

Tableau MFA Email Template

Tableau Online Users:

Tableau Online will soon be requiring multi-factor authentication (MFA) when accessing their site. MFA means that users will need to provide two pieces of evidence to verify their identity. Today, we will be implementing MFA for all of our Tableau Online users.

What does this mean for you? The next time you access the site, you'll be asked to provide an email address and password just like you normally would (see image below).

The image shows the Tableau Online sign-in interface. At the top is the Tableau logo, which consists of a cluster of colorful plus signs followed by the word "tableau" in a blue sans-serif font. Below the logo is the heading "Sign in to Tableau Online". There are two input fields: "Email address" containing "john.smith@domain.com" and "Password" containing a series of dots. Each field has a small 'X' icon in the top right corner. Below the password field is a checkbox labeled "Remember me" and a link labeled "Forgot password". At the bottom is a large blue button with the text "Sign In" and a right-pointing arrow. Below the button is a link labeled "Sign Up".

tableau

Sign in to Tableau Online

Email address
john.smith@domain.com

Password
.....

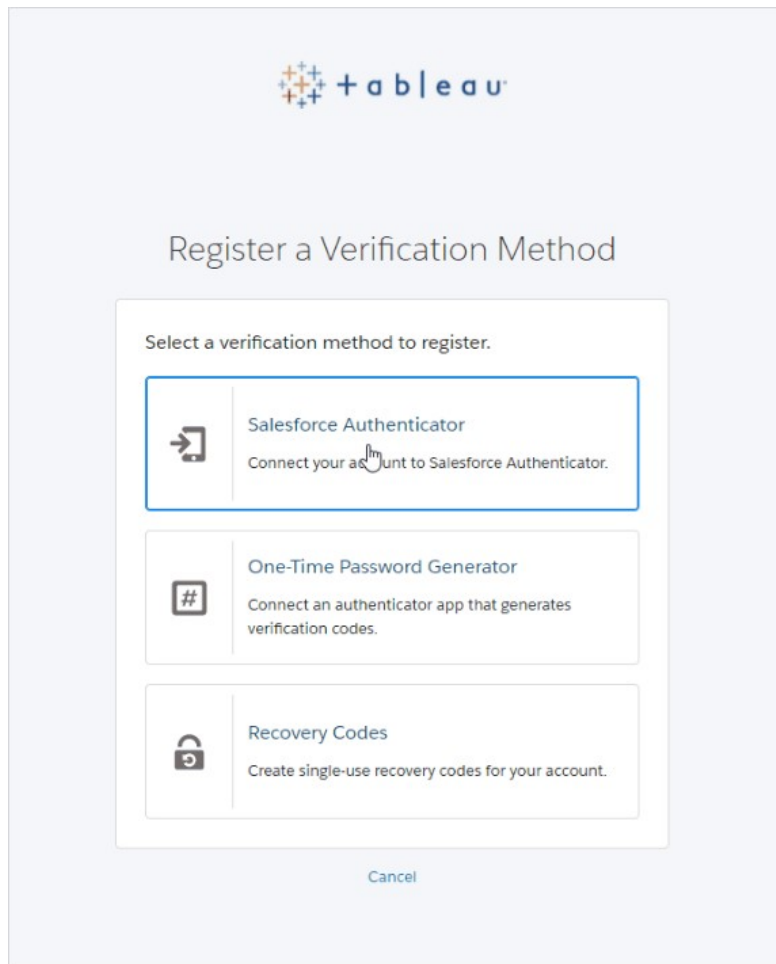
☐ Remember me [Forgot password](#)

