



USER GUIDE



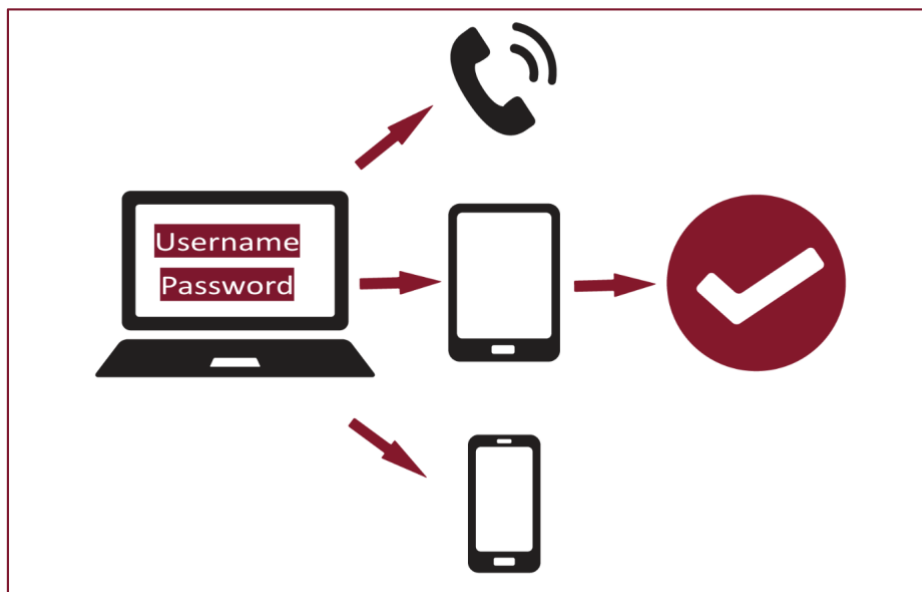
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What is Multi-Factor Authentication (MFA)?

Multi-factor authentication (MFA), or two-factor authentication, provides an extra layer of security when you log in to an account online. You may already use MFA with your bank, credit card, or Social Security accounts. All active online accounts (student, faculty, and staff) at Fordham University must enroll in MFA.

Duo Security, a trusted company used by many higher education institutions, provides our MFA service. MFA is simple: When you log in with your password, you will receive an authentication request on a device such as a smartphone, cell phone, tablet, or landline to finish the login process. In other words, MFA combines something you know (your password) with something you have (a device) to fulfill an authentication request and complete your login process.



Why Does Fordham Use MFA?

Fordham University is committed to protecting its community members' identity and personal information. We use multi-factor authentication to reduce the risk of unauthorized users gaining access to Fordham accounts.

Data security continues to be a concern in the private and public sectors, including corporations of all sizes, government organizations, and schools. Hackers target higher education institutions for their intellectual property, personally identifiable information, and financial information.

How Does MFA Work?

- To log into a Fordham system, enter your username and password.
- If you log in to [Fordham.edu](https://fordham.edu) or another Fordham system, use your phone or tablet to verify your identity when Duo prompts you.
- Securely complete the login process.

Phones and devices to verify your identity

A smartphone, cell phone, tablet, or, in some situations, a hardware token may be used to verify your identity for MFA. When you enroll with Duo, our MFA service provider, or any time after that, you can set up one or more devices for authenticating, such as your mobile phone and a landline, two different mobile devices, or a landline and a hardware token when traveling. We encourage you to enroll multiple phones and devices as a backup if your preferred device is unavailable (i.e., left at home, battery-depleted).

Push notifications to smartphones and tablets

With the Duo MFA mobile app, Duo Mobile, a notification is pushed to you in response to the authentication request you approve or deny.

SMS passcodes

An SMS text message sends a six-digit passcode to your registered mobile device. No Internet connection is required. Enter the passcode at the multi-factor prompt during login.

Mobile passcodes

Like SMS, the Duo MFA mobile app, Duo Mobile, generates a new, unique six-digit passcode to enter at the multi-factor prompt during login.

Phone callbacks

Your enrolled phone number is called. Answer the phone, listen to the whole message, and press a specific number to complete the login. In addition to the "access number," you will be given another number to press to report a fraudulent call regarding your login. The numbers may change periodically.

