



January 20, 2021

Subject: Additional security added to UNM's online services Feb. 11

Dear UNM Retiree,

On February 11, UNM will implement a new multi-factor authentication (MFA) prompt by *Azure AD* to better secure its online services, including the ones you use for your Bursar billing and payment information in LoboWeb.

An MFA prompt is a simple extra step that confirms your identity; therefore, reducing the risk of compromising your personal information. When you access a UNM app with MFA security in LoboWeb you will be directed to register your phone number and select your authentication process. Your authentication options include text message, phone call (to cell or landline), or a push notification.

Once established, you may select "yes" to the question "Stay signed in?" and you will not be asked to authenticate again during that web session no matter what other LoboWeb apps you access.

Cyber threats continue to be a growing concern that UNM takes very seriously. Thank you for your compliance in following this extra step to ensure your information remains protected.

Thank you.

Benefits & Employee Wellness

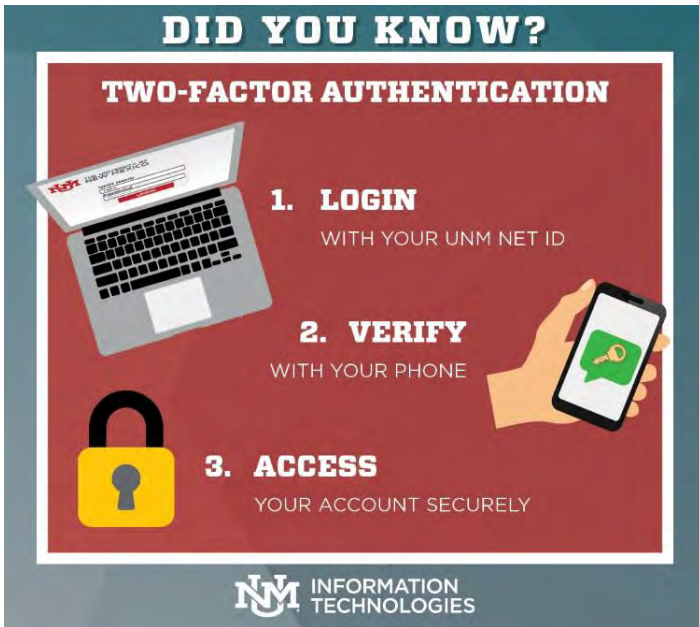
USING MULTI-FACTOR AUTHENTICATION

Beginning Feb. 11, UNM IT will require Multi-Factor Authentication (MFA) when logging into UNM supported applications. MFA, also known as two-factor authentication, protects your financial data and private benefits information from cyber threats.

Requiring a response through a phone you own helps prevent others from accessing your private information, even if they have your ID and password, providing an extra layer of security from potential hackers.

MFA will be required when you log into any UNM web application such as:

- Bursar Account Suite (TouchNet)
- LoboWeb (Benefits Statement)
- Office 365 applications like Lobomail (UNM email)
- UNM Learn



What to Expect

The first time you log into any of these UNM applications, you will be prompted to register your phone number. You may use either a cell or landline phone. The MFA process will make it easy to register your phone and allow you to configure it to receive a text message, automated phone call, or push notification when you are accessing a protected application.

Once your MFA is enabled, each time you log into a protected application, you will receive notification on your secondary device (phone, landline, tablet, etc.) that will require a response. For example, if you have configured your MFA as a phone call, you will need to respond to the automated phone call in order to log in.

Minimizing Impact

After you successfully complete MFA on a device you own (such as your personal laptop, desktop, tablet, etc.), you may use the “stay signed in” option to reduce the number of times you must perform MFA when accessing UNM applications.

Need Assistance?

For assistance with setting up MFA, changing your registered device, logging in to UNM applications, or if you do not receive MFA notifications when logging in, contact the **IT Help Desk** at 505-277-5757, Monday through Friday, 7:30 a.m. to 5 p.m.

For non-technical, non-MFA related questions about your benefits contact **Benefits & Employee Wellness** at HRBenefits@unm.edu or visit hr.unm.edu/contact-unm-human-resources. For non-technical, non-MFA related questions about bills or payments, contact the **Bursar’s Office** at 505-277-5363 or visit bursar.unm.edu.

