Important Announcement – Enable MFA via permission set

Dear Customer,

Greetings from SMS-Magic!

Trust you and your loved ones are staying safe and in good health.

We value your association with SMS-Magic and thank you for using our product.

We would like to bring to your notice that beginning 1st February 2022, all customers are required to enable MFA in order to have uninterrupted access to Salesforce products (Reference).

Customers can enable MFA in two ways, i.e. at the profile level or via the permission set.

However, we have confirmed that if you enable MFA at the profile level, package functionalities such as converse apps bulk campaign, bulk SMS listview, and campaign manager will be hampered.

Following are the functionalities that will be impacted when MFA is enabled at the profile level:

1. Converse Apps Bulk Campaign – Sending a message by selecting list view (Campaign stays in running state)
2. Bulk SMS List view – Schedule functionality (SMS history records not created)
3. Campaign Manager – Sending a campaign to a selected list view (messages sent to more records other than selected list view)

We have verified that, if MFA is enabled via permissionset

instead of enabling it at the profile level, all package functionalities will work as expected.

We request you to follow the below steps to enable MFA via permission set:
Refer – “Step 3 & Step 4: Create a permission set for multi-factor authentication & assign permission sets to users” in the following trailhead.

https://trailhead.salesforce.com/en/content/learn/modules/identity_login/identity_login_2fa

In case of any queries, feel free to write to/call our Customer Support Team at:

Email ID: care@screen-magic.com

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