

MFA Communication 1

FROM: OIT

TO: Citymail students

SUBJECT: Changes Coming Soon to Citymail – Multi-Factor Authentication (MFA)

Dear Students,

The City College Office of Information Technology (OIT) will require that all Citymail email accounts use Multifactor Authentication (MFA), also known as two-step verification, by the end of the Spring 2021 semester. This change is necessary to counter the surge in successful email attacks targeting City College students.

Beginning February 22, 2021, OIT will be enabling MFA on an increasing number of Citymail accounts until it is enabled on all accounts. In the days leading up to MFA being enabled on their account, users will be sent multiple reminder email notifications.

Enabling MFA will improve security by requiring Citymail users to use at least two authentication factors to access their accounts. After correctly entering your password, this second factor can include acknowledging a phone call, text message, or an app notification.

OIT recommends installing the Microsoft Authenticator smart phone app which is the most secure and convenient verification method. This app will send a notification to your phone, allowing you to approve access with one click. An SMS (text) authentication method is also available. This method will require entering a code that is sent to your phone.

To learn more, see the MFA and other Citymail resources please visit the Citymail support page:

<http://citymail.ccny.cuny.edu/>

For direct access to written instructions on how to configure MFA for Microsoft 365/ City, please click here:

[Set up your Microsoft Office365 \(Citymail\) sign-in for Multi-Factor authentication](#)

For a video demonstration, please watch this video:

[MFA: How to Set up Multi-Factor Authentication in Microsoft Office365 \(iPhone & Android\)](#)

For an explanation of multifactor authentication technology, please watch this Microsoft video:

[What is: Multifactor Authentication](#)

If you have any questions please contact the CCNY Information Security Office at [ITsecurity@ccny.cuny.edu](mailto:ITsecurity@ccny.cuny.edu).

Thank you for your support.

The Office of Information Technology