

CALPADS Update Flash # 330



Date: August 21, 2026

To: Local Educational Agency (LEA) Representatives

From: California Department of Education (CDE)
California Longitudinal Pupil Achievement Data System (CALPADS) Team

Multifactor Authentication Begins September 15 in CALPADS

The California Longitudinal Pupil Achievement Data System (CALPADS) will begin using multifactor authentication (MFA) on September 15, 2026.

CALPADS users may opt in to MFA prior to September 15 if they wish, August 25 through September 14. During this window, users may opt in early by selecting the “Activate MFA” button. Beginning September 15, MFA will be required for all users, and the opt-in option will no longer be available.

What is Multifactor Authentication?

Multifactor Authentication is when users must prove (in other words, must authenticate) who they are, in more than one way, before getting access to a system. In this case, this is the CALPADS system.

Background

On Tuesday, March 10, 2026, CALPADS was upgraded with an authentication system that supports MFA. This upgrade ensures that CALPADS is in line with best practices for keeping student and staff data secure. Beginning in March 2026, CALPADS users created new user accounts in order to prepare for the transition to MFA implementation.

In Phase 1 of this transition:

- All CALPADS users were required to get a new username and password. Phase 1 occurred during March 10, 2026 – May 1, 2026.

We are now approaching Phase 2 of this transition:

- During Phase 2: Users will be required to use a second authentication method, which will be used when they log in to CALPADS.

- CALPADS will begin using MFA on September 15.
- As stated at the beginning of this Flash: Users may opt in to MFA prior to September 15 if they wish, from August 25 through September 14. During this window, users may opt in early by selecting the “Activate MFA” button. Beginning September 15, MFA will be required for all users, and the opt-in option will no longer be available.

What does this mean for CALPADS users?

CALPADS users will be required to use MFA with a second authentication method: the email address associated with their CALPADS User ID. Users should ensure that this is a person-specific, non-generic email address as outlined in the CALPADS Terms and Conditions.

Many users may already be familiar with MFA from other secure online systems, such as online banking.

Users May Set Up Their Second Authentication Method as soon as August 25

As soon as August 25, CALPADS users may set up their second authentication method and can begin using MFA by selecting the “Activate MFA” button when logging in to CALPADS.

Logging in to CALPADS using MFA

The use of MFA when logging in to CALPADS is expected to be straightforward for users.

When users log in to the CALPADS system beginning on September 15 (or sooner, for users who choose to opt in to MFA early), they will need to authenticate who they are, using a second authentication method, which will be the user's email address that is associated with the CALPADS User ID.

- The MFA in CALPADS will ask you to authenticate yourself via a second method of authentication. In this case, an email will be sent to the user's email address associated with the CALPADS User ID.
- The email will contain a code for the user to authenticate who they are, before the CALPADS system will allow the user to log in.
- This second method of authentication — this is the MFA — helps to ensure that CALPADS is in line with best practices for keeping student and staff data secure.

The MFA prompt will trigger for users under the following conditions:

- If the user has explicitly logged out of CALPADS using the Sign Out function, the next login will include the MFA.

- If the user's local browser storage, cookies, or site data have been cleared, the next login will include the MFA.
- If the user changes browsers or devices, the next login will include the MFA prompt.

If the user has not performed any of these actions, the system will include the MFA prompt during the login process once a day.

Training – Video Available for Transition to MFA

California School Information Services (CSIS) has posted a training video on their CSIS Training Channel on YouTube for users regarding using MFA in CALPADS:
<https://www.youtube.com/playlist?list=PLe44XyDaAwAE> (CSIS MFA Playlist on YouTube)

Here is a direct link to the video:

CALPADS Multifactor Authentication- Modernizing CALPADS with Layered Security
https://youtu.be/z6vyiFoFJtY?si=Qo9YdoS75j_0e0pH (Video; YouTube; 07:04)

Questions, Concerns, or Requiring Assistance

If your LEA experiences any difficulties or issues with the MFA once it is implemented, please submit a service request to the CALPADS-CSIS Service Desk.

NOTE: The Service Desk has a new online form, with a new web address. LEAs should delete bookmarks to the old web address and should use the new online Service Request Form. For assistance with the CALPADS system:

1. Submit a service request via the CALPADS Service Request Form at: <https://www.calpads.org/Help/ServiceRequest/default.aspx>
2. Or: Send an email to the CALPADS-CSIS Service Desk at: calpads-support@cde.ca.gov

Please use only one of these methods to submit a service request, so that work does not become duplicative for service desk staff.