



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](http://cisco.com), 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 at <https://howtomfa.untsystem.edu/>.

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. You can also find instructions online at <https://howtomfa.untsystem.edu>.

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

What happens after I enroll?

After you enroll in DUO, you will only need use multi-factor authentication to access applications requiring multi-factor authentication, but you only need to register once in order to take advantage of the protection that DUO provides.

Once I'm registered, do I need to keep the DUO app on my phone?

Yes, the DUO app is the easiest way for you to receive prompts when attempting to access specific applications.

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 are on the Duo website at <https://guide.duo.com/enrollment>.

What is the Passcode authentication method and when do I use it?

If you elect to have a passcode sent to your device, you will only need to use the passcode when you wish to access applications requiring multi-factor authentication. The passcode is only good for a limited time. You do not need to keep it. If you need to access the same application 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 applications requiring multi-factor authentication, 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 the application to be allowed access.