

# Security enhancements to Microsoft Learn offerings

## Frequently Asked Questions

**For Training Service Partners (TSPs) and Microsoft Certified Trainers (MCTs) only**

**Updated: March 27, 2024**

This document provides answers to frequently asked questions related to the undergoing security enhancements to the Microsoft Learn offerings, including enablement of multi-factor authentication on Microsoft 365 (M365) and Dynamics 365 (D365) tenants, and the impact on instructor-led training (ILT) labs and Microsoft Applied skills credentials.

This information is intended exclusively for Microsoft Training Services Partners (TSPs) and Microsoft Certified Trainers (MCTs).

This document is organized in different sections:

- [Questions related to multi-factor authentication](#)
- [Questions related to Microsoft Applied Skills availability](#)
- [Approved public messages](#)

### Questions related to multi-factor authentication.

#### **Why is Microsoft enabling multi-factor authentication (MFA)?**

The Microsoft security team detected a [nation-state attack on our corporate systems](#) on January 12, 2024, and immediately activated our response process to investigate, disrupt malicious activity, mitigate the attack, and deny the threat actor further access. As part of a significant cross company effort, we are enhancing the security of our learning experiences and infrastructure by introducing multi-factor authentication (MFA) to Microsoft 365 and Microsoft Dynamics 365 tenants that we use in some of our instructor-led training (ILT) labs and Microsoft Applied Skills assessments. These security steps are necessary to safeguard the Microsoft environment.

#### **What should learners do if MFA is required in their lab?**

Learners who try to access the labs for the impacted courses will need to enable MFA (Multi-factor authentication). As part of that process, they'll require a mobile phone in the class to set up and verify with MFA. They'll also need an app that can generate authentication codes—the suggested app is the Microsoft Mobile Phone Authenticator, which is free.

- [Download the Microsoft Mobile Phone Authenticator App.](#)
- [Set up your Microsoft 365 sign-in for multi-factor authentication.](#)

**How do learners set up multi-factor authentication?**

Review the [Set up your Microsoft 365 sign-in for multi-factor authentication](#) page for guidance and instructions.

**Does each learner need a mobile phone?**

Yes, currently a mobile phone is required to use the authentication app. We’re working on a solution for scenarios where learners are unable to use an authentication app, but for now they’ll be required to use an MFA authentication app to access the impacted labs.

**Are there any other alternatives to using an authenticator app, such as SMS text message?**

No, the security measures in place require an authenticator app. SMS text messaging and phone call authentication methods are vulnerable to phishing attacks resulting in identity compromise, so they can’t be used. To improve Microsoft’s security posture, more secure authentication methods must be used.

**Learners are getting a message saying “Your account is blocked”. What can they do?**

This message is not related to MFA authentication. Please reach out to your Authorized Lab Hoster (ALH) for support.

ALH	Website
Go Deploy	<a href="http://www.godeploy.com">www.godeploy.com</a>
Skillable	<a href="http://www.skillable.com">www.skillable.com</a>
Spektra	<a href="http://www.spektrasystems.com">www.spektrasystems.com</a>
Virsoft	<a href="http://www.virsoft.net">www.virsoft.net</a>
XtremeLabs	<a href="http://www.xtremelabs.io">www.xtremelabs.io</a>

**Which courses will require MFA?**

The following list of courses use Microsoft 365 or Dynamics 365 tenants that will have MFA enabled and learners can be prompted to enable it. Once MFA is enabled learners can continue with the labs:

- AZ-040T00: Automating Administration with PowerShell
- DP-605T00: Develop dynamic reports with Microsoft Power BI
- MB-220T00: Dynamics 365 Customer Insights - Journeys
- MB-260T00: Microsoft Customer Insights - Data Specialty
- MB-800T00: Microsoft Dynamics 365 Business Central Functional Consultant
- MB-820T00: Dynamics 365 Business Central Developer
- MD-102T00: Microsoft 365 Endpoint Administrator
- MS-102T00: Microsoft 365 Administrator

