How To: Duo Two-Factor Authentication

Now when logging into almost all UT services, you'll need to sign in with your EID and EID password then authenticate with Duo. This page includes information on what Duo and Two Factor Authentication is, as well as how to set up Duo for the first time and add, remove, or edit devices.

If you have any questions that aren't answered on this page or if you'd like any assistance, contact CNS IT by sending us an email to help@cns.utexas.edu or giving us a call at 512-232-1077.

What is Two Factor Authentication?

There are three main categories of authentication— something you have, something you are, and something you know. Something you have could be the key to your house, something you are could be your fingerprint to unlock your smartphone, and something you know could be a username and password to sign into your computer. Two-factor authentication requires one authentication method from two distinct categories in order to gain access to the service or system. UT is implementing Two-factor Authentication for most of our online systems using a service called Duo.

Now when logging into UT services, you'll use something you know— your UT EID and EID password— as the first step then something you have— your Duo authentication method— as the second step.

Why do we have it?

By adding Duo as a second factor of authentication, the security of UT systems is increased. Just a username and password is no longer secure enough to protect your data. Duo can't prevent your EID credentials from being compromised (only you can do that!) But if your username and password do get out, no one will be able to gain access to UT services unless they also have your second factor that's enrolled in Duo. This means more than one type of theft has to occur—a phisher would need to steal the knowledge of your EID credentials but would also need to steal the physical item that lets you authenticate with Duo.

Authentication Methods and Devices

There are multiple ways to authenticate with Duo. We strongly recommend having more than one way to authenticate with Duo so the chances of you not being able to gain access to your account is decreased.

After signing in with your EID credentials, Duo will prompt you with the options Send Me a Push, Call Me, or Enter a Passcode. The chart below shows what types of devices can be used for each authentication method and how they work.

<table>
<thead>
<tr>
<th>Authentication Method</th>
<th>How it Works</th>
<th>Compatible Devices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send Me a Push</td>
<td>A push notification will be sent to the Duo Mobile App on your device. Open the notification and accept the request.</td>
<td>Smartphones, Tablets</td>
</tr>
<tr>
<td>Call Me</td>
<td>Answer the call and type any number on the keypad to finish authenticating.</td>
<td>Smartphones, mobile phones, land lines, any phone number that can receive voice calls (such as a Google Voice number)</td>
</tr>
<tr>
<td>Enter a Passcode</td>
<td>Enter a passcode obtained from the Duo Mobile App or a code-generating token.</td>
<td>Duo Mobile App, Code-Generating Tokens</td>
</tr>
<tr>
<td>Enter a Passcode + SMS/Text Me New Codes</td>
<td>After clicking the option to Send Me New Codes, 10 codes will be sent to your phone number. Each code is valid for one use.</td>
<td>Smartphone, mobile phone, any phone number that can receive SMS messages (such as a Google Voice number)</td>
</tr>
<tr>
<td>USB Token</td>
<td>If you have a USB token added to your account, you'll automatically be prompted to use it with a blue bar at the bottom on the Duo window. If you aren't prompted to use your USB token, it is not compatible with that site or service.</td>
<td>USB Token</td>
</tr>
<tr>
<td>Touch ID</td>
<td>Choose Touch ID from the drop down menu when prompted to authenticate with Duo. You must add Touch ID as a device in your Duo account. Available only in the Google Chrome web browser.</td>
<td>Apple Macbook Pro and Macbook Air with Touch ID sensor</td>
</tr>
</tbody>
</table>

Notes on Specific Authentication Methods

Duo Mobile App

• This is the method we recommend using
- One of the most secure methods of authenticating
- It can generate codes even when the device is offline
- The app can also be used for second factor authentication with Google, Facebook, Twitter, Instagram and other third-party accounts

**USB Tokens**

- Better as a backup authentication method rather than a primary method
- Requires a USB port on the device
- Cannot be used when signing into the VPN
- Not compatible with all applications or browsers

**Setup Duo for the First Time**

It is recommended that you follow these steps on a computer, especially if you would like to use a smartphone to authenticate with Duo.