Hardware tokens

The hardware token is a small device you carry. Pressing a button on the token generates a new passcode that you type into the multi-factor prompt. No connection to the Internet is required. All requests for hardware tokens must be approved by the Associate Vice President of Fordham's University Information Security Office. A \$20 fee will be charged for lost tokens.

Supported Devices

- Smartphones (Android, iOS, Windows)
- Tablets (iOS, Android)
- Cell phones and landlines
- Hardware token

How to Enroll in MFA

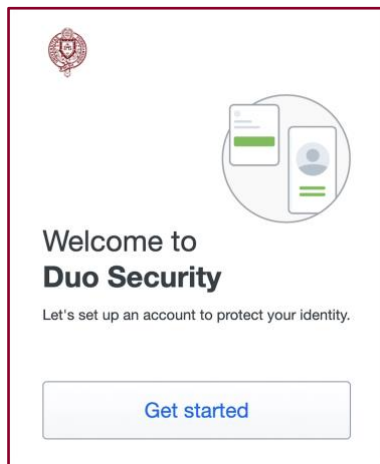
You will be asked to enroll in MFA via an email from Duo Security or when you first encounter an MFA-enabled application through a browser. You will enroll the phones, tablets, or other devices to authenticate Fordham systems. Duo will not ask for your Fordham password.

To enroll, use a browser interface (such as Chrome, Firefox, Safari, Edge, and Internet Explorer) on a desktop or laptop computer. Alternatively, you may use a mobile device or tablet to enroll and request an activation link be sent to a non-Fordham email address that you can access on your mobile device or tablet.

If you need help during enrollment, please contact the IT Service Desk at 718-817-3999, HelpIT@fordham.edu, or the Tech Help pages at Fordham.edu.

Welcome Screen

To begin the enrollment process for MFA, click **Get Started**.



Provide your phone number

Select your country from the drop-down list. Enter the phone number of the device you'll use for authentication when logging into a Fordham system. Enter an extension if you chose a landline in the previous step. If you enroll in a tablet, you will not be prompted to enter a phone number.

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Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code Phone number

+1 9142111111

Example: *201-555-5555*

Continue

[I have a tablet](#)

Please double-check that your phone number is entered correctly, check the box, and click **Yes, it's correct** to continue.

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Is this correct?

(914) 211-1111

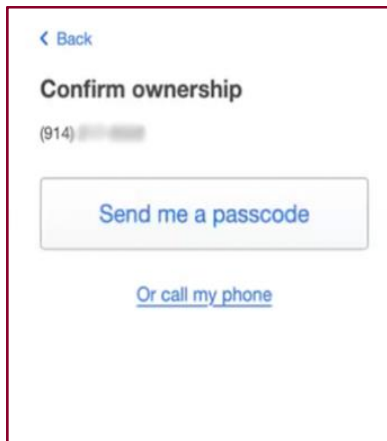
Yes, it's correct

[No, I need to change it](#)

Secured by Duo

Confirm Ownership

Select **Send me a passcode** or **call my phone**.



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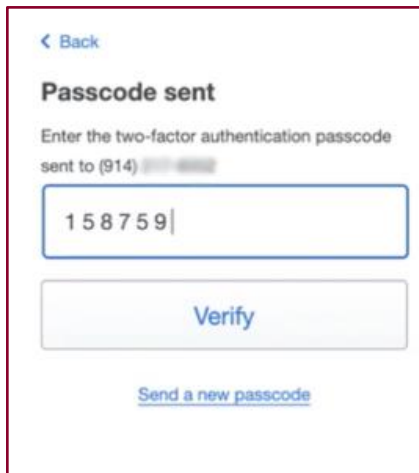
Confirm ownership

(914) [redacted]

Send me a passcode

[Or call my phone](#)

You will get a text message on your phone or get a code on the call. Enter the activation code to verify your device.



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Passcode sent

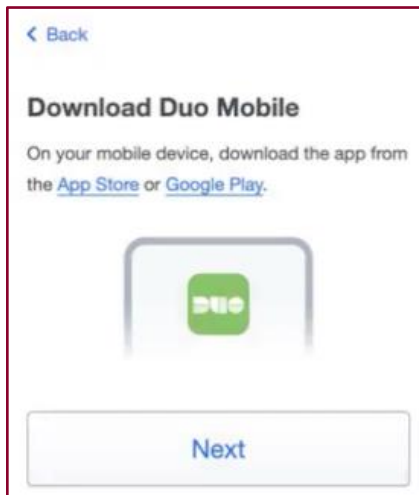
Enter the two-factor authentication passcode sent to (914) [redacted]

158759|

Verify

[Send a new passcode](#)

Once you activate your device, you will be prompted to download the Duo Mobile app from the App Store or Google Play.

