

Duo Security User Guide

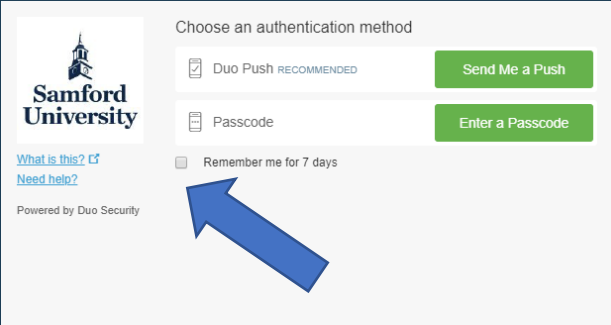
Samford University is implementing Two-Factor Authentication utilizing DUO Security software. What this means is you will need to authenticate within certain applications with more than just your Samford UserID and Password. It will require an addition level of authentication (via the DUO Security Software).

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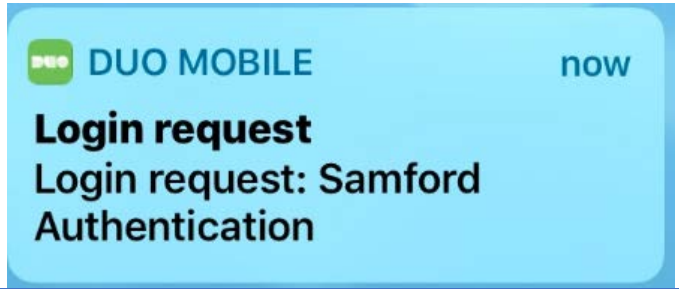
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Below are some screenshots of how the application works.

How do I interact with DUO Security?

Description	Screenshot
<p>When you try to log into an application that has been associated with DUO Security you will receive a screen asking what type of 2fa authentication do you want to use. If you are using the smartphone DUO app you should click on “Send me a Push”</p> <p>If you check the “Remember me for 7 days” checkbox it will set a cookie on your device and you will not be prompted again for 7 days.</p>	

You will receive a Login Request prompt on your phone.



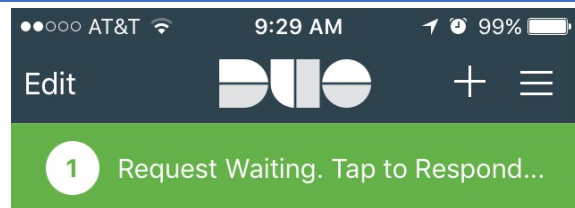
Swipe the login request to bring up the authentication screen

If you click on the "green" Approve button it will log in you into the application.

See below for instructions related to the "red" Deny button.

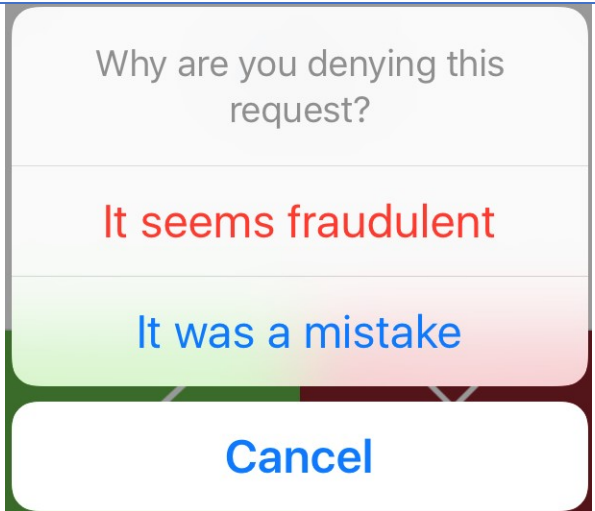


If you do not get a login request, go to the DUO Security Mobile App and click on the Green Bar at the top that says "Request Waiting. Tap to Respond..."