Sign In →

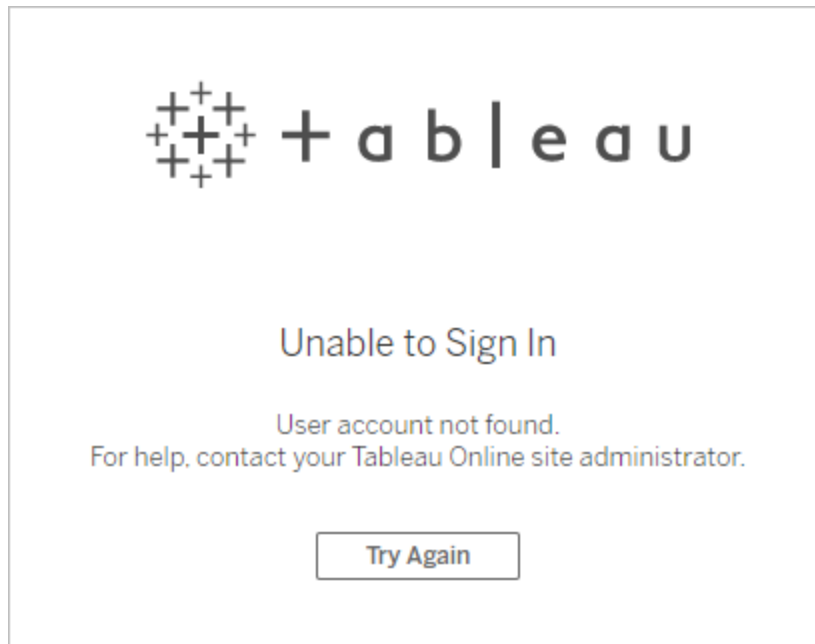
[Sign Up](#)

After you click "Sign In", you will be asked to "Register a Verification Method" - see image below. (If you see a message that says "Unable to Sign In", then proceed to the next section below the

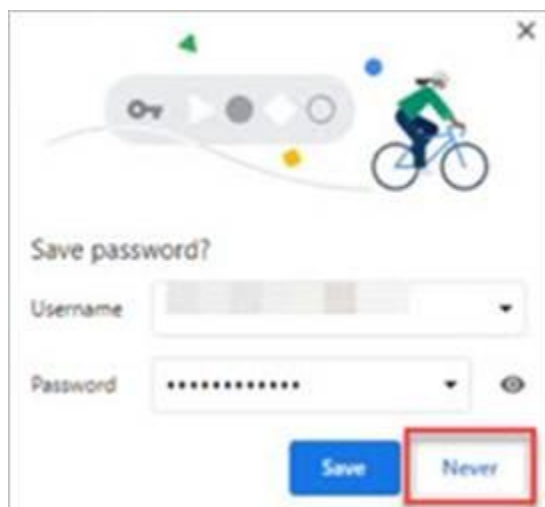
image). The first two methods utilize mobile apps and the third option utilizes pre-configured recovery codes (basically secondary passwords). We recommend choosing the Salesforce Authenticator (Salesforce is Tableau's parent company) which can be downloaded to your phone (but you can use a different authenticator app or recovery codes if you choose). Regardless of what option you choose, simply follow the on-screen instructions to download, install and set up the app or download and save your codes. If you use the Salesforce Authenticator, then follow the steps linked [here](#) to get everything set up and connected.



