Set up two-factor authentication

1. Go to Duo Self-Service Portal (www.princeton.edu/duoportal)
   Log into the Duo Self-Service Portal using your Princeton Credentials (NetID and Password). You can also log into Princeton Duo protected services (e.g., OWA, any CAS-enabled system (Time Collection and Learn Center - www.princeton.edu/training)).

2. Start setup and enroll a device for verifying your identity
   1. Click “Start Setup” button

   Protect Your Princeton University Account
   Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.
   This process will help you set up your account with this added layer of security.

   Add a new device
   I am enrolling a ...
   ○ Mobile phone RECOMMENDED
   ○ Tablet (iPad, Nexus 7, etc.)
   ○ Landline
   ○ U2F token (Requires Chrome 41 or higher)

   Add more devices and manage settings
   You can manage your Duo devices and settings from the Duo login prompt. To open this prompt, log on to www.princeton.edu/duoportal.

   Add a new device
   Allows you to add additional devices that can be used to verify your identity. It is recommended that you set up multiple two-factor authenticated devices for your Duo account.

   My Settings & Devices
   Allows you to set default notification types for your devices. For example, for your mobile phone you may choose to always receive Push Notifications. If you set Automatic Push/Phone Call, we recommend that you not check the “Remember Me for 90 days” option at login. Having both set can lead to confusion once the 90-day period expires.

Smartphone or tablet? DUO Mobile App is Recommended
Install ‘Duo Mobile’ from your device’s app store when instructed to during the above setup process and follow the remaining prompts. One time use of your camera will be required during setup.

No Smartphone or cellphone? Pickup the DUO Hardware Token
After your Duo account has been activated, present your Princeton ID at the OIT Store in the Frist Solutions Center. See www.princeton.edu/software for OIT Store’s hours of operations and location.

Have questions?
Want more detailed instructions? See www.princeton.edu/duo
How does 2-factor authentication work?

Factor 1: You log in with your username and password:

Factor 2: Choose a way to double-verify it’s you:

A Duo dialog prompts you to choose the way you would like to provide the second authentication factor.

Send me a Push

Sends a notification to your smartphone or tablet which respond to and accept or decline.

Call Me

Calls the number you enrolled in Duo, which you answer and then press any key to accept or hang up to decline.

Enter a Passcode

- Allows you to send a text with a code to your device for you to enter or
- Enter the code from a hardware token or
- Enter code generated by tapping the key in the Duo App

Remember Me for 90 days

Check the ‘Remember Me...’ box to suppress prompts for two-factor authentication for 90 days, for a specific application in a specific browser. This setting must be renewed every 3 months.

If you set Automatic Push/Phone Call, we recommend that you do not check the “Remember Me for 90 days” option at login. Having both set can lead to confusion once the 90-day period expires. See the “My Settings & Devices” section on the previous page for more details about “Automatic Push/Phone Call.”

Have questions?

Contact

Support and Operations Center (OIT Help Desk)

For Duo Bypass Codes:

If you forgot your smartphone/cellphone or it’s not available

For SRA/VPN (or other services using Duo Append Mode) Login Info:

If you use a Duo Hardware Token or to use other than your default device or method.

Want more detailed instructions/information?

Princeton Duo Two-Factor Authentication Service Page

www.princeton.edu/duo

Duo Frequently Asked Questions

kb.princeton.edu/1208

SOC (OIT Help Desk) Contact Info:

helpdesk@princeton.edu

609.258.HELP (Option #1)

“LIVE CHAT ONLINE” link on princeton.edu/oit

Open 24 hours -- Every day