

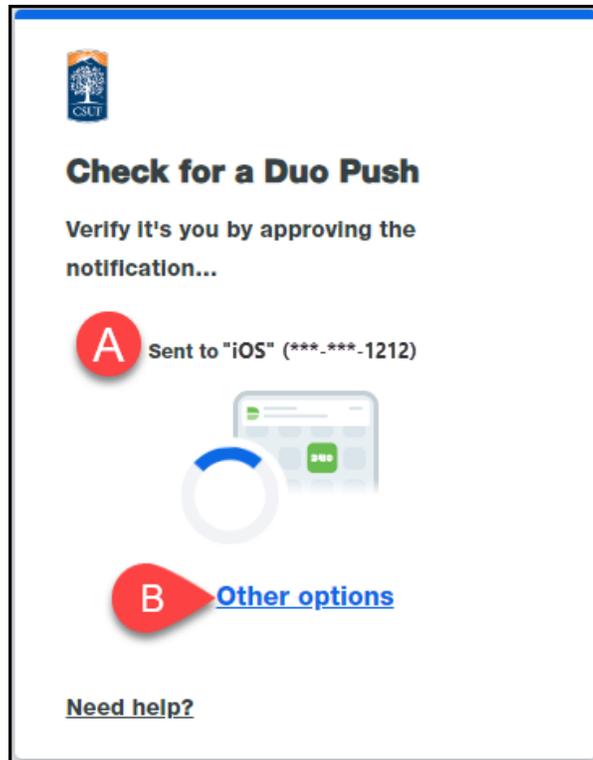
# Using Duo Authentication to Access Campus Resources

This article covers how faculty, staff, and emeriti can authenticate with Duo two-factor authentication when prompted by the campus portal and other campus applications and resources that require Duo 2FA.

 Not set up in Duo yet? [View instructions on how to enroll in Duo.](#)

 Remember that you will be prompted to authenticate with Duo when accessing the campus portal or other campus resources for each web browser on each device. For example, if you are on a laptop and access the portal with Mozilla Firefox and then access the portal with Google Chrome, you will have to authenticate with Duo for each login.

**1. After entering your campus username or email address and password, you will be taken to a Duo authentication prompt and you will be prompted to authenticate with your default authentication method/device. You can either authenticate with that method/device or click Other options to choose another method/device.**



**💡 Duo authentication methods from most to least secure:**

1. Verified Duo Push
2. Duo Mobile push approval
3. Duo Mobile generated passcodes
4. Hardware token passcodes
5. SMS passcodes
6. Phone call approval

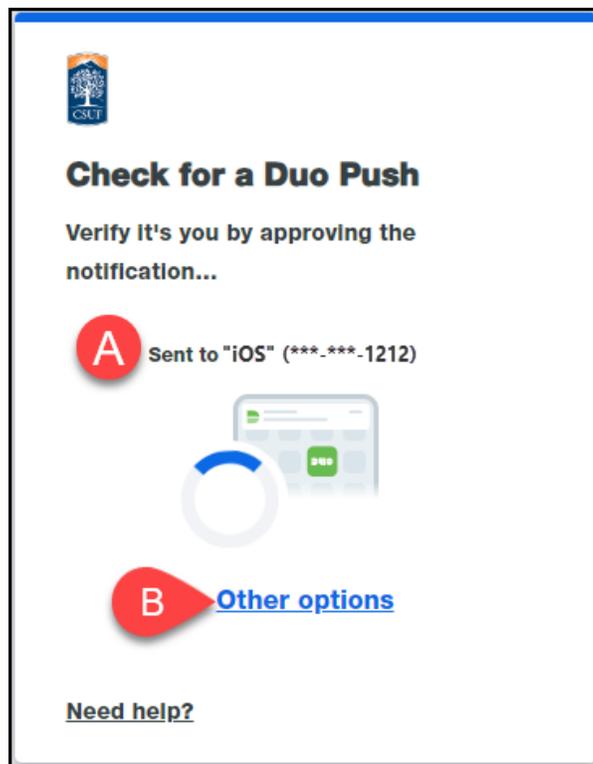
- A. Your default device is the device that allows for the most secure authentication method and was the first added (e.g., if you have two mobile phones that have the Duo Mobile app installed, Duo will choose the first mobile phone you added as your default device).
- B. Or click **Other options** to select another way to authenticate with Duo.

## How do you want to authenticate?

I want to get a push notification from the Duo Mobile app

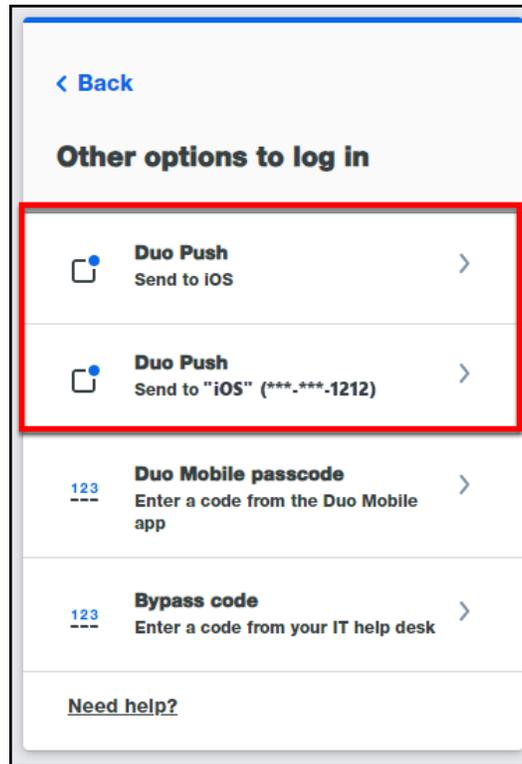
 You must have the Duo Mobile app already set up with your Duo account.  
[View instructions on setting up Duo Mobile.](#)

