

Enabling Multi-Factor Authentication (MFA) for Parents and Carers

At Rosebank College, the security of your family's personal information and access to school systems is a top priority. Enabling Multi-Factor Authentication (MFA) adds an extra layer of protection to your account, making it significantly harder for unauthorised users to gain access, even if your password is compromised.

By activating MFA, you help safeguard:

- Your child's academic and wellbeing records
- Personal contact details and communications
- Secure access to parent portals and administrative systems

MFA is quick to set up and only takes a minute.

How to Enable Multi-Factor Authentication (MFA)

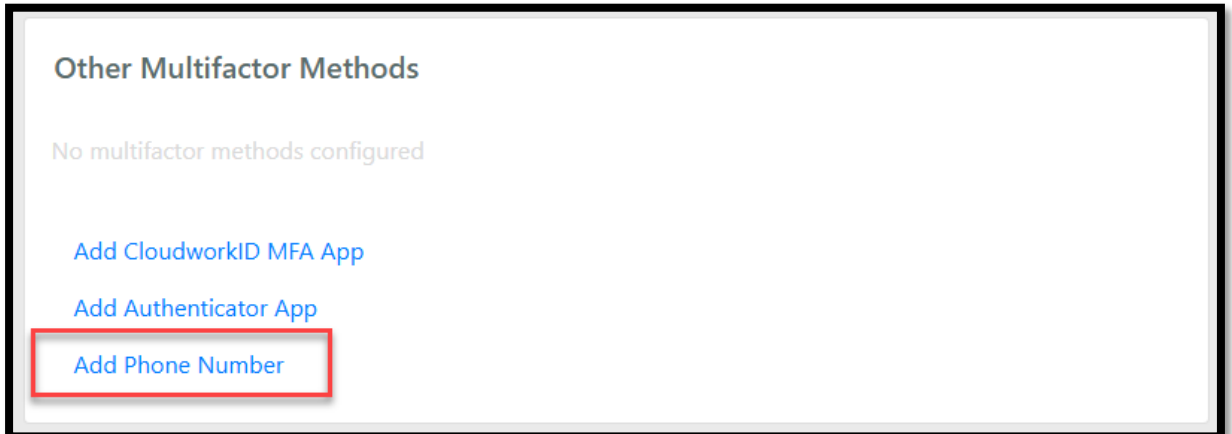
Follow the steps below to enable MFA on your Rosebank College parent account.

Step 1: Log in to Cloudwork.ID

1. Visit <https://rosebank-id.cloudworkengine.net/>
 2. Log in using your existing credentials
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Option 1: Enabling SMS Authentication

1. After logging in, select **“Add phone number”**



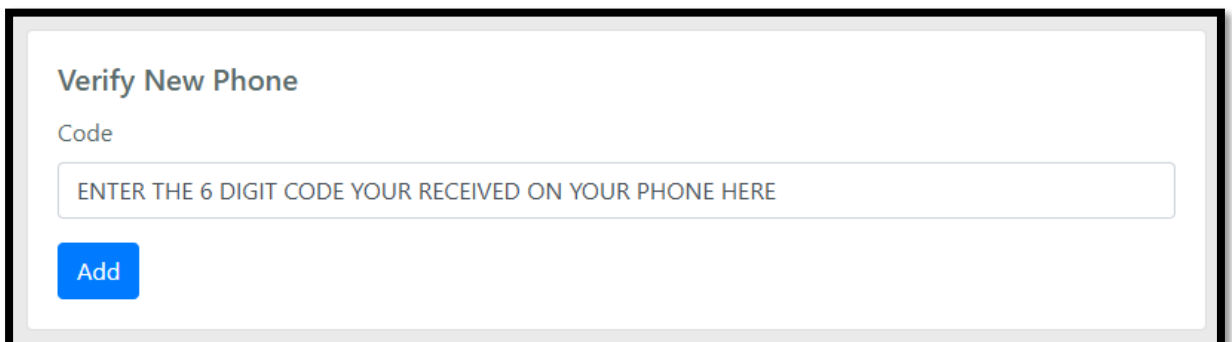
The screenshot shows a page titled "Other Multifactor Methods". Below the title, it says "No multifactor methods configured". There are three blue links: "Add CloudworkID MFA App", "Add Authenticator App", and "Add Phone Number". The "Add Phone Number" link is highlighted with a red rectangular border.

2. Enter your mobile phone number and press *Add*



The screenshot shows a page titled "Add New Phone". There is a label "Phone" above a text input field containing the number "0400111222". Below the input field is a blue button labeled "Add".

