Multifactor authentication: Common questions & answers

Multifactor authentication (MFA) will soon be required to access the **Plante Moran Client Collaboration Center.** Below are common questions and answers about the new security measures.

QUESTIONS   ANSWERS

What is MFA?

MFA is an additional level of security that grants access to a website or application only after a user presents an additional piece of evidence to prove their identity. By linking the user's online identity to their trusted, personal mobile device, MFA helps ensure user data can't be accessed with a stolen or compromised username and password. For Plante Moran, MFA will consist of either a notification sent to the user's personal mobile device or an automated phone call. Both options allow us to confirm you're attempting to access the portal.

Was my data unsecure before?

No. Your personal information has always been as secure as possible, but as cyber schemes evolve, so must our security measures. Cybercriminals are getting more and more sophisticated, and the number of successful cyberattacks continues to rise. Many attacks are enabled through phishing attempts that steal usernames and passwords.

The use of MFA provides an additional layer of security against cyberattacks by making it harder for criminals to obtain all the necessary credentials to access a website or application. A criminal would need your username, password, and access to your mobile device in order to access the information you share with us after MFA is enabled.

What do I need to do?

You need to enroll in MFA. Between July 2022 and the end of the year, you'll be prompted to enroll when you attempt to access the Collaboration Center, and you'll have 14 days to complete enrollment. When the 14 days have expired, you won't be able to access the Collaboration Center without enrolling. If you don't visit the Client Collaboration Center before the end of 2022, you'll be prompted to enroll the next time you visit.

You have been provided step-by-step instructions, and enrollment should take less than 10 minutes to complete. After enrolling, you'll need to confirm your identity using your personal device each time you access the Client Collaboration Center, which only takes a few seconds. If you ever lose or replace your personal device, you'll need to re-enroll.

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Can I opt out of MFA?

No. Due to the security risk that stolen credentials present to the safety of the firm and your data, we can't allow exceptions to this policy.

I understand I won't be able to access the Collaboration Center from certain countries. Which countries are blocked?

We're currently blocking internet traffic from countries with a higher risk of cybercrime or regional instability, including Belarus, Cuba, Democratic Republic of the Congo, Iran, Iraq, Ivory Coast, North Korea, Russia, and (temporarily) Ukraine. However, the list is dynamic and subject to change. If you'll be traveling outside of the United States and are worried you'll be going to a country that might be blocked, please contact your engagement partner.

I still have questions. What should I do?

Please contact your engagement partner or the Plante Moran Technology Help Desk at 866-223-3123.