**1. Depending on your Duo settings, you may get a Duo Push automatically sent to your default device. If not, click Other options to choose where you want to get the Duo Push.**



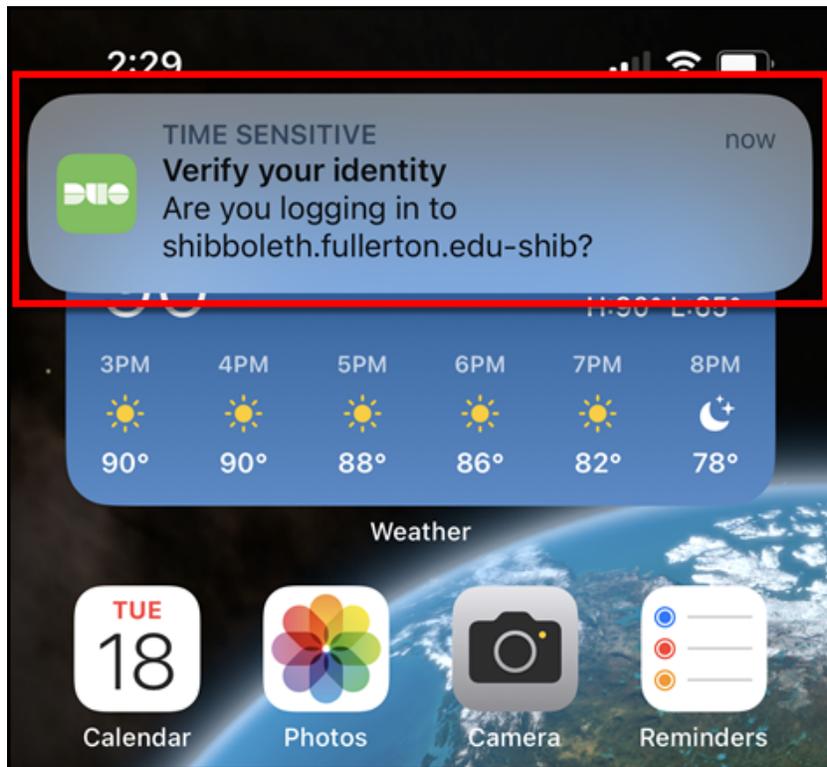
- A. Duo automatically sends an authentication request to your default device.
- B. Click **Other options** to select another way to authenticate with Duo.

**1.1. If you choose Other options, click on the Duo Push option for the device you want to use.**

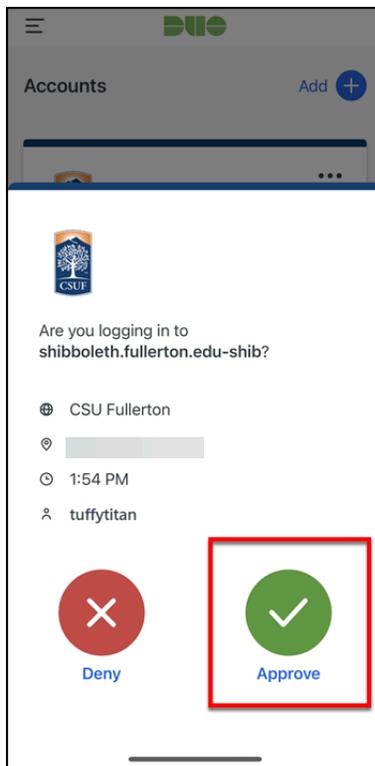


**2. Tap on the push notification on your device.**

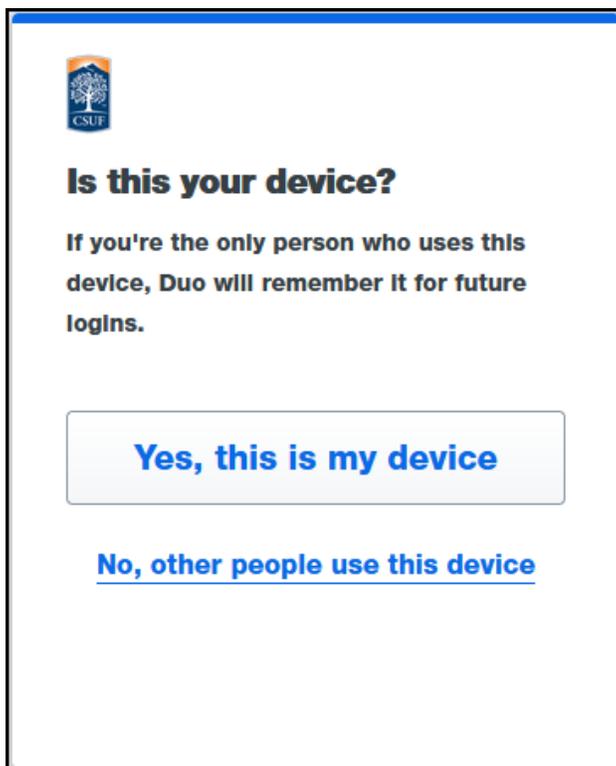
 Missed the push notification? Just open the Duo Mobile app and select the login request.



