

Two-Factor Authentication with SMS

Two factor authentication enables you to provide extra security to your Concordia account, by requiring not only something you 'know' (password) but also something you 'have' (mobile phone) in order to successfully login.

A popular way to implement two-factor is through SMS text messaging. Any time you attempt to login, a PIN code will be sent by way of SMS to a pre-configured phone number. Someone not in possession of that phone will be unable to login even if they know your password.

The mobile app option is an even more secure way to setup your account if you have a smartphone.

Note: All SMS messages sent for Concordia two-factor authentication will come from 587 609 8002

Setup

Before you can begin to use two-factor you must setup your account with a phone number to send SMS messages to. You must have your phone with you to set this up.

1. Begin by browsing to <https://onlineservices.concordia.ab.ca/>, logging in, and going to the Change Password page.

There you will see options for managing your two-factor authentication.

TWO-FACTOR AUTHENTICATION

Two-factor authentication provides you with more security by adding an extra verification step when you login to your account. To add two-factor authentication to your account, please select your desired two-factor authentication method below and follow the instructions that appear.

Please select your desired two-factor authentication method

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Your Devices

Serial	Description	Last Used	Action
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If there are no devices listed under "Your Devices", two-factor is not enabled on your account.

2. From the drop-down select "SMS" and fill in a description (optional) and the phone number.

Please select your desired two-factor authentication method

SMS Text

Option 2: SMS Text

1. Optionally enter a description for your device.
2. Enter the phone number that you would like to use to receive the 6 digit number.
3. Click the Add Device button to register your device.

Device Description (optional):

Phone Number:

Your Devices

3. Click Add Device
4. In order to add your phone to the system, a validation step will occur. You will be sent a text message to your mobile phone with a six digit code that must be entered in the prompt on the website.

Please enter the 6 digit number that was sent to your device.

5. Once you submit the code you received, and click the Submit button, your phone will be added to the system and your account will be enabled for two-factor authentication.

Your Devices

Serial	Phone Number	Description	Last Used	Action
PISM00014EEF	████████	My phone		<input type="button" value="DISABLE TWO-FACTOR AUTHENTICATION"/>

Using Two-Factor Authentication

Once two-factor authentication is enabled on your Concordia account it adds just one brief step to the single sign on login process.

After entering your username and password, the login page will prompt you to enter the PIN code that was sent to your phone as seen below.



Two-Factor authentication is enabled on your account, please enter your PIN code:

LOGIN

[Need help with two-factor?](#)

Once you successfully enter the PIN code that was sent to your phone, your login will be completed.

Getting Help

If you enable two-factor authentication and attempt to login without access to one of your configured devices, you will not be able to login. If you have permanently lost access to all of your configured two-factor devices, you will need to speak with IT Services to regain access to your account.

IT Services can be reached at 780 479 9316 or helpdesk@concordia.ab.ca as well as in the Arnold Guebert Library in L356.