Services: Duo Security FAQ

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Topics Section

What is Duo and How Will it Affect Users?

What is Duo Security?

- Duo Security uses multi-factor authentication to act as an additional layer of protection when logging into University of Wisconsin-Eau Claire online programs.

What is Multi-Factor Authentication?

- Multi-factor authentication (MFA) matches your login credentials with a personal device, providing two forms of login verification. Once a user provides their login credentials, a notification will be sent to your designated personal device asking for login approval.

What University Platforms Use Duo Security?

- The University of Wisconsin-Eau Claire requires Duo Security on CampS for all users.

- Staff members are required to use Duo Security for Office365.

- In the future, Duo Security will be implemented on other University operating systems and databases.

Who is Eligible for Duo Security?

- Multi-factor authentication through Duo Security is available for all faculty and staff.

How Does Duo Security Affect Me?

- When MFA is required, a user must provide:
  - Their UWEC username and password
  - A designated device to confirm your Duo Security notification.

Will Wisconsin's Public Records Law Apply to Personal Content on my Device?

- No, using Duo Security on your personal device will not subject your personal communication to Wisconsin's Public Records Law. However, communication on your personal device regarding the University of Wisconsin-Eau Claire is subjected to Wisconsin's Public Records Law.

What If a Mail Client Does Not Support Duo Security?

- If a client has mail protocols such as Post Office Protocol (POP) or Internet Message Access Protocol (IMAP), they will still be allowed to function without Duo Security.

How Should I Start Using Duo Security?

How do I Set-Up Duo Security?

- To set-up multi-factor authentication, you must download the Duo Security Mobile application on a personal device, such as a smartphone or tablet.

- If you do not want to download the Duo Security Mobile application, you may request a token that will create a six-digit passcode to validate your identity.

Can I Still Login if I do not Have My Login Device?

- You may receive a temporary password by calling the Learning Technology Services HelpDesk at 715-836-5711.

What Are Tokens?

- A token is a small portable device that a user can use to authorize their desired login through Duo Security. The token creates a six-digit passcode that the enables the user to successfully login to any UW-Eau Claire platforms that requires Duo Security.

How Should I Use My Token?

- Press the green button on the token. This will create a six-digit passcode.
- Type this passcode into the Duo Security login portal.
- Click **Enter a Passcode**.

Where Do I Receive My Token?

- Faculty and student employees: Complete the Token Request eForm
- Students: Email the Information Security Team

How Much Does a Token Cost?

- All faculty and staff will be initially given a token upon request.

Is There Anywhere I Can Go on Campus for Help?

- You may contact the University of Wisconsin-Eau Claire's Learning Technology and Services department.
  - Phone: (715)-836-5711
  - Email: helpdesk@uwec.edu
  - Location: Vicki Lord Larson Hall 1106

How Do I Use Duo Security?

Can I Still Login If I do not Have My Phone/Token?

- There are three options to solve this problem.
  - You may receive a temporary passcode by calling UWEC helpdesk at (715)-836-5711.

Your identity will be verified after answering multiple security questions.

- You may also generate a password that will be used as a backup code.
  - **What Should I do If My Password Created by My Token is not Working?**
- Check if the token is right side up, making sure you are not entering the numbers upside down.

Will My Account Get Locked After A Certain Number of Failed Login Attempts?

- Yes, your account will be locked for 30 minutes if there are 100 consecutive failed login attempts.

Why Am I Not Receiving Duo Security Push Notifications on my iPhone or Android

- If your push notifications are not showing up, pull down your notification tab from the top of your phone to check all recent notifications.

How Should I Login If My Device does not Have Service or is on Airplane Mode?

- The Duo Security Mobile application can give you a one-time use password even if your device does not have service.
  - To access this, open the Duo Security Mobile application
  - Then, navigate to the upper-left hand corner of your screen
  - Click the **Key Icon** or **Down Arrow**
  - Type in the six-digit generate password into the Duo Security Mobile application portal.

How Should I Login If My Device does not Have WiFi?

- The Duo Security Mobile application can give you a one-time use password even if your device does not have service.
  - To access this, open the Duo Security Mobile application
  - Then, navigate to the upper-left hand corner of your screen
  - Click the **Key Icon** or **Down Arrow**
  - Type in the six-digit generate password into the Duo Security Mobile application portal.

Is Duo Security Authentication Needed Every Time I Login?

- There is a "Remember Me" option you may select on the Duo Security screen while logging in. This option will ensure login for 12 hours without needing to use Duo Security.

What Should I do if the "Remember Me" Option is Unavailable?

- This option will need to be turned on if you have previously selected the default option for Duo Security to automatically send a push notification to your device.
- In order to turn "Remember Me" on, follow the below steps.

- Click **Cancel** on your current login
- Click the **"Remember me for 12 Hours"** box
- Login by clicking the down arrow to create a six-digit passcode, using your token to login, or clicking **Send Me a Push**.

In Order to Login into my Workstation, Do I Need to Use Duo Security?

- No, users do not have to use Duo Security in order to login to your workstation.