### 3. Tap the Approve button to authenticate.



#### 4. Save your authentication for 14 days by choosing Yes, this is my device.

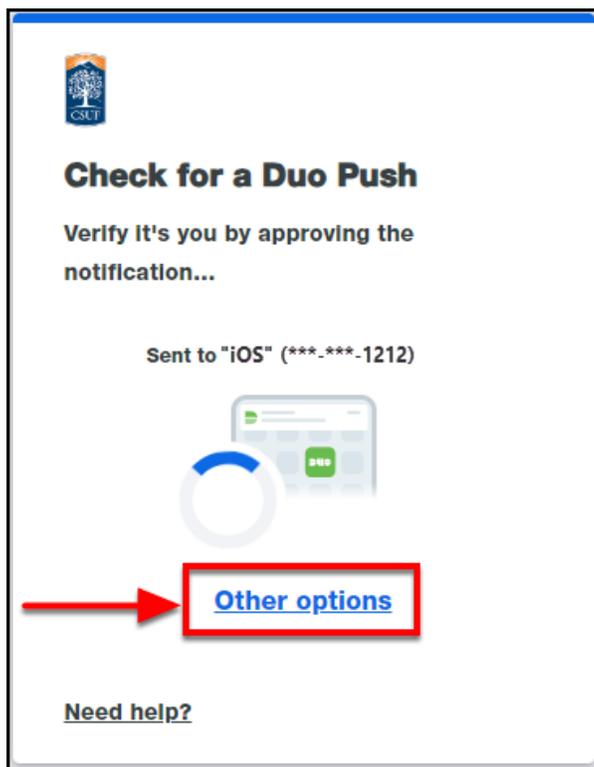


#### 5. You're done! Your login should complete automatically.

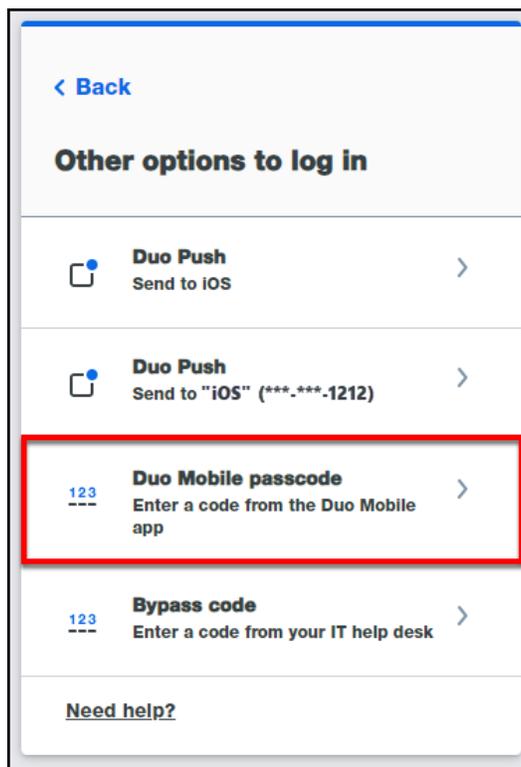
I want to enter a passcode from the Duo Mobile app

 You must have the Duo Mobile app already set up with your Duo account.  
[View instructions on setting up Duo Mobile.](#)

# 1. Click Other options.



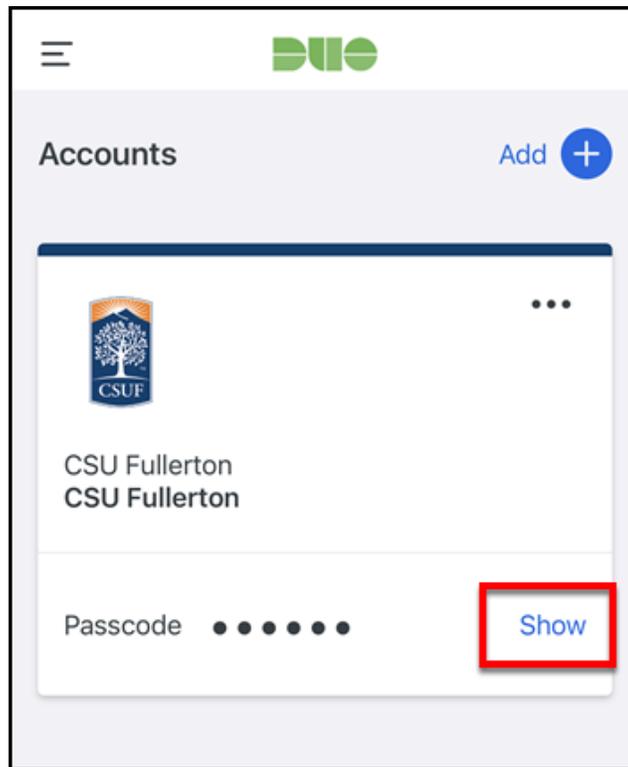
## 2. Select Duo Mobile passcode.