1. Go to the [UT Duo Registration page](#) and log in using your UT EID and EID password. If this is your first time enrolling with Duo, you'll be prompted to add an authentication method.
2. Choose your authentication device type and follow the prompts.
3. If using a smartphone, choose your platform then set up Duo Mobile:
   a. Install Duo Mobile from the Apple App Store or the Google Play Store
   b. Activate Duo Mobile
      i. Follow the on screen prompts and scan the barcode using your smartphone's camera.
      ii. If needed such as if the camera is broken, you can have Duo email you an activation link. Open your email and click the activation link on your smartphone.
4. Configure Device Options

A PDF version of the instructions is also available here: [Setting up DUO and the UT VPN](#)

**FAQs**

You can reactivate the Duo Mobile app if you need to get Duo Push working on your phone. This situation most commonly arises from getting a new phone while keeping the same phone number.

1. Go to the [UT Duo Registration page](#) and sign in with your EID and EID password.
2. On the left side of the Duo screen, click My Settings & Devices.
3. Authenticate with Duo
   a. If your phone number is the same, the easiest way to authenticate is the Call Me option.
   b. If your phone number is different and you have no other way to get through Duo, call the ITS Service Desk at 512-475-9400 for assistance.
4. Under your phone number, click Device Options.
5. Click Reactivate Duo Mobile and follow the on-screen prompts.

Even if your smartphone or tablet is offline, you can use the Duo Mobile App to generate a passcode to be used when authenticating with Duo.

To get a passcode from the Duo Mobile App:

1. On your smartphone or tablet, open the Duo Mobile App
2. Tap the entry University of Texas at Austin to reveal the 6-digit code.
   a. Tapping the code copies it to your device’s clipboard.
   b. Clicking the circular arrow icon will generate a new passcode.

To use the passcode: choose the option Enter a Passcode at the Duo screen or enter it as your Second Passcode/Duo Passcode when signing into the VPN.

1. Go to the [UT Duo Registration page](#), enter your EID and EID password, then click Sign In.
2. Do not authenticate with Duo. If a push notification was automatically sent to your phone, deny the request.
3. On the left side of the Duo screen, click Add a New Device.
4. Authenticate with Duo.
5. Follow the on-screen prompts based on your device type.

**Note:** If you can't authenticate with Duo, see the FAQ "I lost my phone or token and now I can't authenticate with Duo, what do I do?"

1. Go to the [UT Duo Registration page](#), enter your EID and EID password, then click Sign In.
2. Do not authenticate with Duo. If a push notification was automatically sent to your phone, deny the request.
3. On the left side of the Duo screen, click My Settings & Devices.
4. Authenticate with Duo.
5. Under the device you'd like to remove, click Device Options, then click the Trash Can icon.

**Note:** If you no longer have access to a device, it's a good idea to remove it from your Duo account.

**Note:** If you only have one authentication method, you won't be able to remove it until you add at least one more authentication method.

CNS IT does not have access to unlock Duo accounts. Contact the UT Service Desk through one of the following ways:

**In Person**

Visit the Flawn Academic Center during its operating hours:
Get a new authentication method as soon as possible even if it's temporary, such as using a Google Voice number, a token, or a landline. To add a new device, you'll need to authenticate with Duo. CNS IT doesn't have access to Duo accounts, so you'll need to get assistance from the UT Service Desk through one of the following methods:

**In Person**

Visit the Flawn Academic Center during its operating hours:

Mon-Fri 6am-10pm
Sat-Sun 10am-5pm

**Phone**

Call (512) 475-9400 during its operating hours:

Mon-Fri 6am-10pm
Sat-Sun 10am-5pm

**Email**

help@utexas.edu

**Service Request**

https://ut.service-now.com/sp

In a web browser, go to the UT Duo Registration page and sign in with your EID and EID password. If you're asked to authenticate with Duo, then you're already registered. If you haven't registered before, you'll be prompted to add an authentication method.

In Safari:

1. Go to Safari > Preferences.
2. Click the Privacy tab.
3. Disable the Block all cookies option.
4. Safari 13.1 and later: You must also disable the Prevent cross-site tracking option.

In Edge:

1. Click More in the upper right of the toolbar
2. Click Settings
3. Scroll down and click on View Advanced Settings
4. Scroll down to Cookies and ensure it is set to Don't block cookies
5. Restart Microsoft Edge

Questions? Create a ticket with CNS IT by using our form, sending us an email, or giving us a call at 512-232-1077.

**Related articles**

- How To: Duo Two-Factor Authentication