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| Introduction |
| Frequently Asked Questions (FAQs) are used millions of times annually and are one of the quickest ways for online visitors to get information. The template below, with all listed information, should be used by all agencies to add or edit FAQs. All information is required. If any information is missing, the agency’s FAQs will not be entered into the system until complete. |
| Template |
| **Question**  |
| Enter spell- and grammar-checked question here. Should not be a statement, meaning it should correctly end with a question mark (?).  |
| **Answer** |
| Enter the spell- and grammar-checked answer here. Answers should include contact telephone and e-mail contact information if the users should need more clarification. Web pages referenced in the answer should be hyperlinked or the URL should be provided. For accessibility purposes, all links should contain the full URL text. (CORRECT: Go to [www.in.gov](http://www.in.gov) for more information; INCORRECT: Click [here](http://www.in.gov) for more information) |
| **Agency** |
| Provide the full agency name. |
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| Example |
| **Question** |
|  **What is multi-factor authentication?** |
| Answer (include contact information) |
| Multi-Factor Authentication is a security system that requires a user to provide multiple methods of authentication to complete the login process. The State of Indiana has implemented a mobile phone two-factor authentication system. Users will be required to register for MFA by going to <https://on.in.gov/MFA>. Once registered, when a user logs in to an extra secure resource with their network credentials, they will be prompted for a secondary verification sent to their mobile device to confirm their identity to complete the login process. |
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| Agency FAQ 1 |
| **Question** |
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| **Answer**  |
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| Agency FAQ 2 |
| **Question** |
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| **Answer**  |
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| Agency FAQ 3 |
| **Question** |
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| **Answer**  |
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| Agency FAQ 4 |
| **Question** |
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| **Answer**  |
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| **Keywords** |
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| Agency FAQ 5 |
| **Question** |
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| **Answer**  |
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| Agency FAQ 6 |
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| Agency FAQ 7 |
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| Agency FAQ 8 |
| **Question** |
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| **Agency** |
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| **Keywords** |
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| Agency FAQ 9 |
| **Question** |
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| Agency FAQ 10 |
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| Agency FAQ 11 |
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| Agency FAQ 12 |
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| Agency FAQ 13 |
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| Agency FAQ 14 |
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| Agency FAQ 15 |
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| Agency FAQ 16 |
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| Agency FAQ 17 |
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| Agency FAQ 18 |
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| Agency FAQ 19 |
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| Agency FAQ 20 |
| **Question** |
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| **Answer**  |
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