SAUSD Multi-Factor Authentication (MFA)
Frequently Asked Questions

Q: What is multi-factor authentication (MFA)?

A: MFA refers to an additional layer of security that's added to your login process.

MFA relies on at least two methods of authentication: something you know, and something you have.
The something you know is your password.
The something you have can be your mobile phone or Duo token.

Q: Who can help me with my DUO MFA setup?

A: Users will undergo a simple 2-minute self-enrollment process. We provide step-by-step instructions in PDF format as well as a short video to aid with the process. For further assistance, you may also contact your Site Technician.

Additionally, the district's Helpdesk is available for support. Please find their contact information below:
> Phone: 714-480-4743
> Email: helpdesk.support@sausd.us

Q: How do I set up DUO MFA?

A: You will receive a self-enrollment email from Duo Security. Follow the 2-minutes enrollment wizard to set up your MFA method. Once enrolled, your account will be scheduled for MFA activation.

Q: What MFA methods do we use? Does DUO MFA work for Apple and Android phones?

A: There are two methods provided for MFA:
- DUO MFA app: Available for download from a smartphone app store. DUO will work with Apple and Android.
- Hardware token: Generate a 6-digit code every 30 seconds.

If a user prefers a hardware token for MFA by filling out a google sheet contained in the 2nd notification email, IT or site tech will provision the token and assign it to the user. The token will then be ready for distribution. No further action is required for the user who has selected the token option, the account is ready to be activated upon MFA enforcement schedule.

Q: Is there an alternative to using my personal mobile phone?

A: Yes, you can request a DUO hardware token. Contact your Site Tech to get a DUO token issued.

Q: I got a new phone and DUO isn't working. Who do I contact?

A: Contact your Site Tech or help desk to re-register your DUO account with your new phone.

Q: What if I misplace my DUO token?

A: Contact site tech or helpdesk to assist you in replacing the misplaced token.

Q: I forgot my token/phone. Can MFA be disabled?

A: For district compliance purposes, we are unable to disable MFA. However, you may contact your Site Tech for assistance with recovering your account.