Why is Salesforce mandating Multifactor Authentication (MFA)

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Multifactor authentication adds an extra layer of protection to your Synaptic Pathways org.

Passwords alone no longer provide sufficient safeguards against unauthorised access to you and your client's data. This is why Salesforce requires MFA when accessing the software.

Implementing multifactor authentication is crucial against cyber attacks.

How does Multifactor Authentication work?

Multifactor Authentication requires users to confirm their identity using two or more forms of verification, known as factors, during login. One factor is for e.g. their username and password. The other factors involve a security key or an authentication app. While passwords can be vulnerable to compromise, it's highly unlikely that an attacker would also have access to a strong verification method.

Salesforce offers the Salesforce Authenticator mobile app. Once downloaded, log in using your username and password, and you'll receive a push notification for approval.

For more information on MFA and some frequently asked questions, see here.