

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 additional level of authentication (via the DUO Security Software).

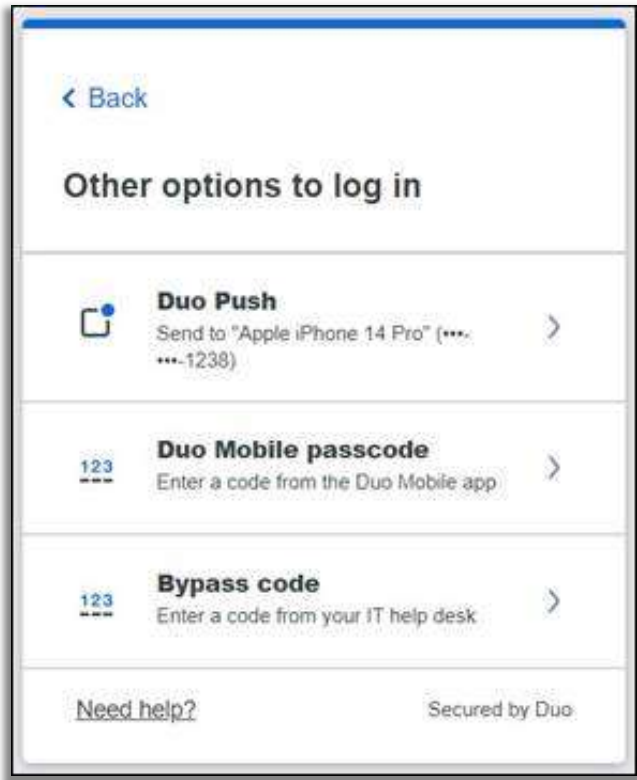
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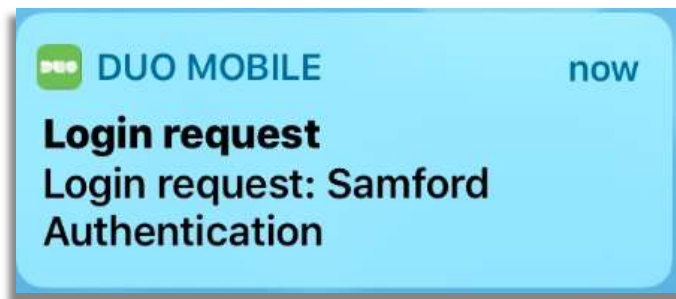
How do I interact with DUO Security?

When you try to log into an application that has been associated with DUO Security you will normally receive a screen saying a push notification was sent to your 2 Factor device.

If you need to use another option, select 'Other options' at the bottom. This will bring up the menu on the right, where you can choose to use a Push, Passcode, or Bypass Code.



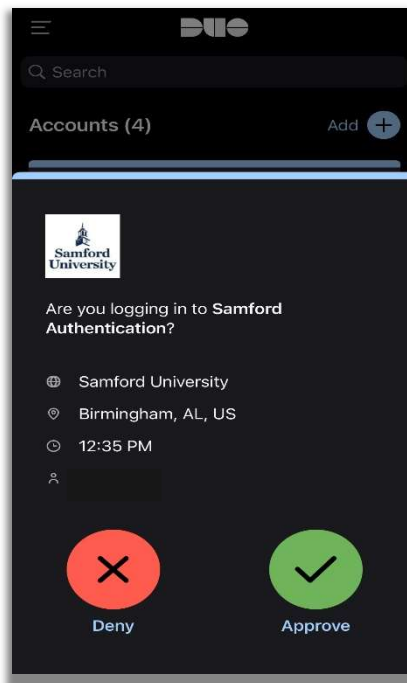
When a push is sent you will receive a Login Request prompt on your phone.



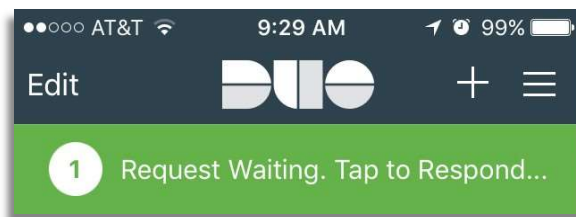
Swipe the login request to bring up the authentication screen.

If you click on the “green” Approve button it will log you into the application.

See below for instructions related to the “red” Deny button.

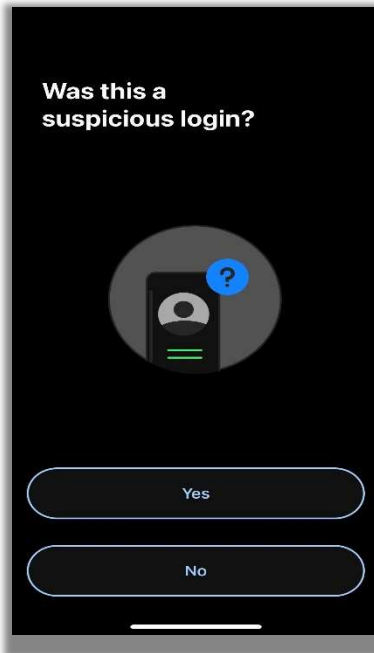


If you do not get a login request, you can go to the DUO Security Mobile App and click on the Green Bar at the top that says “Request Waiting. Tap to Respond...”



If you click on the red “Deny” button, you will get two options. At the top of the screen, it will ask “Was this a suspicious login?”

If you select Yes, it will mark the authentication as fraud and notify Technology Services. If you mark No, it will be marked as an accident, and you will be able to re-send the push.



What do I do if I have questions?

Please contact the Samford University Service Desk at (205) 726-2662 or email them at support@samford.edu.