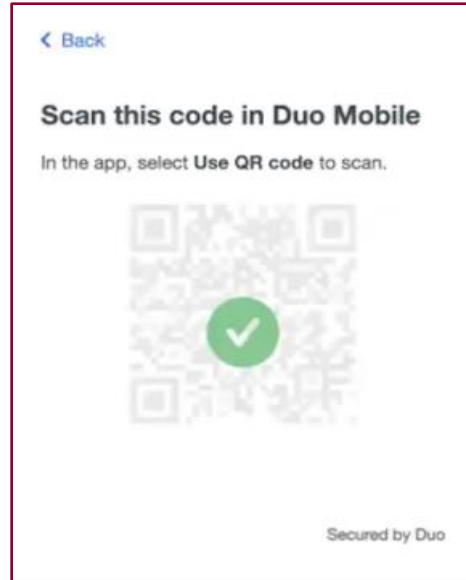
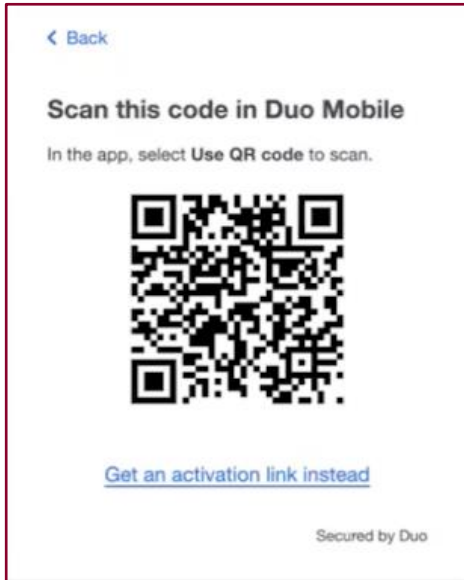


The Duo Mobile app is fast and easy. It works in any country and doesn't require cell service. Duo Mobile lets you authenticate quickly and easily on a smartphone or tablet. It's a great alternative to authenticating with a phone call or entering a passcode. Download Duo Mobile from your app store and follow the installation instructions. After it's installed, return to the enrollment window for installing Duo Mobile and click I have Duo Mobile installed.

Activate Duo Mobile

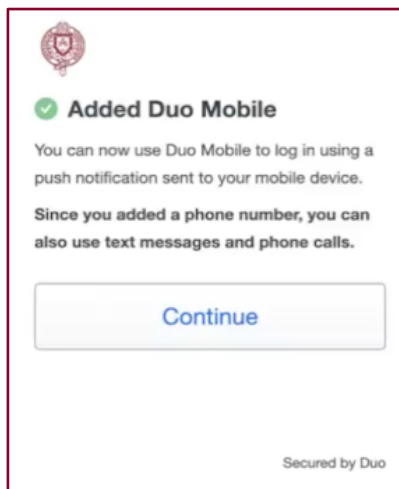
To use Duo Mobile for authentication, activate and link it to your account. There are two ways to activate the app:

- On iPhone, Android, and Windows phones, scan the barcode that appears on your computer with the app's built-in barcode scanner. Follow the platform-specific instructions for your device.



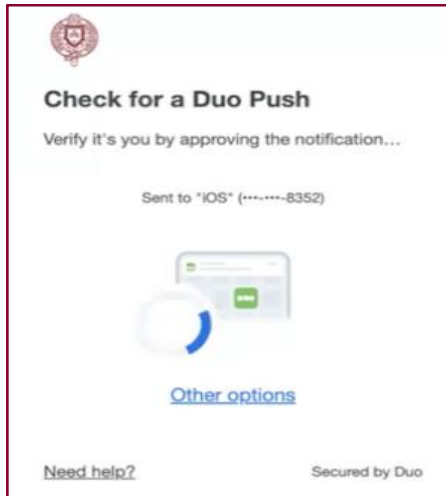
- Alternatively, request an activation link be emailed to you and follow the prompts on your screen. If you use a mobile device or tablet to enroll, request the activation link be sent to a non-Fordham email address that you can access on your mobile device or tablet.

