Multi-factor Authentication on Student CWLs

Dates of significance

Oct 2, 2023
MFA sign-up prompt on every CWL login until enrolled ("nag screen")

Oct 24-25, 2023
Final enrollment pop-ups on campus before MFA is manadatory

Nov 1, 2023
MFA becomes mandatory

Jan, 2024
MFA is enabled for Canvas and VPN

Who will be challenged?

Active students only. Includes student employees and volunteers.
Does not include applicants, alumni or non-credit learners.

When will students be challenged?

Students will be challenged when they login to any UBC application that uses CWL authentication from off-campus or when they are on-campus and connected to UBC VPN.

Students will not be challenged when on-campus or when logging in to systems that do not use CWL authentication.

Canvas and VPN will not require MFA until January 2024.

Ways to authenticate

- Duo Mobile App (free - works on phone and tablet)
- Hard Token (available for purchase from the UBC Bookstore)
- Bypass Code (details at it.ubc.ca/mfa)
- Touch ID / U2F (details at it.ubc.ca/mfa)

Technical Support

- it.ubc.ca/mfa
- it.ubc.ca/support
- UBC Vancouver
    - 604.822.2008 (Monday - Friday, 8:00 am - 5:00 pm)
    - Walk-in - Walter C Koerner Library (Monday - Friday, 10:00 am - 4:00 pm)
- UBC Okanagan
    - 250.807.9000 (Monday - Friday, 7:30 am - 4:30 pm)