

Getting Started with MFA

MFA provides a second layer of security. UCOP has chosen Duo as the app for MFA.

Installing the Duo app on your mobile device (iOS, Android, or Windows) allows you to authenticate using simple Push notifications.

Get the app from the App Store (iOS) or Google Play Store (Android) by searching for "Duo Mobile." Minimum OS requirements: iOS 9.0, Android 5.0 (Android 4 users can use version 3.16.5).



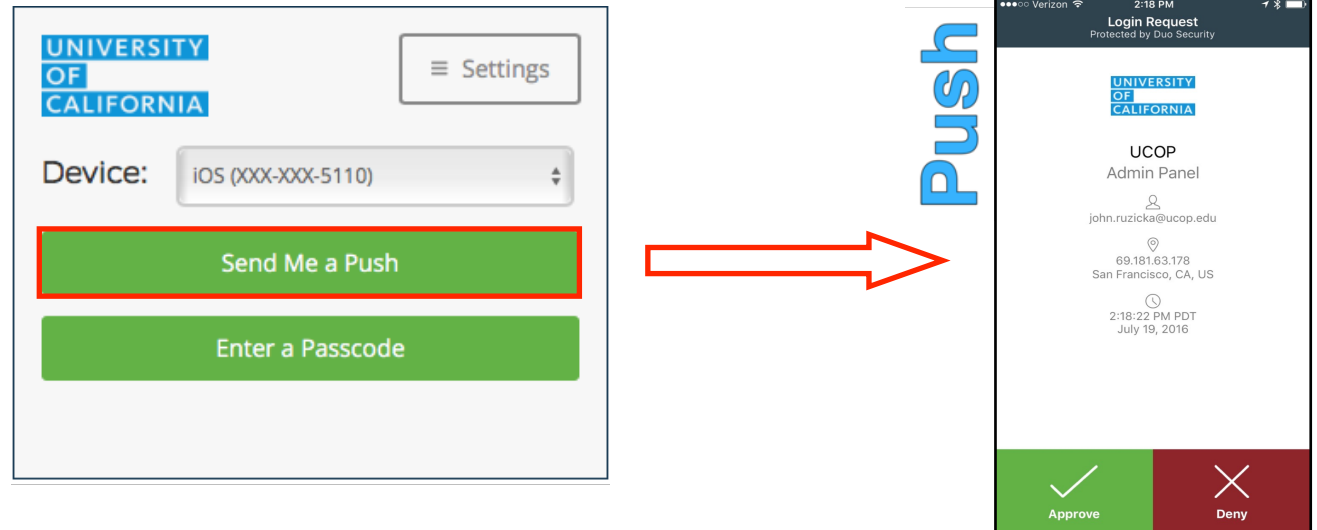
The steps for installing the app are explained in the user guide on the UCOP Duo web site at: <http://ucop.edu/information-technology-services/>

Multifactor Authentication (MFA) Using Duo

You will be asked to authenticate once during your initial logon to any browser-based application that uses Single Sign-On. You will not be required to re-authenticate for 10 hours *in that browser* provided you keep your browser open (use tabs to open additional applications, or to close the current application without closing the browser). Note: some applications, such as UCPATH, Microsoft Office online applications, and (when off-site) myCloud, require authentication every time they are opened.

Duo asks you to choose a secondary authentication method (unless you've set one as a default). The easiest method is "Send Me a Push."

When you select "Send me a Push," Duo sends a confirmation prompt to your smartphone or tablet.



Questions?

Call the Service Desk

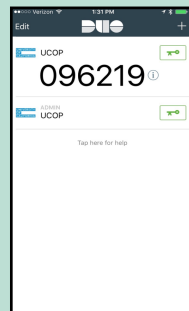
510-987-0457



Alternate Methods

If you do not have a smartphone or tablet, or are in an area where there might be roaming charges, three alternate authentication methods are available.

Passcode



Open the Duo app and tap the "Key" icon.

Enter the passcode that appears on the screen.

Hardware Token



You and your manager may decide that you need a hardware token.

If so, the Service Desk will assign you one.

Travel Code

096219
334712
071404
987123
745186
668217
390143

If you will be traveling, the Service Desk can issue you a travel code to use so that you can avoid international roaming charges.