## 3. Open the Duo Mobile app. Tap Show to show the passcode for the CSU Fullerton account.

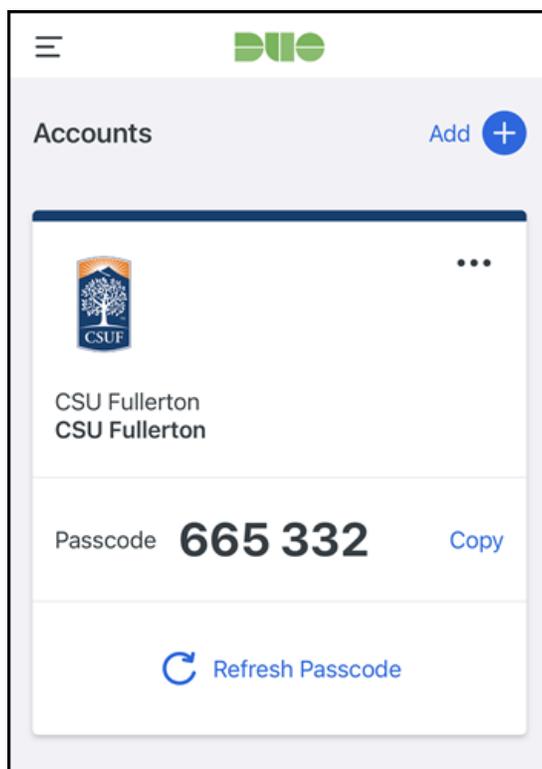
**i** If you have multiple accounts in Duo, you may have to tap on the CSU Fullerton account to show the Passcode option.

**💡** You can use any of your mobile devices that have the Duo app installed to generate the passcode.

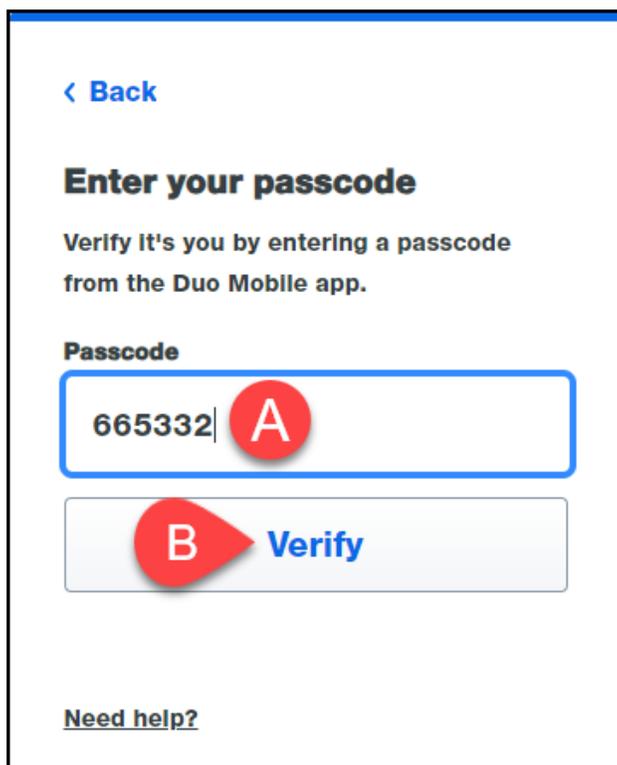


#### 4. You should now see a Passcode.

💡 Having trouble with the passcode? Tap **Refresh Passcode** to generate a new passcode.

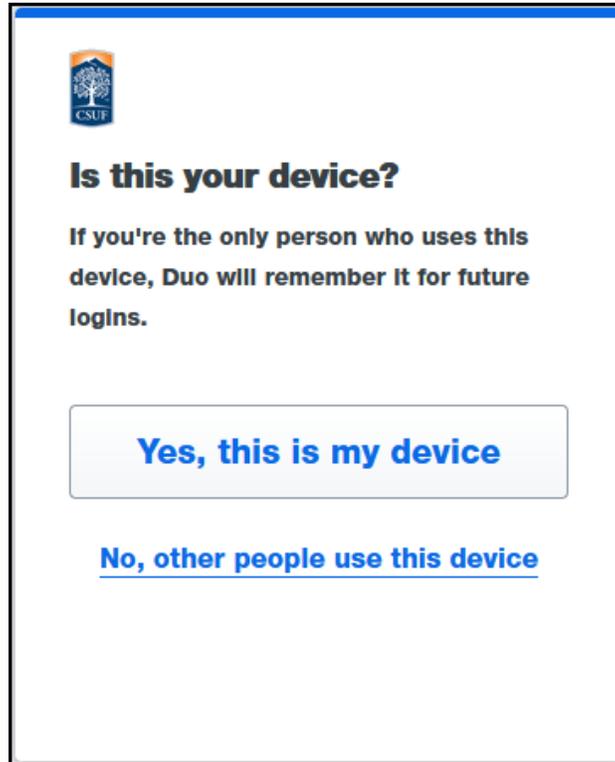


**5. Go back to the login screen and enter the passcode from the Duo Mobile app. Then click Verify.**



- A. Enter the passcode from the Duo Mobile app.
- B. Then click **Verify**.

