

Montgomery County Fire and Rescue Service

FIRE CHIEF'S GENERAL ORDER

NUMBER: 22-01

January 20, 2022

TO: All MCFRS Personnel

FROM: Fire Chief Scott E. Goldstein



SUBJECT: Montgomery County Systems - Multi Factor Authentication (MFA)

The Montgomery County Government (MCG) has implemented various initiatives aimed to decrease our vulnerability and increase our security in the on-line environment.

The primary initiative is Multi-factor Authentication (MFA), also known as two Factor Authentication. MFA is a security enhancement that safeguards user accounts by requiring a second piece of information (factor) to validate user identity. It is an extra step that ensures the users are who they say they are when signing in to county systems. This second form of authentication helps to prevent unauthorized users from accessing an account, even if the password is compromised.

All career, civilian and volunteer personnel with Active Directory (AD) accounts are issued key fobs for multi-factor authentication with access for Microsoft office and the MCG ePortal.

All personnel **MUST** have an MFA device when on duty (smart phone or hardware token), just like their ID Badge.

If personnel choose to use personal cell phones as a factor (app or SMS), the MCFRS will not be liable for damage or loss to personnel cell phones, as a result of this use.

Specific to the MFA Key Fob:

- **If you are career or volunteer and separating from MCFRS:** Please return your MFA key fob with your turnout gear to Logistics.
- **If you are civilian and separating from MCFRS:** Please return your MFA key fob to your supervisor, who should fill out a TSR and send the fob to TechOps.
- **If you are volunteer and have opted only to close your AD account:** Please fill out a TSR and return your MFA key fob to Logistics.
- **If you have lost your MFA key fob or it has malfunctioned:** Please fill out a TSR to request a replacement.

Questions can be directed to the Technology Section Chief at 240.773.7103

Issued:

Revised:

Rescinded:



