



UIT asks users to update their security profiles

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With the transition to remote instruction and work due to the COVID-19 outbreak, UIT is asking current University of Utah and University of Utah Health community members to update their security questions and answers to assist with password resets and identity verification.

The Campus and University of Utah Health IT Help Desks rely on security profiles to verify identities when users request password resets or other assistance.

Previously, students could reset their passwords by providing proof of identity to the Office of the Registrar, and all users could go to the Marriott Library Knowledge Commons Service Desk for password resets. Since those offices are closed, password resets are being handled remotely by the Campus Help Desk.

Students should also consider opting in to Duo Security, the U's two-factor authentication (2FA) service. Duo 2FA not only facilitates secure identity verification for password resets, it also protects the individual and the university by providing an extra layer of security to logins.

- To update your security questions, select the Change Your Security Information tile in Campus Information Services (CIS).
- To opt in to Duo Security two-factor authentication, select the Duo 2FA Management tile in CIS.
 - Note: Duo is available only to current students, faculty, staff, and affiliates.

For more information about password resets, please refer to the [Reset or change uNID password](#) Knowledge Base article. For more information about Duo Security, please refer to the [Duo Two-Factor Authentication \(2FA\): Overview](#) Knowledge Base article.

If you have questions, your local IT support staff may be able to assist, or you may contact your respective help desk: UIT Help Desk (801-581-4000, option 1) or ITS Service Desk (801-587-6000).



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