## 6. Save your authentication for 14 days by choosing **Yes, this is my device**.

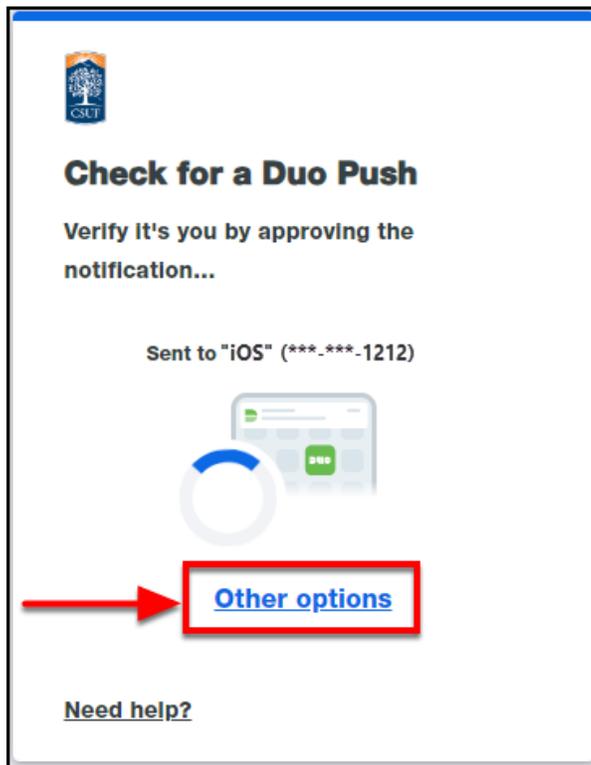


## 7. You're done! Your login should complete automatically.

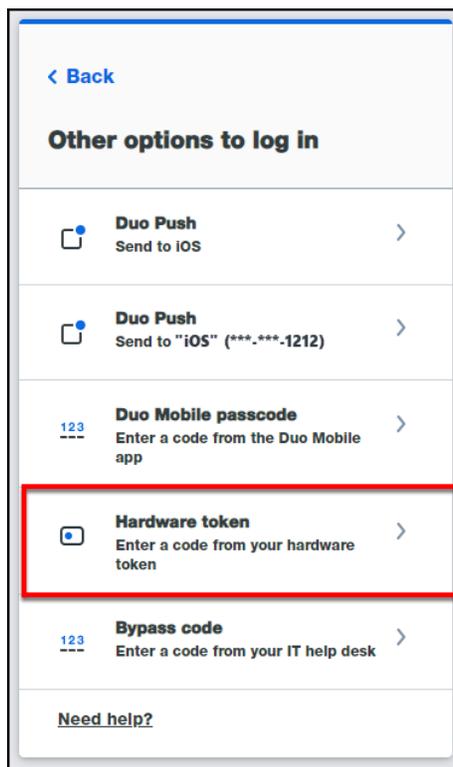
I have a hardware token/fob that was issued by the IT Help Desk

💡 Hardware tokens must be issued by the IT Help Desk so they are set up to work with the CSUF Duo system. Need to request a Duo token/fob? Contact the IT Help Desk at [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu) or 657-278-7777.

# 1. Click Other options.



## 2. Select Hardware token.



## 3. Press the button on your token to generate a passcode.



#### 4. Go back to the login screen and enter the passcode from your hardware token. Then click Verify.

💡 Notice you do not need to include any spaces between the numbers.



### Enter your passcode

Verify It's you by entering a passcode from your hardware token.

**Passcode**

266318 | **A**

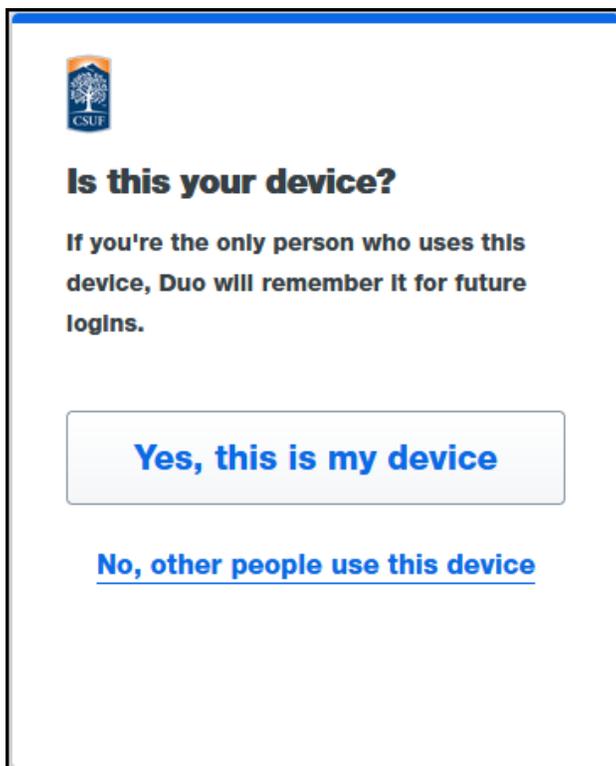
**B** **Verify**

[Other options](#)

[Need help?](#)

- A. Enter the passcode from your hardware token.
- B. Then click **Verify**.

