# 2-Factor Authentication FAQ

**What is 2-factor and why are we required to set this up?**

In response to recent phishing scams and as part of our State of Rhode Island mandated information -23.432 -2h/Se-2d(to faculty and staff known as 2-factor authentication.  The purpose of 2-factor autheta accounts even if the users' password ha

**What options are there to set up 2-factor authentic**

The easiest and most flexible option is to use a cell p specific Authenticator app, through text message, or landline phone (office, home or other) as a method o

**Do I need a smart phone to use 2-factor authentication?**

No. Our O365 email offers several options to authenticate your email account. A text message can be sent to a regular cell phone or a voice call can be placed to your office or cell phone.

**What if I'm traveling internationally?**

The Authenticator smart phone app will generate the required code without the need of a telephone signal and data plan, and it can do this anywhere in the world. If you have a telephone signal and data plan or Wi-Fi connectivity, you can authenticate using one of the other options while abroad.

**Do I have to use 2-factor authentication every time I log into my RWU O365 email account?**

O365 2-factor authentication will allow you to remember a device for 30 days.

**Do I now have to use the Outlook app or can I continue to use the native Mail, Calendar, and Contacts apps on my cell phone?**

You can use the native apps on your phone and/or the Outlook app. IT can help you configure this when they set up your 2-factor authentication or you can call or visit the MediaTech helpdesk to get help with this process.

**What if I decide that I want to change the method I use for 2-factor authentication?**

While the IT department is happy to help you make this change, you can also do it yourself anytime by logging into O365.rwu.edu and visiting the "Security and Privacy" section under the account settings. Click on "Additional security verification" and then "Update your phone numbers used for account security". Call or visit the MediaTech helpdesk if you need any assistance with this process.

**What if I receive a notification from the Authenticator app asking me to approve a new sign-in to my account, but I am not currently signing into my account?**

Any Authenticator app notification not generated by you trying to log in could mean that your password has been compromised. Do not approve the new sign-in and call the MediaTech helpdesk at 401-254-6363 for further help and instructions.