Multi-Factor Authentication for Student CWL at Faculty of Medicine

Communication Toolkit for Program Administrators

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Background

The objective of this communication plan is to effectively implement Multi-Factor Authentication (MFA) for students within the Faculty of Medicine. All students must enroll in multi-factor authentication by November 1, 2023.

MFA is a crucial step in enhancing cybersecurity and protecting personal information. With the increasing threat of cyberattacks, it is essential to implement additional security measures to safeguard student data and university resources. This additional layer of security helps prevent unauthorized access, phishing attacks, and data breaches, ensuring a safer digital environment for students.

Scope

1. All Students at UBC will be required to MFA when they login to UBC applications from off-campus or when they use the general UBC VPN
2. All students must enroll in multi-factor authentication by November 1, 2023.
3. Students requiring accommodation (including token at no charge) or exemption will be asked to contact the UBC Equity & Inclusion Office

Communication objective

– FOM Students will be encouraged to be early adopters. Students can self-enroll at any time prior to November 1, 2023.

What's changing for Students

1. All Students at UBC will be required to MFA when they login to UBC applications from off-campus or when they use the general UBC VPN.
2. Students will require MFA at distributed sites including Island Medical Program, Northern Medical Program and Southern Medical Program and distributed clinical sites.
3. Students require MFA when using Eduroam network

What's not changing for students

1. Students do not require MFA to access applications when onsite at UBC campus'.
2. MFA is not required for any platform not accessed through their CWL.

Audience

All students enrolled in the Faculty of Medicine, including undergraduate and post graduate studies.

Key Messages

1. To keep personal information at the university secure, students must enroll in multi-factor authentication by November 1, 2023.
2. Failure to enroll will result in restricted access to various university applications.
3. Students can self-enroll at any time prior to November 1.
4. For pre and post enrollment support, including FAQs and tutorials, students can visit it.ubc.ca/mfa

Communication Tactics

1. Present the communications plan and share communication templates with stakeholders and program administrators
2. Engage and communicate with Custom Application Owners
3. Collaborate with the Student Communications Team to launch campaign

Email Campaign: Rollout of Multi-Factor Authentication for Students and Residents

Emails from Program Administrators

Title	Due date	Subject
Initial Announcement	**September 1st, 2023**	Secure your Student Account with Multi-Factor Authentication (MFA)
Reminder Email	**October 1st, 2023**	Reminder: Secure your Student Account with Multi-Factor Authentication (MFA)
Final Reminder Email	**October 23rd, 2023**	Deadline Approaching for Multi-Factor Authentication Enrollment

Initial Announcement Email for students

From: [Program Administrators]

Subject: Secure your Student Account with Multi-Factor Authentication (MFA)

Dear Students,

We are excited to announce a significant step forward in enhancing the security of your CWL account at UBC.

To further safeguard your personal information and protect against unauthorized access, your UBC CWL will require multi-factor authentication (MFA) starting **November 1, 2023.**

Learn more about MFA and how to sign up before the deadline below.

What is Multi-Factor Authentication (MFA)?

MFA adds an extra layer of security to your account, ensuring that only you have access to your sensitive information.

This additional authentication step will require you to verify your identity through a secondary method, such as a verification code or a push notification to your mobile device, in addition to your regular username and password. With MFA, even if someone gains access to your password, they won't be able to log in.

Enrolling is simple and only takes a few minutes. By enrolling before November 1, you will ensure continued access to all your UBC applications.

When will MFA take effect?

- MFA will take effect starting November 1.
- On November 1, accounts without MFA will have restricted access to various university applications, potentially hindering your ability to participate fully in academic activities and access essential resources. As such, we encourage you to enroll in MFA as soon as possible, following the instructions below.

How do I sign up for MFA?

- Follow these step-by-step instructions to [enroll in MFA](#)

Troubleshooting tips

- If you encounter any difficulties during setup, please visit our [FAQ](#)
- Service support will also be provided through the [IT Service Centre](#)

Thank you for your cooperation in this important security initiative. Together, we can create a safer digital community at UBC.

Kind regards,

Reminder email for students

From: [Program Administrators]

Subject: Reminder: Secure your Student Account with Multi-Factor Authentication (MFA)

Dear Students,

A reminder that the CWL multi-factor authentication (MFA) enrollment deadline of **November 1, 2023**, is fast approaching.

Thank you to the students who have already set up MFA for their CWL accounts.

If you haven't yet enrolled, please do so as soon as possible to prevent any disruption. Accounts without MFA will have restricted access to some university applications starting November 1.

Enrolling in MFA is a simple process that only takes a few minutes. By adding this extra layer of security, you are safeguarding your personal information and ensuring the integrity of your UBC CWL account.

How do I sign up for MFA?

- Follow the step-by-step instructions to enroll in MFA

Troubleshooting tips

- If you encounter any difficulties during setup, please visit our FAQ
- Service support will also be provided through the IT Service Centre

Thank you for your cooperation in this important security initiative. Together, we can create a safer digital community at UBC.

Kind regards,

Final Reminder Email for Students

From: [Program Administrators]

Subject: Deadline Approaching for Multi-Factor Authentication Enrollment

Dear Student,

This is the final reminder that the deadline for enrolling in CWL multi-factor authentication (MFA) is next week.

If you have not yet enrolled, to maintain access to university applications and protect your personal information, it is crucial that you complete the enrollment process before **November 1, 2023.**

What is MFA, and why is it necessary?
MFA adds an additional layer of security to your student account, making it significantly more challenging for unauthorized individuals to gain access. By requiring a second method of authentication, such as a verification code or a push notification, only you can access your account.

How do I sign up for MFA?

- Follow the step-by-step instructions to [enroll in MFA](#)

Troubleshooting tips

- If you encounter any difficulties during setup, please visit our [FAQ](#)
- Service support will also be provided through the [IT Service Centre](#)

Thanks,