Tableau FAQ: Registering for Multi-Factor Authentication

MFA is a secure account authentication method that requires you to prove your identity by providing two or more pieces of verification information, also known as "factors", when you sign in to Tableau Cloud. The first factor is the username and password you use to sign in to Tableau Cloud (i.e., your TableauID credentials). The additional factor is a code generated by an authenticator app, such as Salesforce Authenticator or a third-party time-based one-time passcode (TOTP) app.

To compare supported verification methods and review usage requirements, see Verification Methods for Multi-Factor Authentication(Link opens in a new window) topic in Salesforce Help.

Important:

- In most cases, verification methods for Tableau Cloud are mobile authenticator apps that you need to install on a mobile phone.

- Security keys that support WebAuthn or U2F and built-in authenticators can't be used when authenticating to Tableau Cloud from Tableau Desktop, Tableau Prep Builder, Tableau Bridge, and Tableau Content Migration Tool.

To register for MFA

1. Sign in to Tableau Cloud with your username and password. You are prompted to register for MFA.

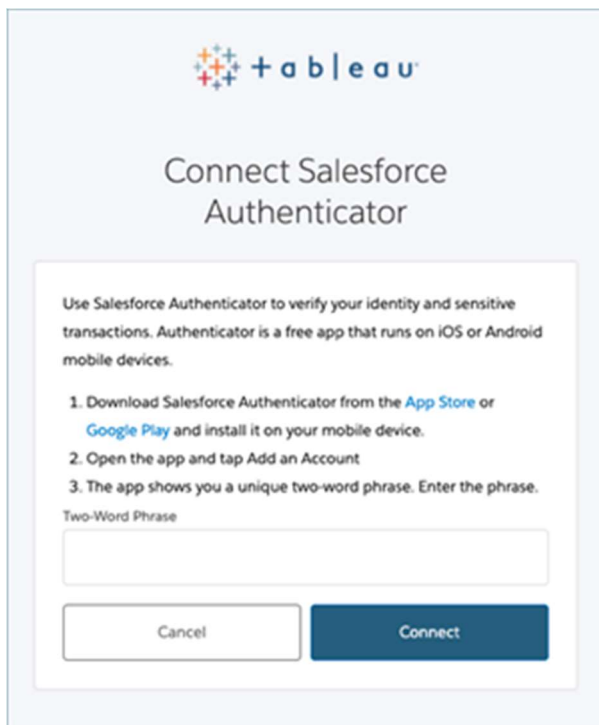2. Select a verification method. (**We recommend the Salesforce Authenticator**)

   For example, click **Salesforce Authenticator**.
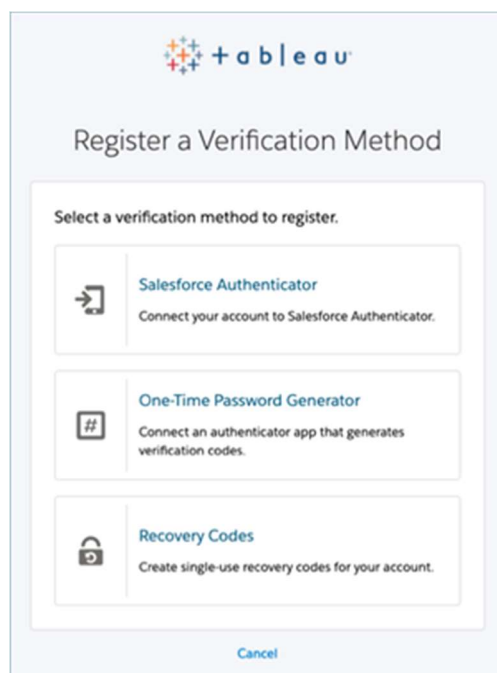
3. Follow the steps in the Tableau Cloud dialog to associate the selected verification method with your Tableau Cloud account.

   For example, if you selected the Salesforce Authenticator app in step 2, you are prompted to do the following:

   1. On an iOS or Android mobile device, download and install the free Salesforce Authenticator app from the App Store or Google Play.

   2. On the mobile device, after the app installation completes, open the app and tap **Add an Account**.

   3. In Tableau Cloud, enter the two-word phase from the app in the dialog and click **Connect**.

4. To complete the sign-in process, Tableau Cloud prompts you to approve the sign in request through the authenticator app on the mobile phone. By accepting the request, you are verifying your identity. You are then redirected to your site.

   For example, if using the Salesforce Authenticator verification method, do the following:

   1. When Tableau Cloud shows you the following prompt, respond to the push notification.
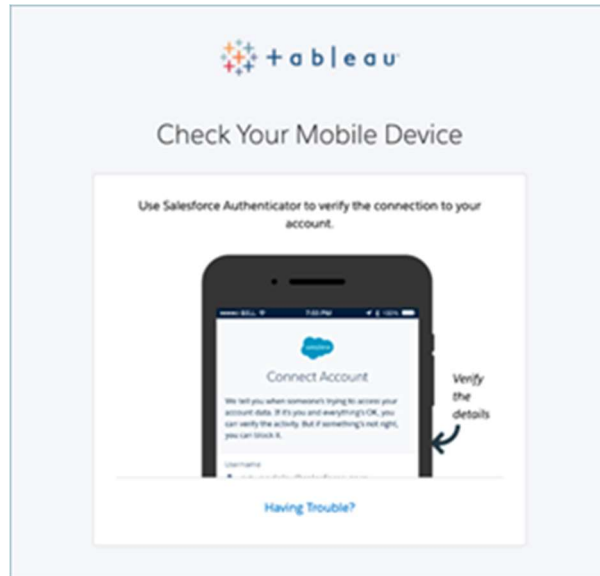
2. In Salesforce Authenticator, verify the request details are correct.

3. Tap **Approve**. You are redirected to your site.