**5. Save your authentication for 14 days by choosing Yes, this is my device.**





**Is this your device?**

If you're the only person who uses this device, Duo will remember it for future logins.

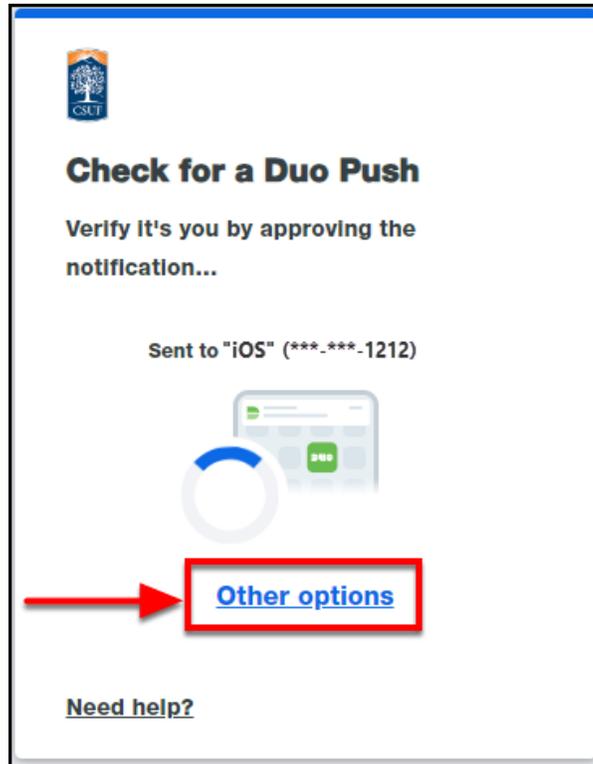
**Yes, this is my device**

No, other people use this device

**6. You're done! Your login should complete automatically.**

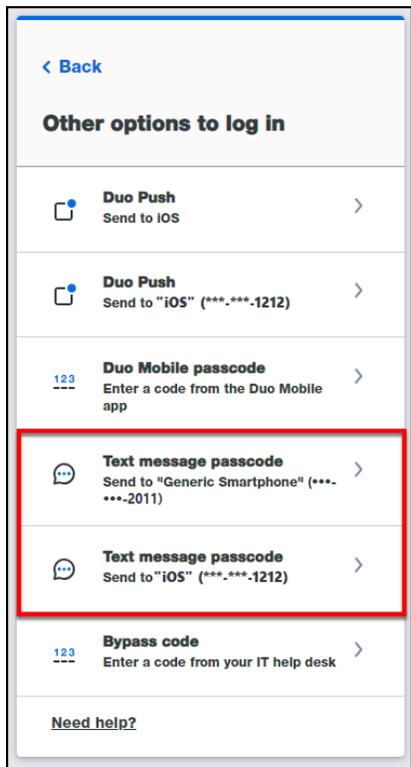
I want to enter a text message passcode from Duo

**1. Click Other options.**



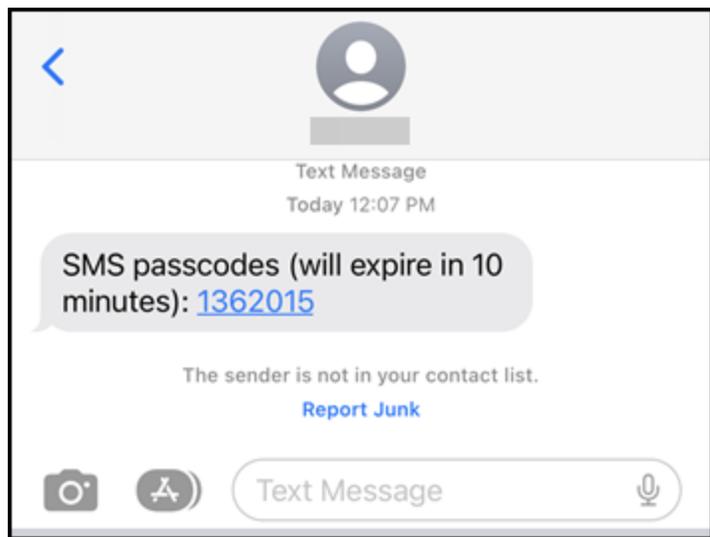
**2. Select the Text message passcode option for the device you want to use.**

💡 Have your own campus [Zoom Phone](#) extension? You can send a text message passcode to your campus extension and retrieve it in the Zoom app!

