



Secondary Mailboxes MFA

Email Subject:

Action required – MFA will be enabled on your secondary account in 4 week

Email Text:

Note, for any secondary account that you have already taken action for, including requesting a delay, exemption or early enablement, and received confirmation that these have been fulfilled, you can ignore this email.

Dear Account Owner,

You are receiving this email as you are the Account Owner of a secondary account with an email address beginning with W and MFA is due to be deployed on this account on [day] May.

You can find out about the accounts that you are the owner of, which type they are and who has delegate access, by going to the Self-registration website.

There are instructions for how to do all of this on the [Secondary accounts page](#) [requires SSO login].

Secondary accounts, also called non-personal, role-based, project, shared or generic accounts, are accounts that may be accessible to more than one person. They can be created with or without a mailbox and with or without an SSO password.

- MFA will impact secondary accounts which have a Single Sign-On (SSO) password and a mailbox, and secondary accounts that have SSO password only
- MFA will not impact access to mailbox-only accounts which are accessed through delegation without a password

What do you need to do?

- Check the [timetable](#) for MFA deployment dates. The date for deployment will be dependent on the first letter of the email address of the account (rather than the Account Owner name) and in reverse alphabetical order.

- Ensure you are aware of all users and activities that rely on the secondary account
- Consider which colleagues will need to prepare for the change and who may need to be consulted, involved or informed
- Consider having MFA enabled early to enhance its security as soon as you and its users are ready.
- Where it is not possible to prepare in time for your scheduled date, you can request a delay so that MFA is enabled in July instead (date to be confirmed)
- You can also request an exemption, based on reasonable circumstances
- The MFA Project will be sending countdown communications to the Account Owners and the mailboxes of the secondary accounts (where available), you will receive a set of countdown communications per account. You may need to supplement these with your own communications to colleagues.
- If you do not think you should be the Account Owner, request a change of ownership
- If the account is no longer required, request the account be deleted
- Consider removing the SSO password from the account if only used as a mailbox & calendar. If you decide to keep the SSO, you will need to set up multi-factor authentication. There are extensive instructions on the How to prepare for MFA page.

Note: deletion of an account is very difficult to undo and it may not be possible to reactivate it. If you are in any doubt as to what an account is being used for, and/or whether you should consider requesting a delay so that you can investigate further before placing any requests.

Any delay or exemption requests must be submitted (and authorised) no less than one week before MFA is due to be enabled on the account.

On the day of MFA being enabled on your secondary account, as Account Owner it is your responsibility to ensure the account, and any related processes, are working as expected. Central teams do not have the necessary access or local knowledge to check each account.

If you have any questions please contact your local IT Support in the first instance.

Useful links:

- [MFA for secondary accounts](#)
- [General information about secondary accounts](#)