3. You'll receive a verification SMS from Cloudwork
4. Enter the **code from the SMS** on the Cloudwork.ID page and press *Add*

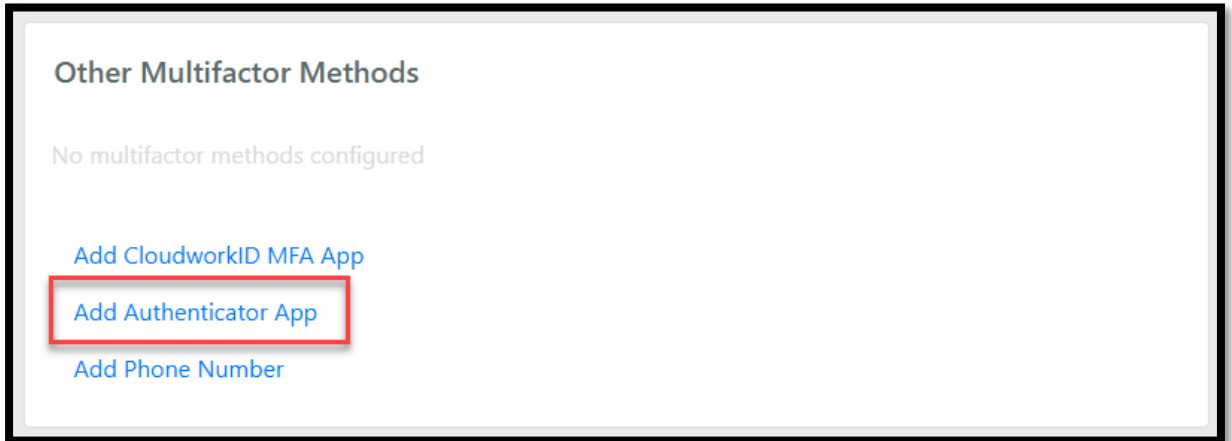


The screenshot shows a page titled "Verify New Phone". There is a label "Code" above a text input field containing the placeholder text "ENTER THE 6 DIGIT CODE YOUR RECEIVED ON YOUR PHONE HERE". Below the input field is a blue button labeled "Add".

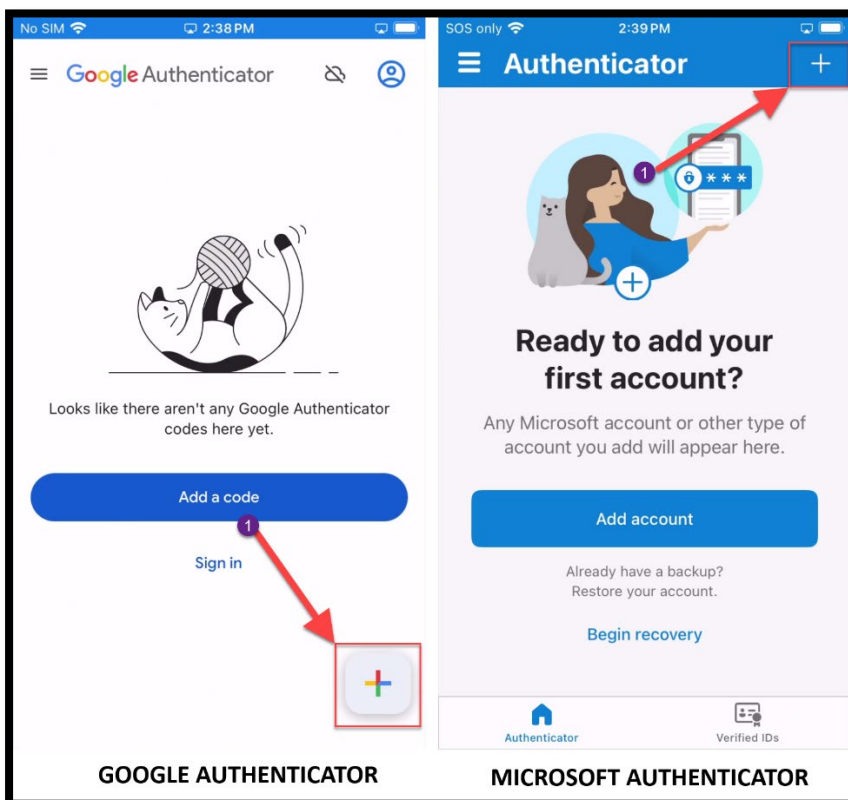
Option 2: Enabling an Authenticator App

The below screenshot shows the process for using Google or Microsoft Authenticator, however any third-party authenticator app will also work.

