**Logo, circle

Description automatically generated**

**Multi-Factor Authentication (MFA) Rollout Checklist**

You are your company’s trusted advisor for Salesforce. To help your company make the move to MFA, figure out how to implement it in a way that works for your business and your users. And then design and execute a rollout plan. You can use this checklist as a guide.

Note: If you have [products that are built on the Salesforce Platform](https://help.salesforce.com/articleView?id=sf.mfa_supported_products.htm), we recommend using the in-app checklist that’s available in the Multi-Factor Authentication Assistant in Setup. Check out the [Multi-Factor Authentication Assistant](https://help.salesforce.com/articleView?id=sf.mfa_mfa_assistant.htm), your central hub for all the recommended activities and resources you need.

**Get Ready**

**Learn about MFA**: Discover how MFA protects Salesforce user accounts from unauthorized access and review the steps for setting up and rolling out MFA.

* See how MFA works and why it’s important to implement ⎯ watch this [short video](https://salesforce.vidyard.com/watch/Zs9r7CyxF6Wu9rfNmMnmFf).
* Be aware of the future requirement to enable MFA ⎯ review the [Salesforce MFA FAQ](https://help.salesforce.com/apex/HTViewSolution?urlname=Salesforce-Multi-Factor-Authentication-FAQ).
* Understand your options for implementing MFA, including which verification methods you should support ⎯ read this [Quick Start Guide](https://www.salesforce.com/content/dam/web/en_us/www/documents/guides/mfa-quick-admin-guide.pdf).
* Get guidance from Salesforce security experts ⎯ attend one of the MFA Expert Coaching Session webinars for [Platform](https://help.salesforce.com/articleView?id=000354890&type=1&mode=1), [B2C Commerce Cloud](https://help.salesforce.com/articleView?id=000354952&type=1&mode=1), or [Marketing Cloud](https://help.salesforce.com/articleView?id=000356280&type=1&mode=1).
* Get ideas and support from Salesforce experts and other Trailblazers ⎯ join the [MFA – Getting Started Trailblazer Community](https://trailblazers.salesforce.com/featuredGroupDetail?id=a1z3A000009nVo4).

**Evaluate MFA Options and Requirements**: Gather and analyze the data that you need to develop a project plan and align with your stakeholders. Assess your existing authentication systems, business requirements, and org readiness.

* [Review your current authentication solutions](https://help.salesforce.com/articleView?id=sf.mfa_review_current_solutions.htm) to understand how your users currently access your Salesforce products.
* [Evaluate which MFA verification methods](https://help.salesforce.com/articleView?id=sf.mfa_evaluate_requirements.htm) meet your business and user requirements.
* [Inventory your user base](https://help.salesforce.com/articleView?id=sf.mfa_inventory_users_parent.htm) to identify privileged users (your top priority when rolling out MFA).
* [Assess your readiness for MFA](https://help.salesforce.com/articleView?id=sf.mfa_assess_readiness.htm) by identifying any dependencies, prerequisites, or blockers that must be addressed.
* [Make the case for MFA](https://help.salesforce.com/articleView?id=sf.mfa_make_the_case.htm) to your key leaders and stakeholders.

**Plan Your MFA Rollout**: Create a project plan that covers how and when to roll out MFA to users, the change management strategies that you need, and how to handle ongoing support and operations.

* [Define a rollout strategy](https://help.salesforce.com/articleView?id=sf.mfa_define_rollout_strategy.htm).
* [Determine your change management strategy](https://help.salesforce.com/articleView?id=sf.mfa_determine_change_management.htm).
* [Establish a support plan](https://help.salesforce.com/articleView?id=sf.mfa_establish_support_plan.htm).
* [Define your implementation and test plan](https://help.salesforce.com/articleView?id=sf.mfa_define_implementation_plan.htm).

**Roll Out**

**Prepare Your Users for MFA**: Engage and educate everyone about the coming change.

* [Kick off change management activities](https://help.salesforce.com/articleView?id=sf.mfa_prepare_users.htm).

**Implement MFA**: Carry out your implementation and test plan, including setting up your support team to assist users. Acquire, test, and distribute verification methods to your users.

* [Prepare your support team](https://help.salesforce.com/articleView?id=sf.mfa_prepare_help_desk_parent.htm) to respond to issues, including helping users recover access.
* [Test your MFA implementation](https://help.salesforce.com/articleView?id=sf.mfa_test.htm) to confirm that registering and logging in with each supported verification method works as expected.
* [Distribute verification methods](https://help.salesforce.com/articleView?id=sf.mfa_distribute_verification_methods.htm) and onboarding help to your users.

**Launch**: Turn on MFA and kick off launch day activities to support your users.

* [Enable MFA](https://help.salesforce.com/articleView?id=sf.mfa_enable.htm) for your users.
* [Support your users with launch day activities](https://help.salesforce.com/articleView?id=sf.mfa_launch_day_activities.htm).

**Manage**

**Measure the Success of Your Rollout**: Verify that your users are adopting MFA and getting the support they need.

* [Collect and evaluate user feedback](https://help.salesforce.com/articleView?id=sf.mfa_collect_user_feedback.htm).
* [Monitor and analyze login metrics and MFA usage](https://help.salesforce.com/articleView?id=sf.mfa_monitor_usage.htm).

**Support Users and Ongoing Operations**: Work with your support team to help users resolve authentication issues and onboard new employees to MFA.

* Know how to [help users recover access](https://help.salesforce.com/articleView?id=sf.mfa_support_ongoing_operations.htm) if they lose or forget their verification method(s).

**Optimize Security for Salesforce**: Periodically review new technologies and opportunities to see if there are enhancements you can apply to your MFA implementation and your broader security strategy.

* [Refine the MFA user experience](https://help.salesforce.com/articleView?id=sf.mfa_refine_experience.htm).
* [Review and enhance your Salesforce security strategy](https://help.salesforce.com/articleView?id=sf.mfa_enhance_defense_strategy.htm).