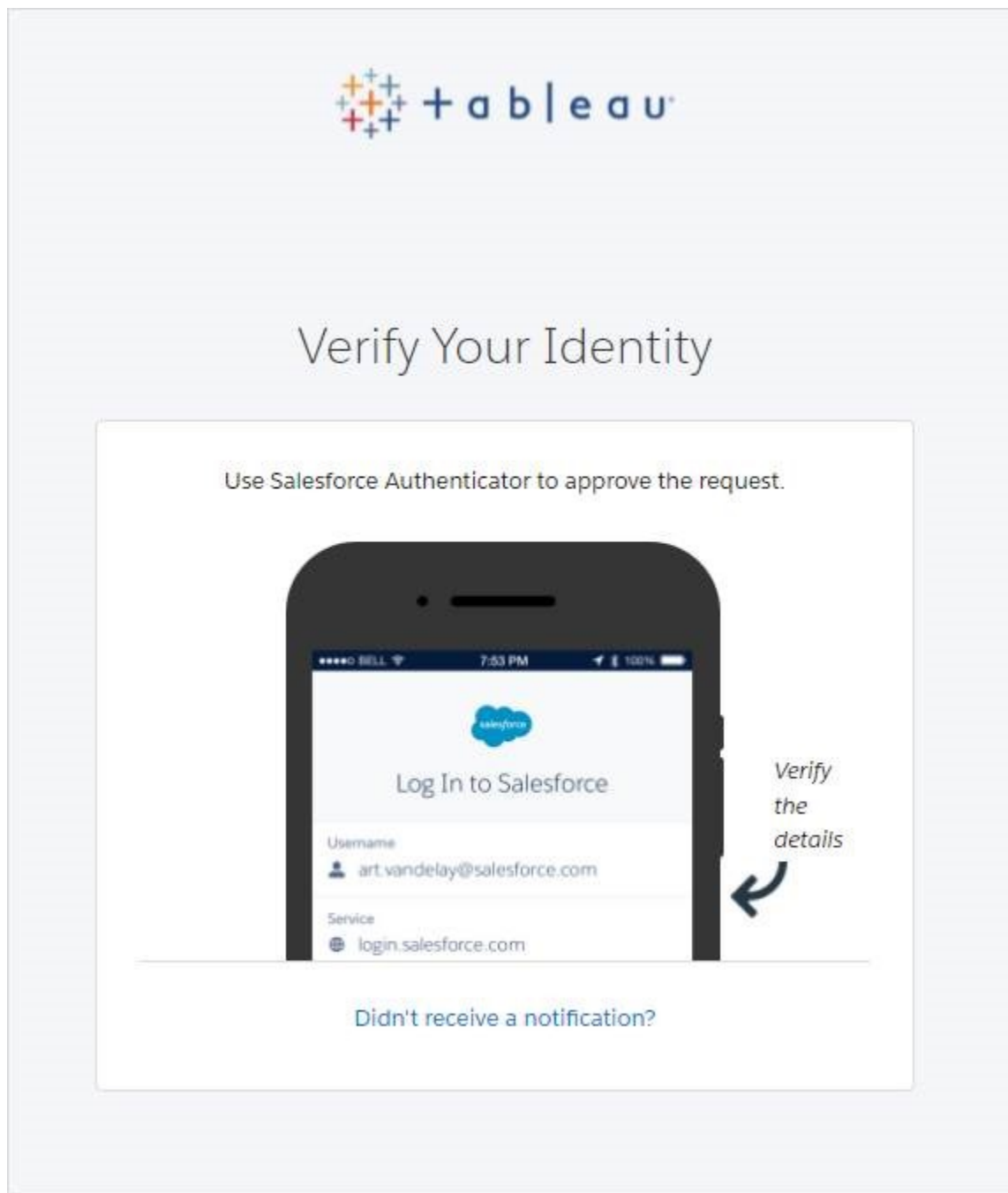
In some cases, users will not receive the "Register a Verification Method" screen above, but instead, receive an error similar to the following.



This error typically occurs when users allow Chrome to save their passwords. As a workaround, when signing in to Tableau Online, do not let Chrome save your password when Chrome asks for "Save password?". Instead, manually input your email and password every time (see below image). To manage and delete already saved passwords in Chrome, please refer to Chrome's documentation [Manage passwords](#).

