right screenshot is from Google Play, showing the same app icon and name, but with a 'Business' version and a rating of 4.5 stars. It also features a 'New sign-in request' notification and an 'Install' button. A navigation menu on the left of the Google Play page lists options like 'My apps', 'Shop', 'Games', 'Kids', 'Editors' Choice', 'Account', 'Payment methods', 'Play Points', 'My subscriptions', 'Redeem', 'Buy gift card', 'My wishlist', 'My Play activity', and 'Parent Guide'.

## **V. ENFORCEMENT**

This policy regulates the use of all MFA access to the UAPB network and users must comply with the Code of Computing and IT-Appropriate-Acceptable-Use-Policies. Services will be terminated immediately if any suspicious activity is observed. Service will remain disabled until the issue has been identified and resolved. Any UAPB employee found to have intentionally violated the Acceptable Use Policy will be subject to loss of privileges. By choosing to use the UAPB service, you hereby agree to all terms and conditions listed above.

## **VI. POLICY INFORMATION**

Continuous improvement. The content of this document subject to regular review based on input from UAPB Technical Services staff and the campus community. Recommendations for development submitted to the Director of Technical Services.

**Free Use Disclaimer:** This policy was created with support from the Internet community.