



Hello Continuing Education Students:

Keyano College requires all students and staff accounts to use Multi-Factor Authentication (MFA). This change is necessary to improve the College's Cyber security and to protect college systems and data.

MFA is an authentication method requiring the user to provide two or more verification factors to access Keyano online resources, such as Keyano student email, Learning Management System (Moodle), and virtual desktop.

MFA is a core part of a strong Identify and Access Management policy. In addition, it is a mandatory component of the Keyano College login process to comply with our insurers.

Rather than just asking for a user name and a password, MFA requires additional verification factors via the account holder's smartphone/email, which decreases the likelihood of a successful cyber-attack.

Please visit the below link for MFA information.

<https://support.microsoft.com/en-us/topic/what-is-multifactor-authentication-e5e39437-121c-be60-d123-eda06bddf661>

You will also find Keyano specific MFA instructions on the below link.

<https://www.keyano.ca/en/student-services/keyano-account.aspx>

Please feel free reach out to the IT Help Desk by email itshelpdesk@keyano.ca or phone at 780-791-4965 should you require further assistance.

Sincerely yours,

Continuing Education Team
Keyano College