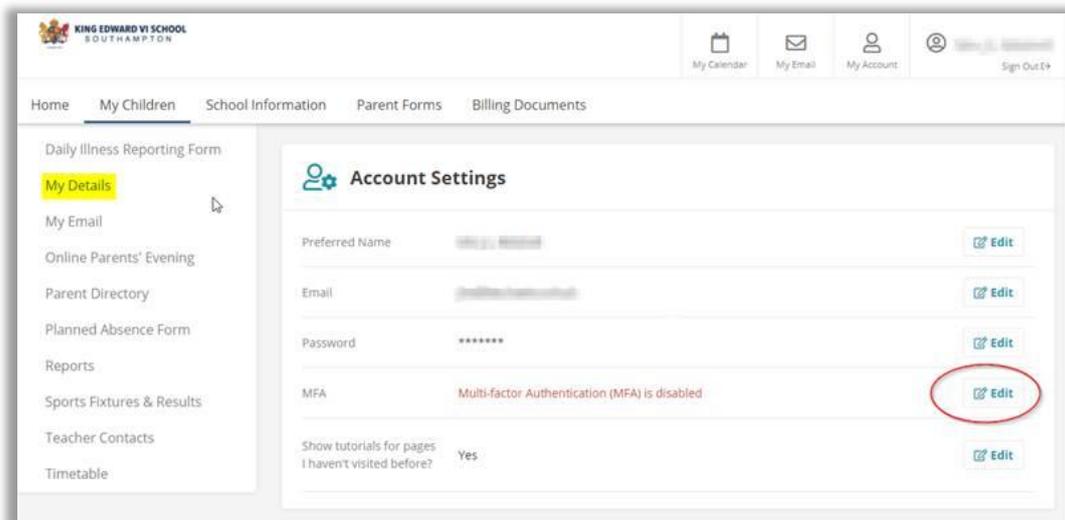KES Parent Portal – How to add Multi Factor Authentication (MFA) on a device

To add Multi-Factor Authentication to a new device, please follow these steps:

1. Log into the Parent Portal in the usual way via my.kes.hants.sch.uk.

2. Click on your name in the top right corner of the screen to open the Account settings/My Details page.

3. Click on the "Edit" button on the MFA line.

4. To use MFA you will need an authenticator app, usually installed on your phone. If you do not already have an authenticator for other services, you can download one from the app store for most platforms. Popular authenticators include Google Authenticator, Microsoft Authenticator, and Duo.

5. Scan the QR code using your authenticator app. This will then generate a 6 digit code. Type this into the "first authentication code" field. Wait for the code to refresh (typically 30s), and then add the next code that appears in the "second authentication code" field. Finally click on the Save button.
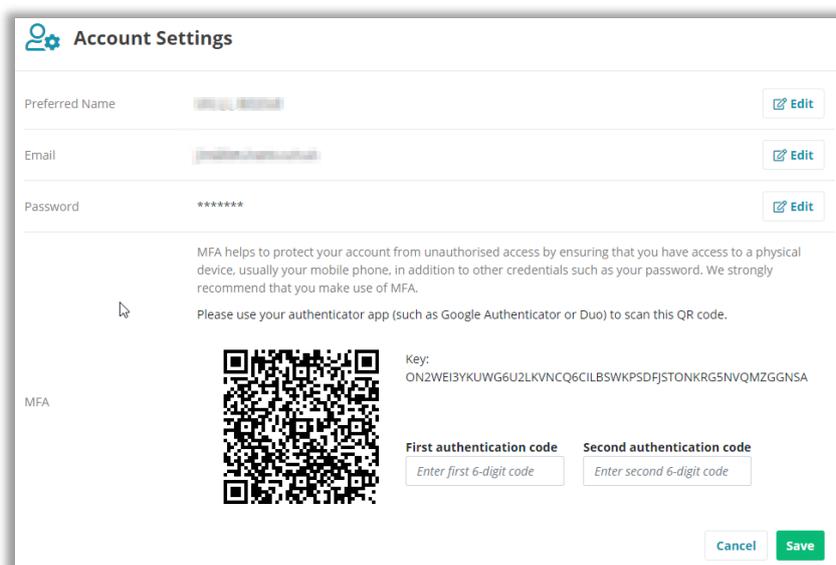

6. Each time you log on to the Parent Portal from this point on, it will ask you to enter the code that appears in your authenticator app. This ensures that even if your password is compromised, only someone in possession of your device can access the system.
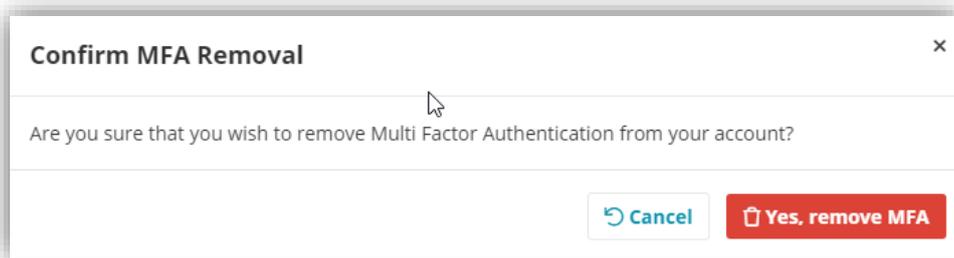
How do I change the device I am using for MFA?

If you get a new phone, or change devices, to set up a new device for MFA, you will first need to disable the old one.

When you are on the Account Settings/My Details page, select Edit and then use the "Disable MFA" button.
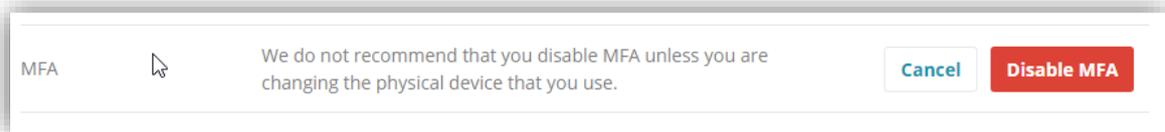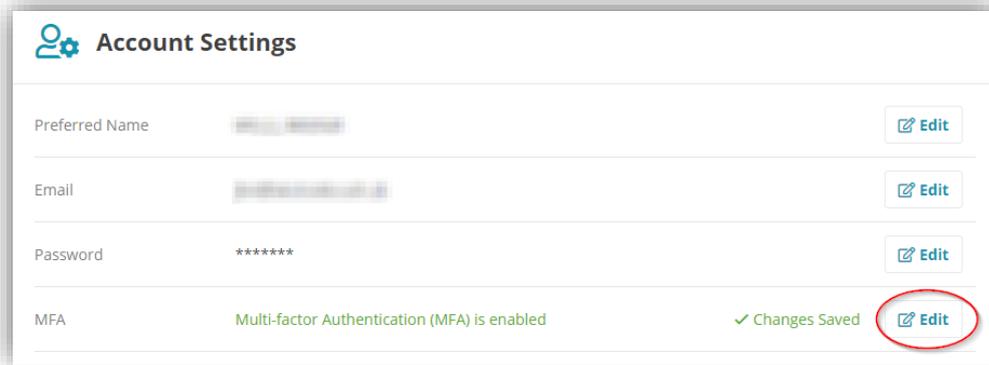
Then, confirm you would like to remove the MFA for the device by using the "Yes, remove MFA" button.

I am unable to remove MFA from my old device, or no longer have access to it. How can I get help?

If you no longer have your old device, or are unable to remove MFA for any reason, please email the School on data@kes.hants.sch.uk who will be able to remove the MFA for you.