

## **University of Huddersfield Onboarding Portal** **Multi-Factor Authentication FAQ**

To better protect your personal information and improve your user experience when using the University of Huddersfield Onboarding Portal we will be introducing Multi-Factor Authentication (MFA).

This change will occur on the morning of **Tuesday 17<sup>th</sup> February 2026**. From this date, to access the onboarding portal, you will be required to register and use MFA.

We have prepared the below answers for some commonly asked questions.

### **1. What is Multi-Factor Authentication (MFA)?**

MFA is a security measure that helps to protect your account and personal information by requiring you to confirm your identity using more than one method (or “factor”).

Typically, this means entering your password and then confirming your login using a code that is generated by an authenticator app on a smartphone or tablet.

This method is widely recognised as one of the most secure ways to protect online accounts.

### **2. How do I register for MFA?**

When you sign in to the portal for the first time on or after 17/02/2026 you will be prompted to register for MFA.

To do this, you’ll need to install an authenticator app on your device. We recommend one of the following as they have been tested and confirmed to work with our portal:

- Microsoft Authenticator
- Google Authenticator

We’ve prepared a user guide to walk you through the process of registering for MFA which is available [here](#)

### **3. Is MFA mandatory?**

Yes. The University of Huddersfield is committed to keeping your personal data secure, so MFA will be required for all users of the onboarding portal without exception.

## 4. What if I don't have a smart device or prefer not to use one?

If you don't have a smart device or would prefer not to use a personal device, you can choose to authenticate via email instead.

This will then send a One Time Code (OTC) to the email address linked to your online recruitment account which you will enter when accessing the portal.

To request this, simply reply to this email and let us know.

**Please note:** while email authentication is available, we strongly recommend using an authenticator app as this offers the highest level of security.

## 5. I've already completed all required steps on the onboarding portal — do I still need to register?

You only need to register for MFA if you will need to access the onboarding portal again.

If you have completed all steps and do not expect to log in again, no action is required.

If you need to access the portal at a later date, you will be required to register for MFA at that time.