I am concerned about the security of my phone number or that it may be used for purpose other than MFA?

If you use your phone number for MFA, it is stored in encrypted format as part of your logon account. Only you can view and change it. It is not visible to other users (only accessible by Office 365 Global Administrators)

Your phone number will only be used for security of your account i.e. MFA and SSPR, and will not be used for any other purposes. This data is not used or transferred to any other ETB system.

What if I lose or change my phone or number?

If you change your phone but retain your number, you can continue to use as before for SMS authentication. If you change your phone number and no longer have access to the old number and/or its phone then you will need to contact IT services to reset your account.

If you are using the Authenticator App you will need to install it on the new phone and complete the setup through the security setting on your office 365 account. Please do this before erasing your old phone.

Contact the icthelpdesk@corketb.ie if you need assistance

Will I be billed for receiving SMS text messages to my phone?

Ordinarily mobile operators do not charge for receiving SMS text messages (may vary worldwide), e.g. Three and Vodafone, but if in doubt check with your mobile provider either online or in store.

Cork ETB recommends that all staff use the Microsoft Mobile Authenticator App. You can download this form the Google Play Store or IOS App Store.

What format should my phone number be in?

You will be asked to choose your area code first and then enter your phone number but drop the 0 at the start.

If I don't have a mobile phone is there another option I can use?

MFA authentication can be set your work landline. This will mean you will only be able to authenticate to Cork ETB Office 365 services while in an ETB Office or Centre.

Schools and Large Centres with Statice IP addresses will also be whitelisted for MFA. This means your will not be prompted while connected to the internet in these centres.

What is SSPR?

Self-Service Password Reset (SSPR) enables you to reset your Cork ETB Office 365 account password anywhere anytime without the need to contact our ICT Help Desk. Self-Service Password Reset can be used when you have forgotten your password, your password has expired, you wish to reset/change your current password.

If you account is locked you will not be able to reset through this method. You will need to contact the icthelpdesk@corketb.ie , please include a contact phone number and we will contact you about your account.

SSPR is available 24 x 7, however, you have to register for both Multifactor Authentication (MFA) and SSPR before you can use this method to reset your password.

What are the recommended password characteristics?

Minimum 9 Character in length

Minimum 1 Capital letter and a number or special symbol.

Do not use common words, Family names or place names of where you live.

Use a long phrase and combination of special character changes and uncommon words.