Why MFA?

Patricia Hegeman - 2026-07-14 - Comments (0) - Accounts and logging in

For us, the safety of the environment in which our platform operates is paramount. We strive to be a trusted and secure platform for all your business and customer data. To ensure this security, we urge our users to enable MFA, not only to secure their own environment against cybercrime but also that of their customers. This way, we also ensure that our users can continue to build and rely on working in a protected and secure environment.

Multi-Factor Authentication (MFA), also known as Two-Factor Authentication (2FA), is the term we use to refer to it.

Do all users need to use MFA? Or can we (temporarily) disable it at the user level? (we also have colleagues who do not have a work phone, for example)
It is not possible to disable this for certain user levels. It is advisable to also install the authenticator app on a personal phone. An authenticator app is increasingly being requested for various websites outside of Deployteq.

Is it possible to temporarily disable MFA?
Although we strongly advise against disabling MFA, there may be a situation where there is no other way than to temporarily disable it. To temporarily disable MFA, you can contact our support desk.

What if someone does not have their work phone with them but needs to perform urgent actions in Deployteq? What is the procedure in this case?
It is advisable to install an authenticator app on both the work phone and personal phone. The app is not only intended for Deployteq but can also be used for many websites outside of Deployteq.

14-day authentication: This is an option to check. I have already done this a few times, but I still have to enter the code daily now. How is this possible? And how can I prevent this?
14-day authentication applies to the brand you want to log in to at that moment. It is possible that the setup of your portal is in a way that when you want to log in to another brand (even within the same portal), you will have to check the 14-day authentication again. This is because it is recognized as a different environment that you are logging into.

Switching between different brands: Do you have to apply authentication again?
That is correct. Because it is a different environment that is separate from any other brand, authentication must be reapplied.

What apps can I use for MFA?
In our manual, you will find some suggestions with accompanying explanations to download an authentication app.

Read here how you can reset your MFA.