The **Continue** button will be available after you successfully scan the barcode.

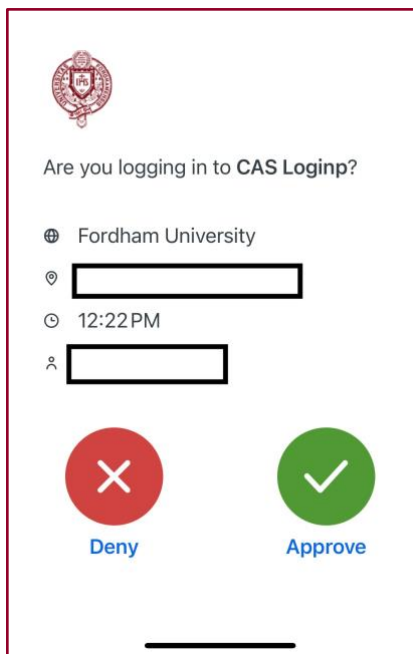


Receiving Your First Push Notification

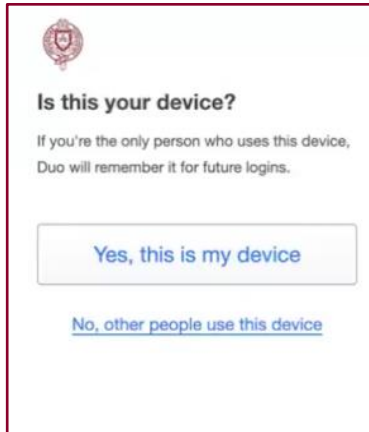
Click **Send Me a Push** to give MFA a try.



All you need to do is tap **Approve** on the Duo login request received on your phone.



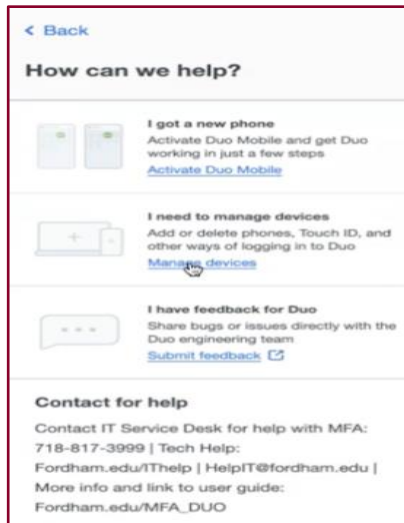
Select **Yes, this is my device**, so you won't have to authenticate your device every time you log in.



Add or Manage Devices

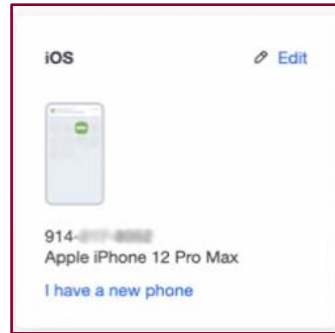
You can easily add new devices right from the Duo authentication prompt. To enroll in a new device, select **Need help?**

Then click **Manage devices** to add or delete phones. To add your new device, choose an authentication method and complete the multi-factor authentication process described above.



If you're adding a new device to replace one you previously activated for Duo Push, don't select the Duo Push authentication method on this page unless you still have the original device.

If you don't have the original device but a new one with the same phone number, you can authenticate with a phone call or SMS passcode. You can't add a new device from this page if you cannot access any of your previously enrolled authentication devices; you'll need to contact the IT Service Desk for help.



Frequently Asked Questions

Will MFA prompt me every time I log in to Fordham.edu?

You will not be prompted to verify your identity with MFA for a month if you have opted to have your authentication remembered for 30 days when using the same device and browser.

- You will not be prompted to verify your identity with MFA when using a wired device (desktop or laptop) in administrative and faculty offices on campus.
- You will not be prompted to verify your identity with MFA when using the wireless network at the Health Center and Counseling and Psychological Services.
- You will be prompted to verify your identity with MFA when using a wired computer in a public area, such as the labs, libraries, residence halls, or at an intelligent podium.
- You will be prompted to verify your identification with MFA when accessing Fordham systems wirelessly (via a laptop, tablet, or smartphone) and logging in with a VPN or My desktop.

