

DUO MULTI-FACTOR AUTHENTICATION – QUICK REFERENCE GUIDE

WHAT IS DUO MULTI-FACTOR AUTHENTICATION?

CSUN uses Duo multi-factor authentication for applications that house sensitive and/or confidential information. When accessing applications that use Duo, you must enter your CSUN username and password in to the CSUN authentication page; and you must use a mobile phone or other device on hand, to verify who you are and complete your log in. In addition to this CSUN guide, Duo also [Guide to Using Duo](#).



WHY USE DUO?

Adding a second authentication step is a security best practice that enhances account and data security.

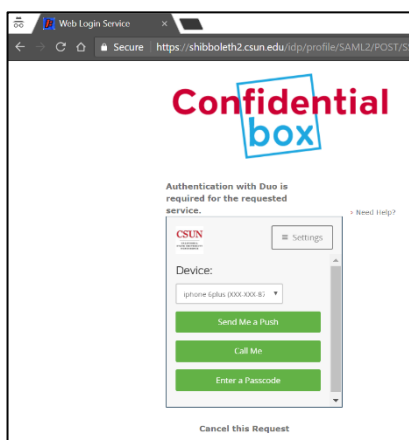
HOW TO USE DUO

When accessing an application that uses Duo, these steps are required:

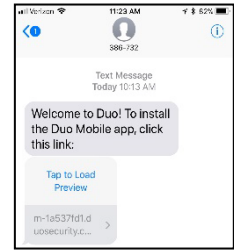
1. Depending on the application being accessed, a prompt to log in to the application displays, **Continue** or **Sign In** to the application.
2. The CSUN Authentication page displays. Enter your **CSUN User ID** and **Password** to **Login**.



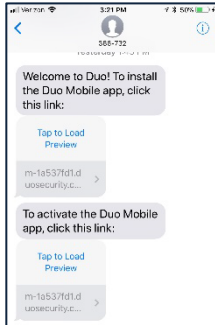
3. The Duo Authentication page displays three options to choose from: **Send Me a Push**, **Call Me**, and **Enter a Passcode**.



- **Send Me a Push:** *This is the fastest and easiest way to log in to your application.* By selecting **Send Me a Push**, your mobile phone will receive a text message from Duo prompting you to install the Duo Mobile app.



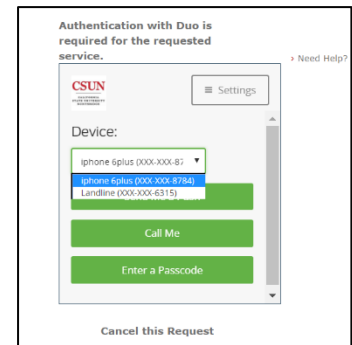
Following the Duo app install message, an activation text is sent. By activating the Duo app, you can receive push notifications and retrieve passcodes.



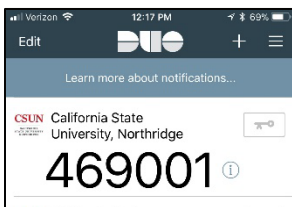
The Duo Mobile app allows you to tap “Approve” or “Deny” from your mobile phone to complete a login request.

- **Call Me:** Depending on what device is handy (your cell phone or a landline), the **Call Me** option will ring the phone and require you to press any key on your phone to log in to the application.

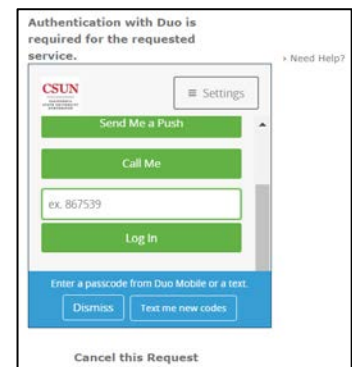
To choose which device to call, select the **Device** dropdown menu.



- **Enter a Passcode:** When Internet connection is unavailable, entering a passcode from the Duo Mobile app is an option. The passcode is then entered in to the field and followed by the **Log In** button.



The Duo Mobile app displays the passcode required to continue logging in to the application.



USING DUO WITH ONLY A LANDLINE

Most Duo users will opt to use both a cell phone and landline to log in to Duo. If you opted to only use a landline to log in, the Duo authentication screen will display differently.

Authentication with Duo is required for the requested service.

CSUN.
CALIFORNIA STATE UNIVERSITY
NORTHGATE

Settings

Call Me

Enter a Bypass Code

Remember me for 12 hours

Cancel this Request

NEED HELP?

Contact the IT Help Center by phone (818-677-1400), online at (<http://techsupport.csun.edu>) or in person in (Oviatt Library, First Floor, Learning Commons).