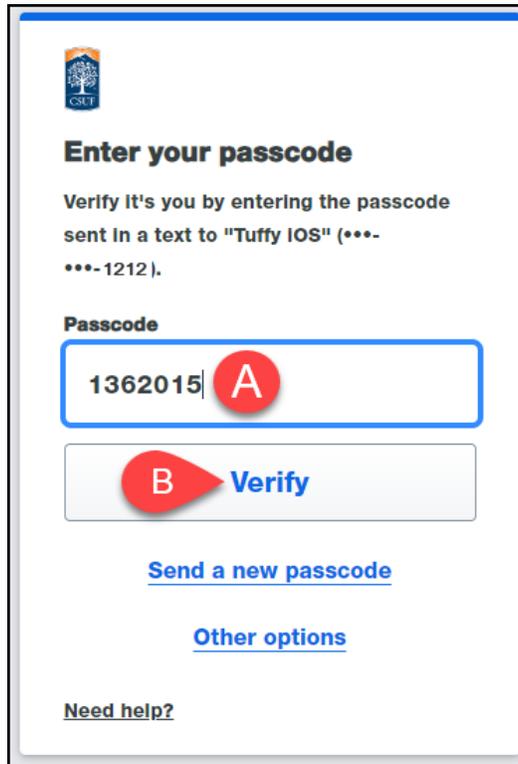


### 3. Retrieve the passcode from the text message sent by Duo.

**!** Note that the passcode will expire in 10 minutes.



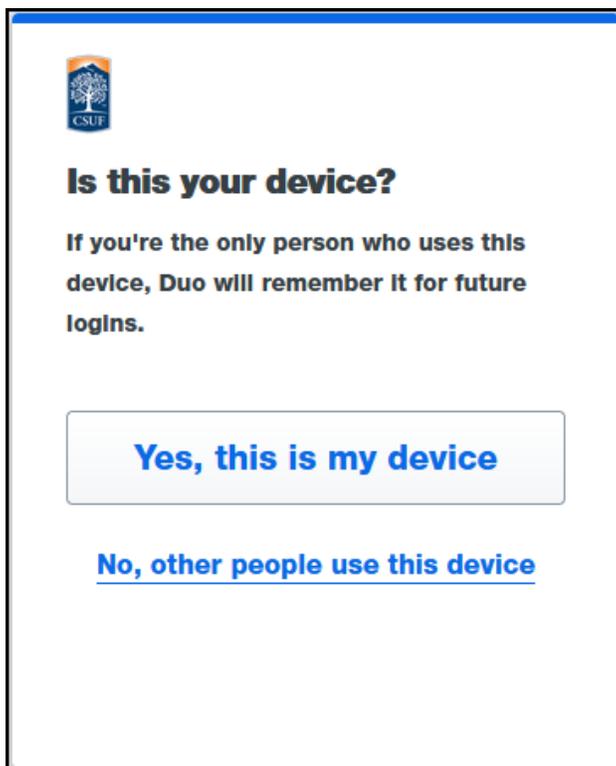
4. Go back to the login screen and enter the passcode you received via text. Then click Verify.



The screenshot shows a mobile application interface for Duo authentication. At the top left is the CSUF logo. The main heading is "Enter your passcode". Below this, a message reads: "Verify it's you by entering the passcode sent in a text to 'Tuffy IOS' (\*\*\*-\*\*\*-1212)." A text input field labeled "Passcode" contains the number "1362015" and a red circle with the letter "A" next to it. Below the input field is a button with a red circle containing the letter "B" and the text "Verify". Underneath the button are two links: "Send a new passcode" and "Other options". At the bottom left, there is a link for "Need help?".

- A. Enter the passcode from the text message.
- B. Then click **Verify**.

**5. Save your authentication for 14 days by choosing Yes, this is my device.**





**Is this your device?**

If you're the only person who uses this device, Duo will remember it for future logins.

