

Continuing Education

CERegister Multi-Factor Authentication (MFA) Instructions & FAQs

What is MFA?

Multi-Factor Authentication (MFA) adds an extra layer of security to your Ceregister account. After entering your password, you'll receive a one-time verification code to confirm your identity. This helps protect your account from unauthorized access.

How MFA Works

1. Enter your email address and password as usual
2. Ceregister will send a verification code to your email address
3. Enter the code on the screen to complete your login
4. Once verified, your device may be remembered for future logins for a 24 hour period to reduce repeated prompts.

FAQs

Q: Why is Continuing Education at the University of Alberta using MFA?

A: MFA helps protect your account by adding an extra layer of security beyond your password, keeping personal information and course data safe.

Q: Why do I need to use MFA?

A: MFA protects your account from hackers, automated attackers, and unauthorized access. Even if someone knows your password, they cannot log in without the verification code.

Q: I didn't get a code, what should I do?

A:

- Check your spam/junk folder
- Make sure you're entering the email linked to your Ceregister account
- Wait a few minutes and request a new code if needed
- If the problem persists, contact the U of A [Student Service Centre \(SSC\)](#) for support

Q: Can I use a mobile device instead of email?

A: Currently, MFA uses email-based verification for student accounts.

Q: What if I share an email address with someone else?

A: MFA requires access to your email, shared email addresses may prevent you from receiving verification codes. Consider updating your account to a personal email if possible.

Q: Can I opt out?

A: No, MFA is required for all Ceregister accounts to maintain security and protect personal information.