- MS-4001: Build collaborative apps for Microsoft Teams
- MS-700T00: Managing Microsoft Teams
- MS-721T00: Collaboration Communications Systems Engineer
- PL-200T00: Microsoft Power Platform Functional Consultant
- PL-300T00: Microsoft Power BI Data Analyst
- PL-400T00: Microsoft Power Platform Developer
- PL-500T00: Microsoft Power Automate RPA Developer
- PL-7001: Create and Manage Canvas Apps with Power Apps
- PL-7002: Create and Manage Automated Processes by using Power Automate
- PL-7003: Create and Manage Model-Driven Apps with Power Apps and Dataverse
- PL-900T00: Microsoft Power Platform Fundamentals
- SC-200T00: Microsoft Security Operations Analyst
- SC-300T00: Microsoft Identity and Access Administrator
- SC-400T00: Administering Information Protection and Compliance in Microsoft 365
- SC-900T00: Microsoft Security, Compliance, and Identity Fundamentals

**Once MFA is set up, will all the labs work?**

The following labs or exercises won't work, even after setting up MFA. We're working to provide alternatives. More information to come.

<b>Course</b>	<b>Impact</b>
MD-102T00: Microsoft 365 Endpoint Administrator	Lab 5, Exercise 1, all tasks Lab 5, Exercise 2, all tasks Lab 5, Exercise 3, all tasks
MS-102T00: Microsoft 365 Administrator	Lab 6, Exercise 5, Lab 6, Exercise 7
MS-4006	Lab 1, exercise 2 Lab 1, Exercise 3
MS-721T00: Collaboration Communications Systems Engineer	Lab 4: Exercise 3
SC-300T00: Microsoft Identity and Access Administrator	Lab 8: Exercise 1 Lab 8: Exercise 2
SC-900T00: Microsoft Security, Compliance, and Identity Fundamentals	Lab 3: All Exercises

## Questions related to Microsoft Applied Skills availability.

### **Why are Applied Skills not available?**

We're continuously working to improve the Microsoft Applied Skills experience. Recent work has been underway to enhance the security of the Applied Skills lab-based assessments. This important work will both reduce the potential for fraud and maintain the integrity of the credential experience.

### **What will be the impact on courses related to Applied Skills credentials?**

Courses related to Applied Skills credentials may be impacted only if they include labs, as they'll require MFA. The Applied Skills assessment itself will be impacted by this security update and thus temporarily unavailable.

### **Should we still be delivering Applied Skills courses?**

Yes. We encourage you to continue scheduling and delivering Applied Skills courses. In most cases your students should be able to use the authenticator app on their mobile phones.

Postpone or reschedule courses only when you have certainty that your students won't have access to a mobile phone and the authenticator app.

If an Applied Skill assessment is not available at the time of course delivery, encourage learners to check back and attempt the assessment when it comes back online.

### **Why are applied skills already earned not showing up on learners' profile and transcript?**

There was a brief period when the Applied Skills detail pages were also taken offline. This resulted in credentials previously earned disappearing from learners' Microsoft Learn profile and transcript. We've solved this and all previously earned Applied Skills credentials should be visible on the profile and transcript.

## Approved public messages

### ***Applied Skills only.***

#### **Enhancing security of Microsoft Applied Skills lab assessments.**

Microsoft is continuously enhancing the security of its learning offerings. Due to this maintenance, some of the Microsoft Applied Skills assessment labs will be unavailable at different times during the next three months. If an assessment is impacted, you'll see a message on the corresponding page indicating the assessment is unavailable.

You can go back to the credential page to review the assessment status, while also exploring other training options available with Training Services Partners or on Microsoft Learn.

### ***Instructor-led labs and Applied Skills***

#### **Enhancing security of Microsoft Learn offerings.**

Microsoft's security and threat assessment team detected a nation-state attack on their systems. As a response to that developing situation, Microsoft has initiated multiple efforts to investigate, disrupt malicious activity, and deny threat actors any further access to their systems. As part of a significant cross company effort, they are also enhancing the security of their learning experiences and infrastructure by introducing multi-factor authentication (MFA) to Microsoft 365 and Dynamics 365 tenants used in some of the instructor-led training (ILT) labs and Microsoft Applied Skills assessments. These security steps are necessary to safeguard the Microsoft environment.

As a result, in some of the courses, learners will require a mobile phone in the class to set up and verify with MFA. They'll also need an app that can generate authentication codes—the suggested app is the Microsoft Mobile Phone Authenticator, which is free.