Frequently Asked Questions

Q. Can I enroll multiple smartphones?

A. You can only enroll one smartphone at this time.

Q. Can I enroll multiple hardware tokens?

A. You can only enroll one token at this time.

Q. I got a new phone, now what do I do?

A. Login to the enrollment portal (https://advauth.hfcc.edu) and remove/delete your old/existing Smartphone enrollment. Once done, you will be able to re-enroll with your new phone/device.

Q. I lost my phone and cannot get SMS text messages, what can I do?

A. The HFC Help Desk can provide you with a one-time use emergency password to get you into the enrollment portal so that you can enroll a new device. If you have an alternate phone number that can receive text messages, your mobile number can also be updated in HANK. If you do update your phone number, please allow time for the authentication system to receive the updated information.

Q. I forgot my password and cannot login to the enrollment portal, what do I do?

A. Follow the forgotten password instructions at https://www.hfcc.edu/password .

Q. I'm not getting push notifications for some reason, can I still login from untrusted networks?

A. Yes, you can use the Time-based One Time Password (TOTP) backup, SMS OTP, or a hardware token (if enrolled) as your second factor. Receiving push notifications requires that your smartphone has unrestricted Internet access and that notifications for the NetIQ App are allowed on your phone.

Q. I don't want to use my phone as a second factor, what are my options?

A. Hardware (FIDO) Token.