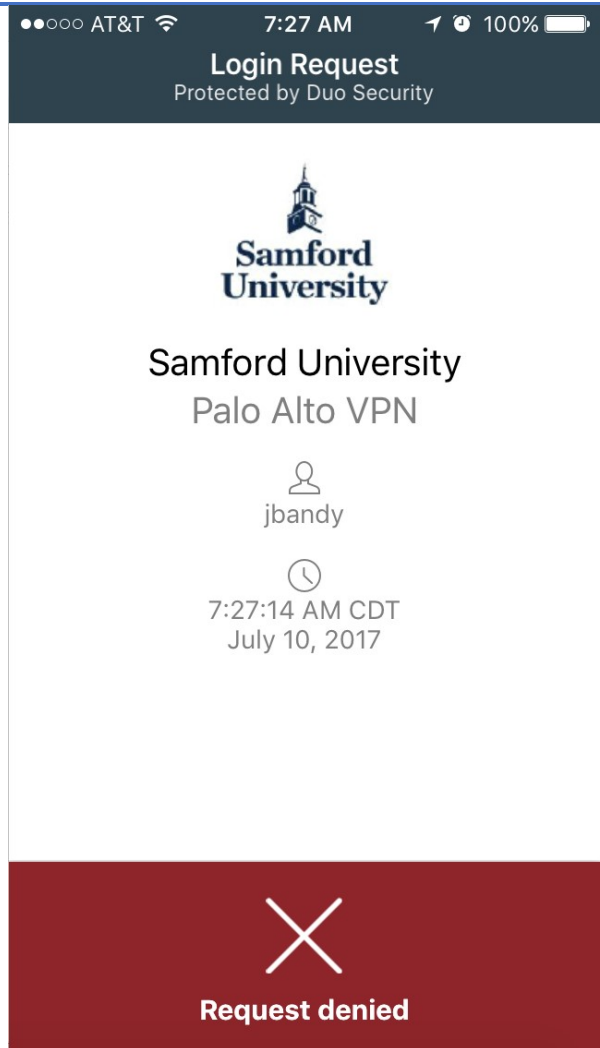


If you click on the “red” Deny button you will get three options. “It was a mistake” and “Cancel” allow you to return to the DUO Security Application.

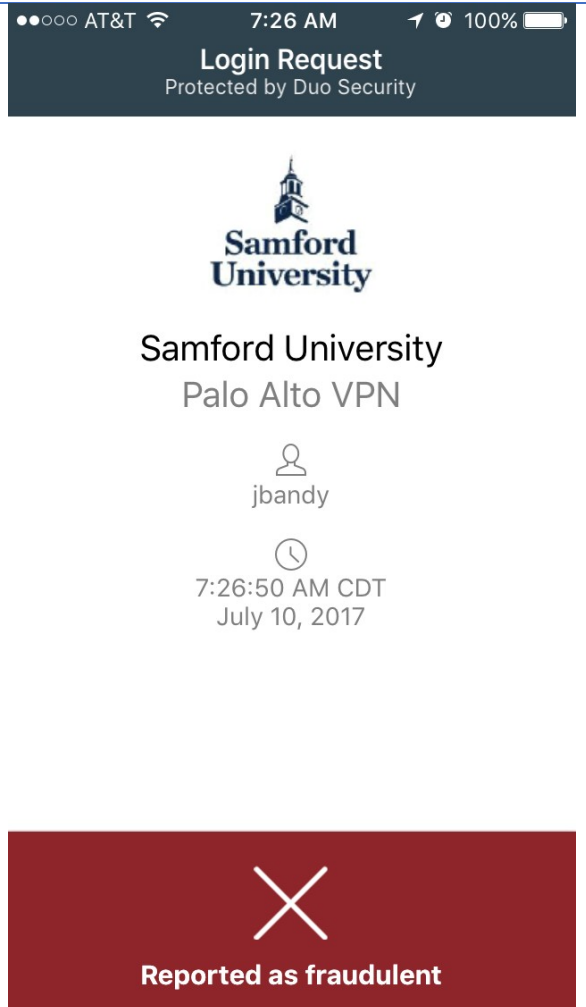
If you click “It seems fraudulent” then the Information Security team will be contacted immediately and you can expect a call from them to find out if there is an attempted use of your account.



If you click on the “It was a mistake” link you will receive a Request Denied response



If you click on the “It seems fraudulent” link you will receive a Reported as fraudulent response



What do I do if I have questions?

Please contact the Samford University Service Desk at (205) 726-2662 or email them at ServiceDesk@Samford.Edu