How to Access Duo Multi-Factor Authentication

What is Duo?

Two-Factor Authentication (MFA) adds a second layer of security to your SJSUOne account. By verifying your identity using a second factor (such as your mobile device or a key fob), MFA prevents anyone else from logging into your account, even if they know your password

Who should use Duo?

Students should set up Duo MFA to protect their account and private information from being hacked. As of September 2020, it is available to all SJSU staff and students

How does Duo work?

Two-Factor Authentication combines something you know (your username and password) with something you carry (your Apple or Android smartphone, or a Hardware Token / Key-Fob), to ensure that only you can log in to your SJSUOne account. After entering your username and password you will be prompted to confirm your login, using your device

Cost

- Using the smartphone app factor is covered by the CSU master license
- Hardware tokens (key fobs) are purchased by SJSU and provided to you. Replacements are available for broken or lost fobs

How do I set up Duo for my account?

Using a smartphone

1. Download the Duo mobile app
   - Apple Devices
   - Android Devices
2. Register for SJSU Duo
   - After you register, Duo should be enabled for your account within one hour

- At your next login, a series of prompts will guide you through the self service Duo Mobile enrollment process. The initial enrollment should be completed by logging in from a web browser on a computer, and having your phone with you

3. Secure login
    - Once your enrollment is complete, every time your SJSU ID and Password is requested, you will also get a notification pushed to your mobile device. Acknowledge this notification to complete the login process

Using a key FOB

The current procedures for student access to Duo are only for smart phones, so please contact the IT Service Desk for assistance by calling 408-924-1530 or by submitting a help desk ticket. Because Duo MFA is a security service, the IT Service Desk must confirm your identity before providing assistance.

More Resources:

SJSU's Duo for Students page

Duo's Guide to MFA's

Duo's YouTube channel

Revision #6
Created 23 September 2020 22:05:43
Updated 23 September 2020 23:29:22