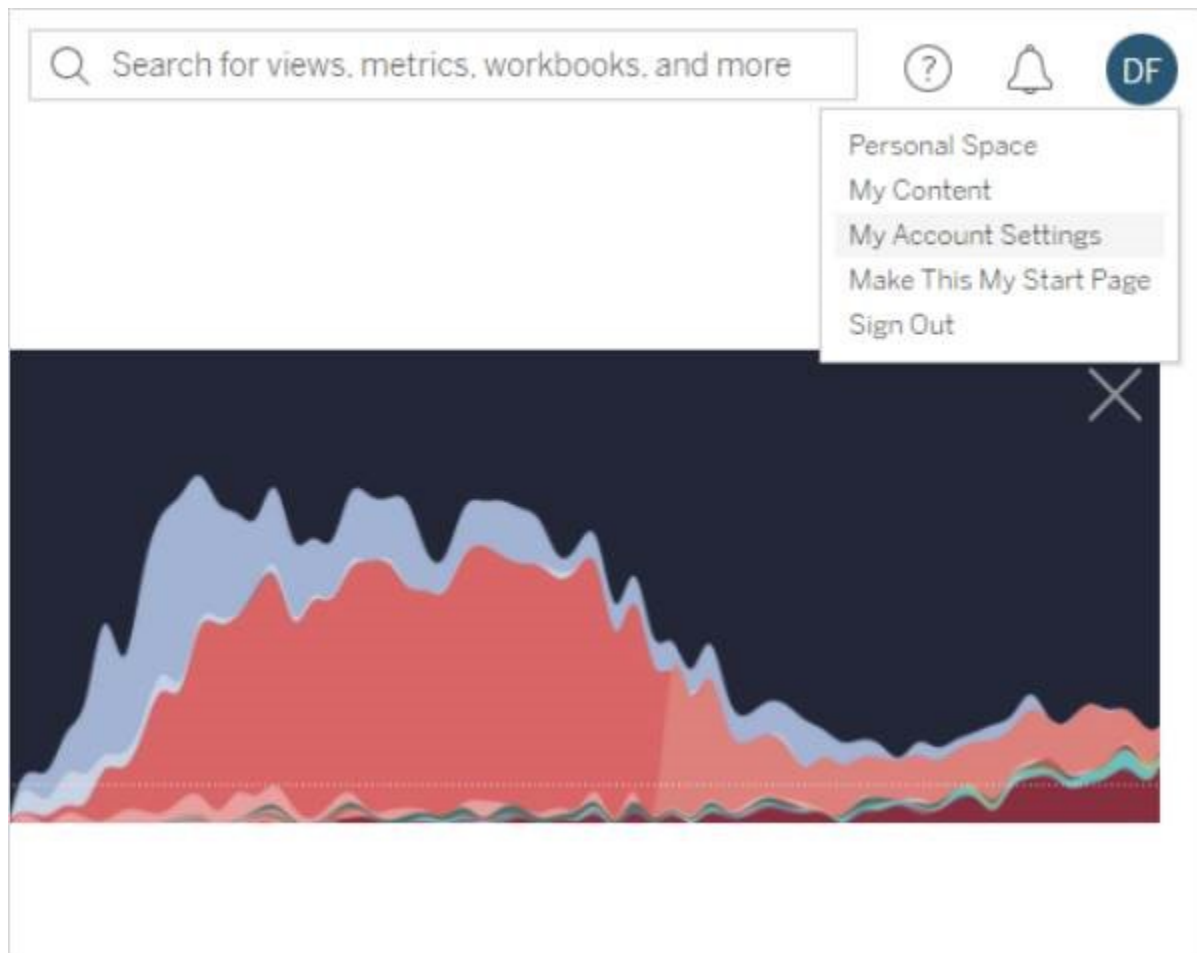


Once the above process is complete, each subsequent time that you login, you will again be required to sign in with your email and password, but then be prompted for your additional verification method. If using the Salesforce Authenticator, it will generate a notification on your phone that you must approve (other authenticator apps will work differently). If using a recovery code, simply enter one of the codes. (Below is a screenshot showing usage of the Salesforce Authenticator). From there, you will gain access to the site as you normally would.



If possible, we ask that you log into your Tableau Online account (<https://online.tableau.com/>) before February 1 to set up a verification method and test that verification method with a new sign on. This will help to ensure that you experience no issues moving forward.

Please note that you can change your MFA settings at any time. When you are fully logged into Tableau Online, go to the top right where it shows your initials and choose “My Account Settings”.



This will open a new window. Click on the “Settings” menu at the top then click on “Manage MFA Verification Methods”. This will bring you back to the verification method management window where you can add additional methods or change your preferred method.

Content	0	Alerts	0	Subscriptions	0	Collections	0	Settings
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Account

Username	flerkagek2020@gmail.com
Display Name	David Flerlage
Email	flerkagek2020@gmail.com

[Change Password](#)
[Manage MFA Verification Methods](#)

If you have any issues whatsoever, please do not hesitate to contact me.

Thank you!