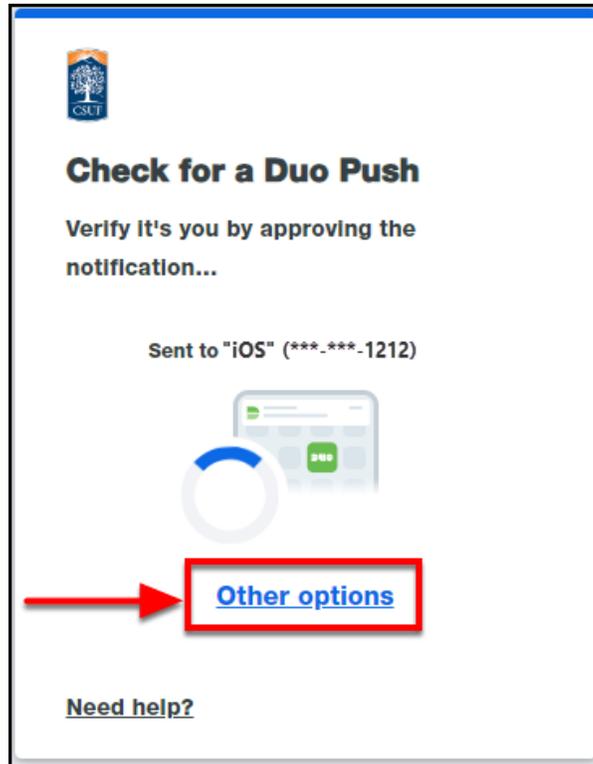
**Yes, this is my device**

No, other people use this device

**6. You're done! Your login should complete automatically.**

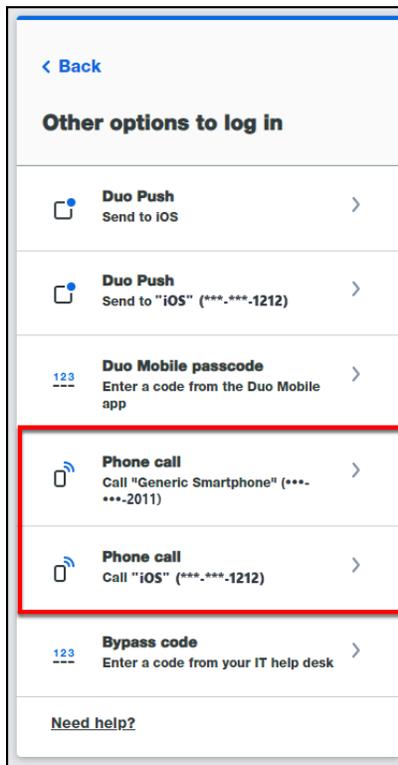
I want to get a phone call from Duo

## 1. Click Other options.



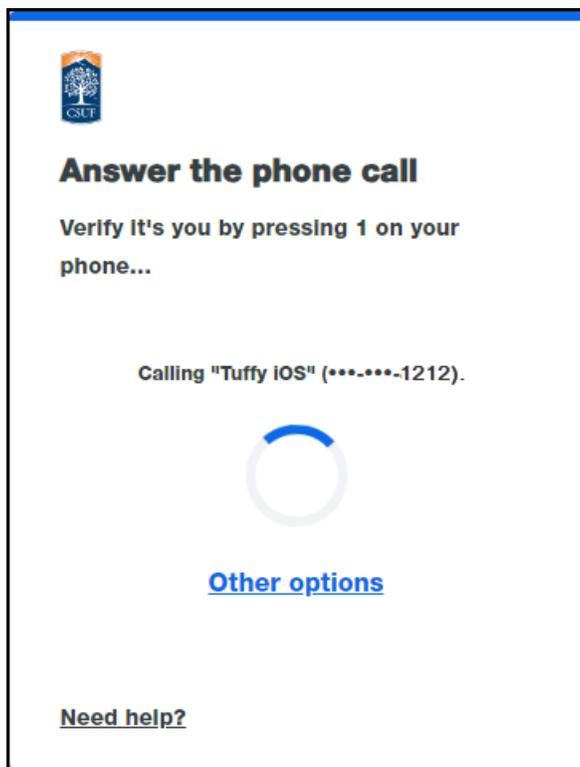
## 2. Select the Phone call option for the device you want to use.

- 💡 Remember if you have a [Zoom Phone](#) extension, you can choose to get a phone call for that extension and answer it on the Zoom app or your desk phone.

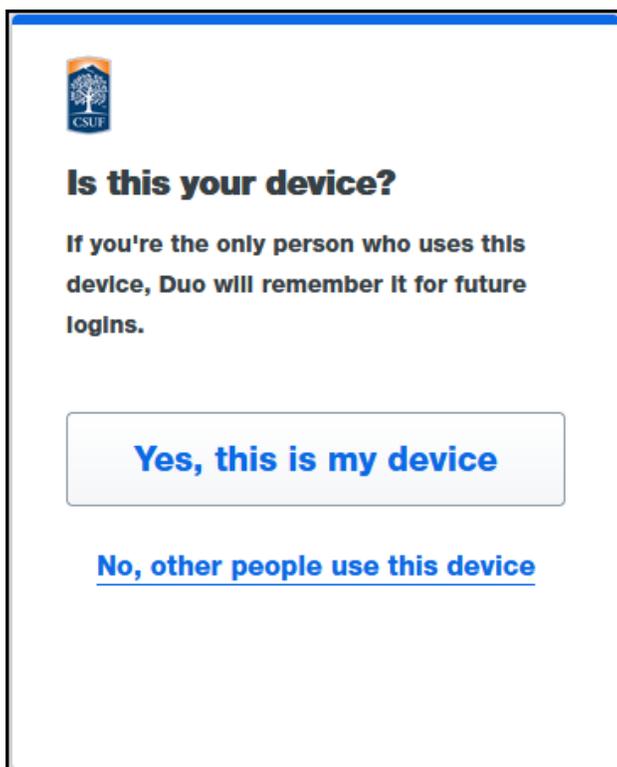


**3. You will receive a phone call with instructions on how to authenticate. Usually this involves pressing a number on your phone's dial pad (e.g., press 1 to authenticate).**

 You should see a phone number displayed when Duo calls you, but it will likely be a phone number you do not recognize. Be sure to answer it!



**4. Save your authentication for 14 days by choosing Yes, this is my device.**



**5. You're done! Your login should complete on the web browser automatically.**

## **Need More Help?**

Contact the IT Help Desk at [HelpDesk@fullerton.edu](mailto:HelpDesk@fullerton.edu) or 657-278-7777.