Multi-factor authentication frequently asked questions

What are the benefits of multi-factor authentication?
Multi-factor authentication improves the security of technology, which in turn protects sensitive information from being accessed and used by unauthorized people. It reduces the risks of identity theft and financial loss to employees and the university. Multi-factor authentication is also being implemented to comply with state law, Texas Administrative Code §202.76.

What is DUO?
A subsidiary of Cisco, DUO is the leading provider of unified access security and multi-factor authentication delivered through the cloud. To learn more, please visit: http://duo.com.

Where can I find instructions on how to enroll in DUO?
You can find instructions for enrolling in DUO here.

What happens if I do not enroll in DUO?
If you do not self-enroll in DUO by Jan. 30, 2020, you will be automatically enrolled in DUO using contact information we have on file for you. This will protect your account from unauthorized access.

Where do I go for help with enrolling in DUO or using MFA?
If you have any questions or need assistance, you may contact your local department’s IT support group or helpdesk.

UNT UIT Helpdesk:
http://helpdesk.unt.edu
helpdesk@unt.edu
940-565-2324

UNT HSC Helpdesk:
http://helpdesk.unthsc.edu
817-735-2192

UNT Dallas Helpdesk:
http://oit.untdallas.edu/help-desk
972-338-1448

UNT System:
ITHelp@untsystem.edu
940-565-4357
Where do I go for help with direct deposit?
If you have questions regarding your direct deposit information, you may contact Payroll at 940-369-5500, toll-free at 855-868-4357, or email Payroll@untsystem.edu

What happens after I enroll?
After you enroll in DUO, you will only need use multi-factor authentication when you need to change your direct deposit information in EIS. In the future, DUO will be used to protect other applications but you only need to register once in order to take advantage of the protection that DUO provides.

What do I do if I need to make a change to my direct deposit information after I have enrolled?
If you need to make a change to your direct deposit information in EIS, log into my.untsystem.edu. In the left menu bar under “Payroll & Compensation” select “Direct Deposit”. On the Direct Deposit page, select “Unlock via MFA” then choose one of the three methods in which you would like authenticate.

- If you would like to receive a phone call select “Call Me”. DUO will call the number that you provided when you enrolled and you will be prompted to press a key to access direct deposit information.
- If you would like to receive a passcode via text message select “Enter a Passcode” then select “Text Me New Codes” and DUO will send a text containing a passcode to the device that you registered. When you receive the passcode enter it into box next to “Log In”, then select the “Log In” box.
- If you would like to respond to a prompt from DUO select “Send Me a Push” then Select “Approve”.

Once I’m registered, do I need to keep the DUO app on my phone?
Yes, the DUO app is needed in order for you to receive prompts when attempts to access your direct deposit information are made.

Will I need to use a Duo Mobile passcode often?
If you elect to have a passcode sent to your device, you will only need to use the passcode when you wish to access or change your direct deposit information. The passcode is only good for a limited time. You do not need to keep it. If you need to access the direct deposit page again you can generate a new passcode.

When, where and how will I need to use this passcode once I’ve registered?
If you would like to receive a passcode to access your direct deposit information in EIS, DUO will ask you to choose an option for authenticating: “Call Me”, “Enter Passcode”, or “Send Me a Push”. Select “Enter a Passcode” and select “Text Me New Codes”. DUO will send a text containing the passcode to your registered device. Enter the passcode that you received into EIS and you will be allowed to access your direct deposit information.
Why does my direct deposit information have to be updated? Does that update also need to be done by Jan. 30?

You do not need to update your direct deposit information unless you need to make a change to it in EIS. There is no deadline to update your direct deposit information. However, you will need to enroll in MFA online at mfa.untsystem.edu by January 30, 2020 in order to protect your direct deposit information from unauthorized individuals that may attempt to gain access to it or change it without your permission.

Do I need to enroll in MFA in order to receive my paycheck?

Enrolling in MFA will not prevent you from receiving your paycheck. Enrolling in MFA will protect your direct deposit information from being accessed without your authorization.

Is installing the mobile app the only option available?

No. Although the smartphone app is the recommended method, you can also enroll a telephone, security key or tablet during enrollment. More information on enrollment methods can be found on the Duo website at https://guide.duo.com/enrollment.