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May 17, 2024

Via Email

**TO: ALL SCHOOL ADMINISTRATORS
DIVISION OFFICE STAFF
AREA OFFICE ADMINISTRATORS**

FROM: Bradley Hampson
Assistant Superintendent, Technology

RE: TEMPORARILY UNABLE TO USE MFA DEVICE (YUBIKEY OR PHONE)

On occasion we expect there will be YubiKeys that are lost/forgotten, or phones forgotten at home, thus preventing staff from being able to MFA and log into FSD systems as they normally do.

If this happens, please advise your staff that they must get to the nearest school or Admin secretary and have them contact the Helpdesk on their behalf to both validate who they are and provide them with a One Time Password that will allow them to login for the day.

Schools will eventually have spare YubiKeys to allow for lost or damaged keys that the Helpdesk can activate remotely when needed.

As with all issues related to logging in or FSD Credential, please contact the Helpdesk with any questions or concerns. They can be reached at: 1-204-258-2716.

Sincerely,



BH/ac

