Clever

For Entra admins and school IT leaders

Microsoft-provided SMS and voice authentication into Entra ID retires on Feb 1, 2027



What's happening

Microsoft is ending the text and voice MFA codes it sends for Entra sign-in. For most school organizations, that falls mid-year, often during testing season.

Sept 1, 2026

Users enabled for SMS or Voice in the Entra Authentication Methods Policy (AMP) will be auto-enabled for passkeys in AMP. A temporary opt-out is available until Feb 1, 2027.

Oct 30, 2026

Schools that want to keep text codes can contract a telecom provider through Microsoft's Security Store, typically paid per message.

Feb 1, 2027

Microsoft retires its own text and voice codes for every tenant, with no opt-out. Users whose only method is text or voice must register a passkey before they can sign in.

Why it's happening

The primary driver is security. As the industry moves toward phishing-resistant authentication, Microsoft Entra ID is making passkeys the default authentication experience. The change applies to every Microsoft customer and is not specific to schools.

Your options

A passkey is a good place to end up. But schools balance security and usability differently for different people, and every option needs something: a smartphone, a device, a key or a telecom contract.

Option	What it takes
Passkeys / Windows Hello	A smartphone or a school device for each user
Microsoft Authenticator app	A smartphone for each user
Security key	Buying and handing out a physical key
Telecom provider	A separate contract, usually paid per message
Clever Classroom MFA	A Clever Badge, Device Trust with Microsoft Edge, cross-session approval, and more

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Where Clever fits: MFA built for schools

You decide how to protect each employee. Clever gives you options so you set the balance between security and ease of use.

Keep Microsoft as your login

Clever is an external MFA provider for Entra ID. Microsoft stays your identity provider and owns the downstream apps. Clever adds only the second step. Microsoft's published guidance says External MFA methods aren't part of the text and voice retirement.

Live in schools today

Clever's External MFA integration for Entra is live in schools today. **Read about New Castle Grammar School's approach.**

Built for how schools work

59% of K-12 leaders say teachers and staff find MFA frustrating. **23%** say phone bans make it harder to use. Classroom MFA is designed for schools, classrooms, shared devices and limited phone access. We offer you options and let you choose the guardrails so users can choose what works best for them.

Clever Badge	No phone needed. Ideal where phones are restricted or teachers don't want to use their personal devices.
Device Trust with Microsoft Edge	Users who log into Clever with Edge on the secure Windows device they used to set upMFA won't be prompted to MFA again.
Cross-session approval	Covers places a Badge can't be scanned, like SMART boards and Microsoft's native apps.
Text, voice, authenticator app and security keys	Pre-select from variety of options that work for your school organization.

[1] Clever Cybersecure Report 2026.

Who's covered

Classroom MFA protects school organization employees who are already in Clever. All we need is a Clever profile with their Microsoft email address.

Employees who aren't in Clever yet can be added through your HR system, a CSV upload or SFTP. Your Clever team will walk you through it.

Next steps

1. Talk to your Clever team or contact a specialist about your Entra setup and which employees you need to protect.
2. Set up your MFA preview: schools.clever.com/mfa