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, desk phone, or hardware token 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.

How do I get a hardware token?

They are available upon request at the Technology Help Desk. It will need to be activated by a Technology Help Desk staff member before leaving the Help Desk area.

What should I do if I forgot my smartphone or hardware token?

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.

What do I do if my hardware token stops working?

Please call or come to the Technology Help Desk as the token will need to be reset by a staff member.
What if I lose my hardware token?

Contact the Technology Help Desk ASAP. We will replace it for you, and can assist with deactivating the lost one.

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).

What if I already use DUO for another employer?

If you use the DUO mobile app, you can still register your smartphone as your second factor. The mobile app will create a Brandeis profile alongside your existing profile. If you currently use a hardware token, you will need to obtain a second hardware token for the Technology Help Desk.

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 2FA FAQ
- DUO - Two-Factor Authentication