

# Why VPNs can affect access to Seneca online services

Version 1

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## Why VPNs can affect access to Seneca online services

While third-party Virtual Private Networks (VPNs) offer great security and privacy, they can interfere with accessing Seneca's online services. Here's why:

- **VPNs and Location:** VPNs can make it seem like you're logging in from a different location, which can affect how our systems recognize your login attempt.
- **Risk-Based Authentication (RBA):** Your online security is our priority and to enhance your protection, we use security measures like Microsoft's RBA, which adjusts the security level of your login based on perceived risk.

## The Impact

Using a VPN can trigger additional security checks by RBA, causing delays or lockouts of your account and access to services like i3, email or Blackboard.

## Recommendation

If you're having trouble logging in, it's recommended to turn off your VPN. This will make your login process smoother and help you avoid delays. Balancing security with convenience is key to ensuring easy access to your academic resources while staying protected online.

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