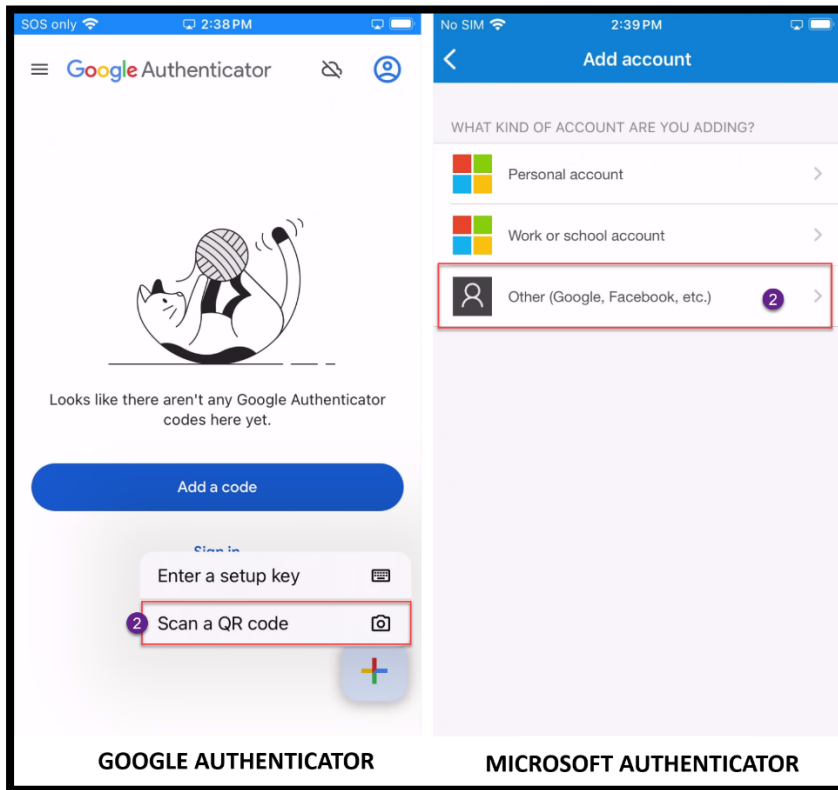
1. After logging in, select **“Add Authenticator App”**



2. Open your authenticator app on your mobile device and tap the **“+”** icon



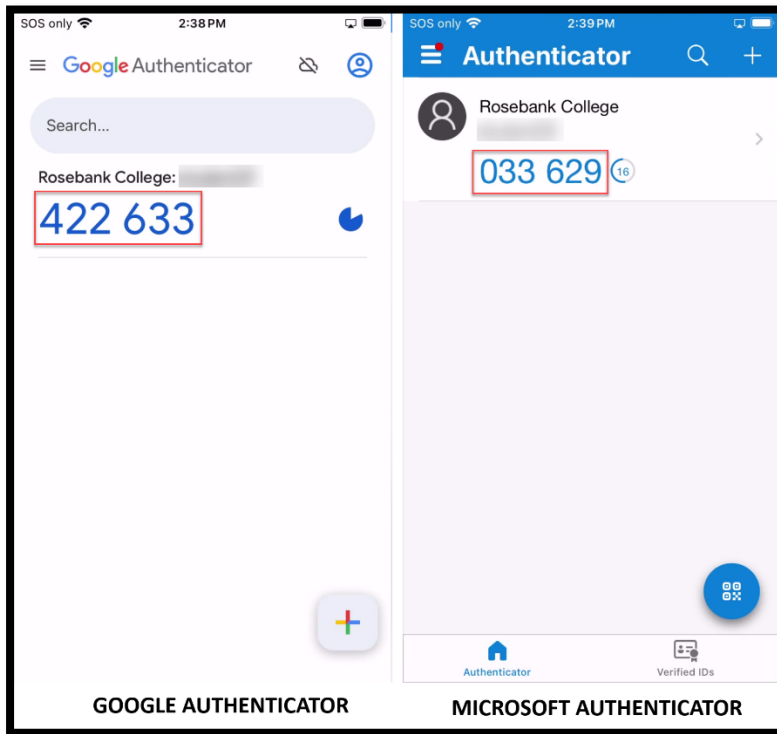
3. Select either “Scan a QR code” or “Other (Google, Facebook)” depending on your app of choice:



4. Use your phone’s camera to scan the QR code displayed on the Cloudwork.ID page



5. A 6-digit code will appear in your app—enter this code on the Cloudwork.ID page and press *Add* to complete the setup



The image shows a screenshot of a web form. At the top, the word 'Code' is written. Below it is a text input field containing the placeholder text 'ENTER YOUR 6 DIGIT CODE HERE'. This input field is highlighted with a red rectangular box. Below the input field is a blue button with the text 'Add' in white.