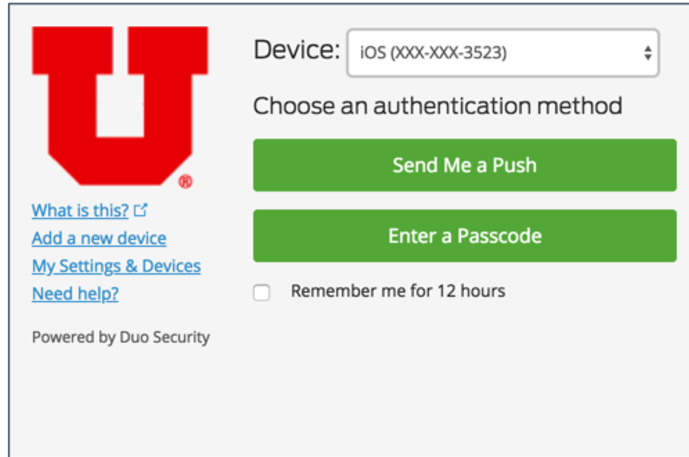




New Duo 2FA self-service options are available

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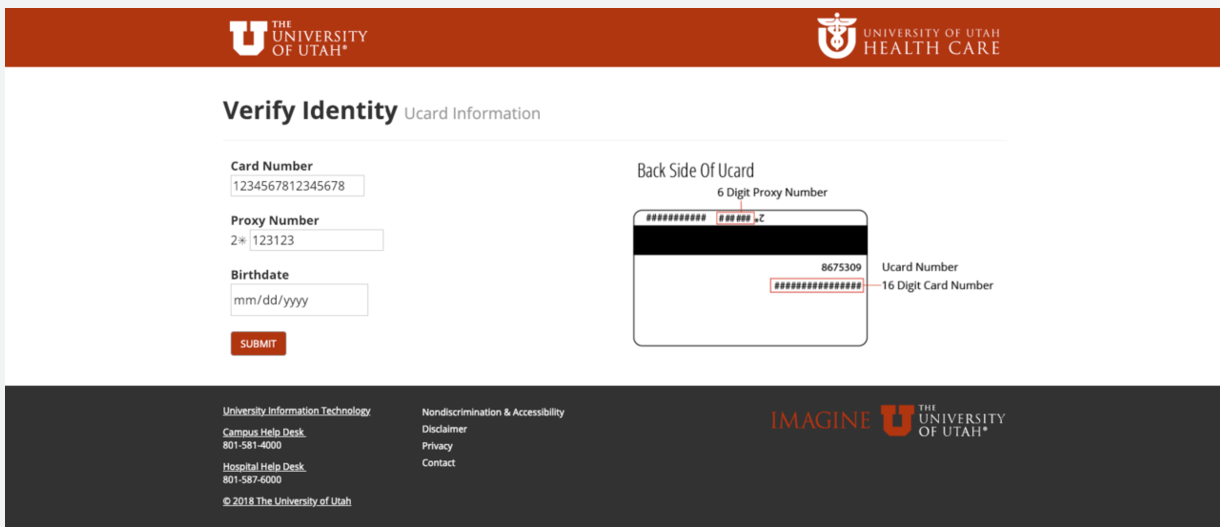
The **Identity and Access Management** team has added new self-service options for Duo two-factor authentication (2FA). You may now receive a one-time use bypass code to self-register a new device via <https://id.utah.edu/self-service>. In addition, users will see the following message with this link when authenticating via the Duo push screen.



New or lost/forgotten phone?

[Click here to get a one time passcode.](#)

To obtain a bypass code, simply follow the link and answer a series of questions to authenticate your identity. See an example of the verification questions below.



After successfully completing this step, you will receive a one-time use bypass code.

These changes were prompted by use cases identified by technical support staff on the UIT Help Desk and ITS Service Desk:

- Users who need to register a new device with Duo because they replaced an old device
- Users who forget their Duo-registered device, typically their phone, and require a bypass code

If you have any questions about these changes, or need further assistance, please call your respective help desk: UIT Help Desk at 801-581-4000, option 1; ITS Service Desk at 801-587-6000.



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