



**OFFICE OF THE DIRECTOR: INFORMATION COMMUNICATION TECHNOLOGY (ICT)**

Steve Vukile Tshwete Complex, Zone 6 Zwelitsha, 5608, Private Bag X0032, Bhisho, 5605 REPUBLIC OF SOUTH AFRICA:

Enquiries: Mr C Swartz. Tel: 040 608 4244. Fax :040 608 4672. Email: [cecil.swartz@ecdoe.gov.za](mailto:cecil.swartz@ecdoe.gov.za)

Website: [www.eceducation.gov.za](http://www.eceducation.gov.za)

**MEMORANDUM**

**TO : ALL STAFF**  
**FROM : DIRECTOR – ICT**  
**DATE : 18 MARCH 2026**  
**MATTER : MANDATORY MS365 SECURITY REGISTRATION: MULTI-FACTOR AUTHENTICATOR (MFA) AND SELF-SERVICE PASSWORD RESET (SSPR)**

Dear ECDoE Staff,

As part of our ongoing commitment to strengthening the security of our digital environment, we are implementing important enhancements to how you access ECDoE M365 services. Cybersecurity threats continue to evolve, and protecting our systems, data, and users requires proactive measures. To improve account security and reduce the risk of unauthorized access, all staff members are required to complete the following two-step security registration process:

1. Register for Multi-Factor Authentication (MFA)
2. Enroll in the Self-Service Password Reset (SSPR) service

These measures will significantly enhance the protection of your account by adding an additional verification layer during sign-in and enabling you to securely reset your password without Service Desk assistance.

Please ensure that you complete the required registrations before the communicated deadline. Failure to register for MFA will result in loss of access to ECDoE M365 applications until the process is completed. The detailed instructions are included in the accompanying communication. I strongly encourage all staff to attend to this as soon as possible to avoid any disruption to your access. The Service Desk team remains available to provide support should you experience any difficulties during the registration process.

Thank you for your cooperation and for playing your part in keeping ECDoE secure.

*Yours in Quality Education...*

  
Mr. T.L. Ndzube  
Director: Information Communication Technology

  
Date

Toll free number: 080 121 2570

Email: [customercarecentre@ecdoe.gov.za](mailto:customercarecentre@ecdoe.gov.za)