DUO 2FA FAQ

Overview:

Brandeis continues to strengthen its IT environment through the use of two-factor authentication using Duo Security (Duo). As part of these efforts, Duo is being integrated into the Brandeis suite of applications.

By default, when you want to log into your Brandeis Account using a browser for the first time in a day, you will also be prompted via Duo to confirm the login. This is generally once per login. This default behavior is the most secure option available.

For those users desiring greater convenience, the Duo login page has a "Remember this device for 30 days" checkbox. If this option is checked, the device and web browser (e.g. Chrome, Firefox, Safari) combination will be remembered. (Using another browser on the same device or using another device will prompt for 2FA).

What Services Require Duo for login?

Most Brandeis websites that require login will eventually require DUO for login.

Some services that require DUO 2FA are listed on the main DUO - Two-Factor Authentication webpage.

Do I need a smartphone with a data plan?

It is not necessary to have a smartphone to use Duo. You can use a tablet or desk phone for your second factor instead. A data plan is not required for your device. If you have the Duo app on your phone, you can click the key icon next to your account to get a one-time passcode to log in, which doesn’t require any data usage.

How do I register a Smartphone for Duo Two-Factor Authentication?

Devices must be enrolled in Brandeis’ portal for DUO device management.

See Enrollment Instructions on Duo’s website for a detailed guide.

What should I do if I forgot my Smartphone?

Contact the Technology Help Desk for a one-time use passcode. The Technology Help Desk will have to verify your identity.

What should I do if I have a new phone or new phone number?

Contact the Technology Help Desk to deactivate your old phone number/device and register a new one for Duo.

I use another 2FA app like Google Authenticator, LastPass Authenticator, or Google 2-Step, how does this affect me?

Duo is not currently compatible with Google Authenticator or LastPass Authenticator.

If you have Google 2-Step enabled on your Brandeis account, Duo is intended as a replacement. You may use both, both you will be prompted twice for a 2nd factor (by both Duo and Google).
Get Help:

For additional assistance with Duo, troubleshooting, lost/stolen devices, or any other Duo issues, please Contact the Technology Help Desk.

Additional documentation:

Can be found on DUO Security's website

Related articles

- DUO - Two-Factor Authentication
- DUO 2FA FAQ