Single Sign-On, Multi-Factor Authentication and Microsoft Authenticator

What is Single Sign-On (SSO), Multi-Factor Authentication (MFA) and Microsoft Authenticator?

For security purposes, we are provided and required to use a unique sign-on (username) when accessing the Frontier network (crew room and office computers) and any other Frontier approved systems/applications such as Schoox,DocuNet and ProSafeT. Frontier utilizes Single Sign-On (SSO) for this purpose. SSO is an authentication service allowing a user to access multiple applications and sites using one set of credentials versus having individual usernames and passwords for each application or site.

This one set of credentials is referred to as the Frontier Active Directory (AD) username/password. Other references used may include Frontier network, Windows, corporate computer, or myfrontier username/password but for consistency with the IT Helpdesk, we will us the term Frontier Active Directory (AD) username/password.

NOTE: When the AD password is changed, the new password is used to access all the approved systems and applications.

Microsoft Authenticator is the system used for SSO authentication. When using a Frontier network computer (crew room, F9 office computers, VPN, etc.) the user will only need to enter the AD username and password to access the network or applications like we do currently.

If using a non-Frontier computer or a mobile application (such as DocuNet), a second layer of security is required which is called the Multi-Factor Authentication (MFA).

For questions, contact the Frontier IT Helpdesk at 720-374-4400 (select option 2 twice) or email helpdesk@flyfrontier.com