

[SSG Circular/PPD/2024/2]: Two-Factor Authentication (2FA) Implementation for Qualtrics

5 August 2024

This circular applies to all Registered Training Providers.

Circular (For Compliance)

Dear Registered Training Providers,

This circular informs Registered Training Providers (“RTPs”) on the implementation of two-factor-authentication (“2FA”) for their Qualtrics account, effective 15 August 2024.

Background

2. The Training Quality and Outcomes Management (“TRAQOM”) Surveys are administered via Qualtrics.

3. To enhance cyber security in SSG’s third-party IT systems, 2FA will be implemented to verify identity of users before access to the system can be granted. This is to prevent possible hacking attempts and data breaches.

Implementation

4. With 2FA, RTPs must provide a verification code before they can successfully log into Qualtrics with their Qualtrics username and password. To set-up the 2FA, RTPs will need to perform a one-time set-up, and opt for their preferred method to receive the verification code. RTPs can receive the verification code either through email or an authentication application on your smart phone.

5. Instructions on how to set up the 2FA will be sent by our implementation partner, Rolling Arrays by 9 August 2024.

For RTPs’ Compliance

6. To safeguard the security of the data stored in Qualtrics, RTPs must comply with the implementation of 2FA for their Qualtrics account by 15 August 2024.

7. For technical issues relating to 2FA setup in Qualtrics, please contact Rolling Arrays [here](#). For other non-system-related enquiries on TRAQOM, you may submit them via SSG’s feedback portal [here](#).