



Final general reminder: Duo 2FA phone call, SMS options will be discontinued 7/17/18

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On July 17, 2018, Duo phone call and SMS options for two-factor authentication (2FA) at the U will be discontinued.

This afternoon, [a reminder email*](#) was sent to those in the U community who are still using the phone call or SMS authentication method. If you know of people in your organization who are still using call/SMS to authenticate, please urge them to begin using the mobile app or token in the next 3 days. Due to expected high Help Desk call volume July 16-18, call wait times may be up to 2 hours on those days.

Users will need to choose one of the following options for 2FA:

Duo mobile app:

- Easiest and fastest method
- Install on a smartphone or tablet (includes Apple, Android, and Windows mobile devices -)
- Two options to authenticate:
 1. Mobile push notification (select "approve" or "deny" from your device's home screen or Duo notification page - no need to type in a code)
 2. Type in a passcode (cellular service/network connectivity are not required for this option)



Duo hardware token:

- Available for purchase at the University Campus Store and the Health Sciences Store

Visit the [2FA webpage](#), [Duo 2FA overview article](#), and Duo tutorial video found in [Pulse](#) (U Health) or [Bridge](#) (campus) for more information.

Questions or concerns? Contact the UIT Help Desk (801-581-4000, option 1) or ITS Service Desk (801-587-6000) for assistance.

*Note: In addition to regular reminders about UIT's [Node 4 newsletter article](#) about the change, bi-weekly [announcements](#) in [@TheU](#), and a [general announcement](#) sent to UIT news service subscribers on April 23, 2018, UIT sent three rounds of targeted emails to identified phone call/SMS authentication users (May 2, June 21, and July 12).

During the past week, using a list of campus orgs with the highest number of phone call/SMS authentication users, UIT staff members have reached out to cognizant managers to request assistance in landline/authentication users switch to mobile app and token methods prior to 7/17.



Node 4 story idea? Email us:
stratcomm@it.utah.edu



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University of Utah - UIT 102 S 200 E Ste 110
Salt Lake City, UT | 84111 US

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