



Multi-Factor Authentication OUT-OF-BAND FAQs

- **How many phone numbers can I add?**
 - ❖ One number is required and 3 optional secondary phone numbers may be also added.
- **Can this be done on my mobile phone?**
 - ❖ Yes. Collection and Recollection of Security Questions and Phone Numbers can be completed on your phone.
- **What mobile phones are compatible? (service providers, International mobiles, etc)**
 - ❖ US domestic phone numbers only.
- **Can I add multiple IDs to 1 phone number?**
 - ❖ Yes.
- **If I get locked out?**
 - ❖ If user fails authentication questions, then questions are no longer available. If users are blocked from their authentication questions, can attempt to pass their challenge through the out-of-band phone call method. However, users can be blocked from one authentication method or both.
- **Is participating in Out-of-Band optional? Can I opt out of participating with Out-of-Band?**
 - ❖ It is not optional to collection at least one phone number. It is optional to not use the Optional Authentication (Call Back) when being challenged.
- **Do I have to use this along with my security questions?**
 - ❖ No, if chosen this would be used in place of the security questions. User can opt to receive an automated phone call to complete the challenge instead of answering security questions.