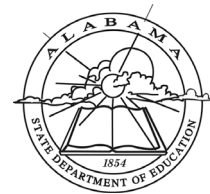




STATE OF ALABAMA
DEPARTMENT OF EDUCATION



Eric G. Mackey, Ed.D.
State Superintendent of Education

August 17, 2026

MEMORANDUM

TO: City and County Superintendents of Education

FROM: Eric G. Mackey *EGM*
State Superintendent of Education

RE: AIM Access Update: Multifactor Authentication Required

As part of our ongoing commitment to data security and user account protection, the Alabama State Department of Education (ALSDE) will be implementing **Multifactor Authentication (MFA)** in the **Alabama Identity Management (AIM)** system.

We view LEA Technology Coordinators as key partners in helping us strengthen the security of AIM, student data, and **personally identifiable information (PII)**. As MFA is rolled out statewide, Technology Coordinators will serve as the first point of contact for local users who have questions or need assistance with enrollment and authentication.

Why MFA?

MFA provides an added layer of protection by ensuring that even if a password is compromised, unauthorized access to AIM is prevented. This is especially important given the sensitive nature of the data managed through the system.

Key Information

- MFA uses the **Microsoft Authenticator** app to verify your identity.
- If you prefer not to install the **Microsoft Authenticator** application on your mobile device, you may use **Authenticator.cc** on your workstation instead. Unlike **Microsoft Authenticator**, **Authenticator.cc** is not installed on a phone. It is a browser extension that runs in Microsoft Edge, Google Chrome, or Mozilla Firefox on your workstation and generates the one-time passcodes required for MFA authentication.
- While other **Time-Based One-Time Password (TOTP)** compatible authenticator applications may work, ALSDE support and documentation will focus on **Microsoft Authenticator** and **Authenticator.cc**.

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What to Expect

- On your next AIM login, you'll be prompted to scan a QR code **using the Microsoft Authenticator app**.
 - ***Do not use your device's camera app. The QR code must be scanned from within Microsoft Authenticator.***
- After scanning, your app will generate a 6-digit code.
- Enter that code to complete your login.

Going Forward

- Your MFA authentication will be valid for 72 hours. After 72 hours, you will need to re-authenticate your next log in.
- You will also be prompted to authenticate anytime you log in using a different web browser.
- Each time authentication is required, open your authenticator app and enter the current 6-digit code shown for your AIM account.

Technology Coordinator Support

To assist with the rollout, Technology Coordinators should be prepared to:

- Help users install and configure Microsoft Authenticator or Authenticator.cc.
- Assist users with scanning the QR code and completing the initial enrollment process.
- Verify that users' devices have accurate date and time settings if authentication issues occur.
- Serve as the first point of contact for local MFA-related questions and troubleshooting.
- Escalate unresolved issues to the ALSDE ServiceDesk when necessary.

Note

- Your phone's clock should be accurate. If your phone does not automatically sync to the current time, you may not be able to successfully authenticate.
- The Technology Coordinator's contact information will be displayed on the AIM MFA screen for users who need assistance.

If you have questions or need assistance, please contact your local Technology Coordinator or the ALSDE ServiceDesk at [ALSDE ServiceDesk](#). We appreciate your cooperation and partnership as we work together to strengthen the security of our statewide systems.

EGM/DAP/RS

cc: LEA Technology Coordinators

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