

From: <helpdesk@compton.edu> <helpdesk@compton.edu>
Sent: Friday, November 5, 2021 5:59 PM
Subject: New Multi-Factor Authentication Required for @compton.edu Accounts

Dear Compton College Student,

On November 11, 2021, all Compton College students will be required to use Multi-Factor Authentication (MFA) to log in to the College resources, including the MyCompton portal, email, Office 365 applications, and Microsoft OneDrive, while outside of the College network. You will not be asked to use MFA when you are working on campus.

Multi-Factor Authentication, also known as two-factor authentication, is a process of validating your identity using a secondary method other than your username/password. It is the industry's best practice to make your account secure. You may verify your identity by using the Microsoft Authenticator application on your smartphone (preferred method) or receive a short numerical code on your phone or receive a code via a phone call from Microsoft. You can download and print instructions for the preferred option using Microsoft Authenticator App on your smartphone at:
http://www.compton.edu/support/docs/MFA_Step-by-Step_Instructions.pdf

A YouTube video called "[Existing Office 365 users MFA activation](#)" is also available at www.compton.edu/support page with step-by-step instructions. If you choose to use an alternative method, you can follow instructions on the screen during the activation or call the Compton College ITS Helpdesk if you need assistance.

Students should not take any actions before the November 11, 2021 activation date. We recommend that you print this email so that you can find instructions and support options in case you get locked out.

If you require technical assistance with your MFA account activation, please contact the Compton College ITS Helpdesk.

- Submit a Helpdesk Ticket at <https://helpdesk.compton.edu>
- Call Us at 310-900-1234
- Email: helpdesk@compton.edu

Please complete your activation before November 14, 2021 to avoid any potential challenges that may affect your attendance or educational deadlines. The ITS Helpdesk Team will be available to provide support Thursday through Sunday, November 11-14 from 8:00 a.m. to 4:30 p.m. to ensure a smooth transition.

Sincerely,
Compton College ITS Department