Can I set up MFA on more than one device?

Yes! You should set up MFA on multiple devices as a backup if your preferred device is unavailable (i.e., left at home, battery-depleted). During the initial setup or anytime you go to your Duo Security account, you may add as many phones/devices as you like (landline or mobile). Login to Duo Security to choose which device Duo will send the authentication request to (via Duo Mobile app, SMS text message, or phone call).

What if the Duo Mobile app stops working?

When you get a new phone, it will lose its association with your Duo account, even if you install Duo Mobile on the new device. If the phone number of your new phone is the same, you can still authenticate using the phone call or SMS option, but the push option will not work until re-activated.

Re-activate your new phone with the Manage Devices option.

1. Ensure you still have access to any phone numbers enrolled in Duo.
2. Set the authentication option to Phone call and select Manage device. When the chosen phone rings, answer and hit any key to authenticate
3. From here, you can select the phone number of your new phone (assuming it's the same phone number), and under Actions, choose Activate Duo Mobile. This prompts you to scan a new QR code from the Duo app. If you have difficulties with this process, you can submit a service request to the IT Service Desk via Fordham.edu > Tech Help page or call 718-817-3999 for immediate assistance.

Do I need a smartphone to use MFA?

No. Duo provides excellent flexibility and other options in place of a smartphone. Duo can send a text message to a regular cell phone or place a voice call to your office/home landline. In some

situations, a hardware token can be provided to verify your identity (the token does not require an Internet connection).

What if I forget my phone at home?

Contact the IT Service Desk. They will verify your identity and provide a temporary passcode. We encourage you to go into Manage Devices and add the device. Please refer to Adding a new device.

What if I lose my phone?

Contact the IT Service Desk immediately. They will verify your identity, delete your lost phone from your Duo account to prevent malicious activity, and provide a temporary passcode. Please refer to Adding a new device.

What if I don't have a cell phone?

Duo allows you to use your landline phone if you don't have a cell phone. You'll receive an automated phone call that requires you to hit any button to confirm your identity. In some situations, a hardware token will be distributed for use in verifying your identity.

What if I don't have a data plan on my smartphone or tablet?

Open the Duo Mobile app on your smartphone/tablet and select the key icon in the bar labeled "Fordham University" to generate a six-digit passcode for one-time use to log in. This method does not use data nor incur any charges.

What if I don't have an Internet connection or cell phone service?

Open the Duo Mobile app and generate a single passcode by tapping the key icon in the bar labeled "Fordham University." This method works anywhere, even where you don't have an Internet connection or can't get cell service.

Whom should I contact with questions about the requirement to use MFA?

We encourage you to contact the Associate Vice President of Fordham's University Information Security Office with feedback or questions about MFA. The AVP can be reached directly at infosec@fordham.edu.

What information is shared with Duo Security?

Duo only stores your Fordham username, email address, and authentication device information, such as your phone number. Duo does not have access to your Fordham password.

What if I receive an unexpected login alert?

Suppose you receive a notification (a login alert on the Duo Mobile app, a phone call from the authentication system, or a passcode via text message) that you did not initiate via the login process. Your Fordham username and password may have been compromised in that case. Reject the login and change your password as soon as possible. Go to Fordham.edu, select Log In, select Change password below the Login button, and follow the instructions.

Can I use the Duo Mobile App internationally?

The Duo Mobile App is designed to work internationally. If you use the app, tap the key icon in the "Fordham University" bar to generate the required six-digit passcode without a telephone signal or data plan. You can do this anywhere in the world.

Why does the MFA screen look different on different devices?

If you're logging in with Duo from a device with a smaller screen (like a tablet) or a small browser window, your authentication prompt may look slightly different. Don't worry! All the devices and options shown in the full-size prompt are available for use, and you can enroll and manage devices by following the same steps.

Access Add a new device or My Settings & Devices by clicking the Settings button at the top. Click the X on the Settings button to return to the authentication prompt.



Fordham IT

718-817-3999 | HelpIT@fordham.edu
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Providing high quality technology support and resources for teaching, learning, research, and campus life at Fordham University.