Final general reminder: Duo 2FA phone call, SMS options will be discontinued 7/17/18

You are receiving this email because you are subscribed to UIT’s public email list.

On July 17, 2018, Duo phone call and SMS options for two-factor authentication (2FA) at the U will be discontinued.

This afternoon, a reminder email was sent to those in the U community who are still using the phone call or SMS authentication method. If you know of people in your organization who are still using call/SMS to authenticate, please urge them to begin using the mobile app or token in the next 3 days. Due to expected high Help Desk call volume July 16-18, call wait times may be up to 2 hours on those days.

Users will need to choose one of the following options for 2FA:

Duo mobile app:
- Easiest and fastest method
- Install on a smartphone or tablet (includes Apple, Android, and Windows mobile devices - )
- Two options to authenticate:
  1. Mobile push notification (select "approve" or "deny" from your device’s home screen or Duo notification page - no need to type in a code)
  2. Type in a passcode (cellular service/network connectivity are not required for this option)

Duo hardware token:
- Available for purchase at the University Campus Store and the Health Sciences Store

Visit the 2FA webpage, Duo 2FA overview article, and Duo tutorial video found in Pulse (U Health) or Bridge (campus) for more information.

Questions or concerns? Contact the UIT Help Desk (801-581-4000, option 1) or ITS Service Desk (801-587-6000) for assistance.

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*Note: In addition to regular reminders about UIT’s Node 4 newsletter article about the change, bi-weekly announcements in @TheU, and a general announcement sent to UIT news service subscribers on April 23, 2018, UIT sent three rounds of targeted emails to identified phone call/SMS authentication users (May 2, June 21, and July 12).

During the past week, using a list of campus orgs with the highest number of phone call/SMS authentication users, UIT staff members have reached out to cognizant managers to request assistance in landline/authentication users switch to mobile app and token methods prior to 7/17.