



A message from

## Customer Network Solutions

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### GoAnywhere Upgrade – Multi-Factor Authentication (MFA)

19 June 2025

We are upgrading the GoAnywhere platform to enhance security for all active users. As part of this upgrade, Multi-Factor Authentication (MFA) will now be required to access the system.

#### What's Changing?

To strengthen data security and align with our cybersecurity standards, GoAnywhere will now require MFA at login. This means users must verify their identity using a second method (via verification code sent to the user's email address) in addition to their password.

#### Rollout Timeline

The MFA upgrade will be implemented progressively over the next week. You will be prompted to register your MFA method the next time you log in during this period.

#### What You Need to Do

- **Active users:** No action is needed until your next login. You will be guided through the MFA setup process upon logging in.
- **Inactive users:** If you have not accessed GoAnywhere recently, your account may be inactive. In this case, you will need to re-register for access, and MFA setup will be included as part of the registration process.

#### Need Assistance?

If you encounter any issues with MFA setup or re-registration, please contact our IT HelpDesk on 02 9853 6888.

We appreciate your cooperation in helping maintain a secure and reliable system.

Kind regards,

**Customer Network Solutions**