

Adaptive Multi-Factor Authentication

Fewer sign-in verification prompts on trusted devices | July 2026

Since moving to Pearson Identity sign-in, many of you have told us that multi-factor authentication (MFA) prompts appear more often than you would like. We have listened. Adaptive MFA has now been introduced across Q-global and Q-interactive, reducing how often you are asked to verify your identity while keeping full MFA protection on your account.

NEW Adaptive Multi-Factor Authentication

Adaptive MFA recognizes the devices you normally use. Choose to trust your device when completing MFA and, as long as you sign in from that same device and browser, and from a recognized location, you will not be asked to verify again. A verification prompt only appears when something changes.

How it works

Currently, everyone is asked to verify at least once every 48 hours. With Adaptive MFA, each time you complete MFA you can choose to trust the device you are using. Once trusted, sign-ins from that device and browser, and from a recognized location, no longer trigger a verification prompt.

Behind the scenes, every sign-in is still checked. If anything looks unfamiliar, you are simply asked to verify. That is your MFA protection working exactly as it should.

What you need to do

1. Sign in to Q-global or Q-interactive as usual.
2. Complete the MFA verification using your usual method.
3. When asked, choose to trust this device.

That is all. Trust applies to each device and browser combination, so if you use more than one browser on the same computer, you will be asked once in each.

When you will still be asked to verify

If you sign in from...	What to expect
A new or replacement device	You will be asked to verify. Choose to trust the device to skip future prompts.
A different browser on a trusted device	Each browser is trusted separately. Verify once in the new browser and choose to trust it.

If you sign in from...	What to expect
Signing in from an unfamiliar location	An additional verification is requested as a security check.
A trusted device you have not used for a while	Trust lapses after 30 days without use. Simply verify and trust the device again.

Your security is unchanged

MFA remains enabled on every Q-global and Q-interactive account. Adaptive MFA changes how often you are asked to verify, never whether your account is protected. This change is applied automatically - there is nothing your organization's administrator needs to do.

Questions? Contact your Pearson support team on +1 (800) 627-7271.