

HOW TO USE 2FA

WHAT IS 2FA?

Two-factor authentication (2FA) is an extra layer of security designed to prevent unauthorized access to your personal information. It requires you to verify your identity twice—once with your password and once with your phone, mobile device, tablet or token—before you can access sensitive information within select FSU systems.

DUO MOBILE

There are multiple ways to authenticate your account with 2FA.

ITS recommends downloading the Duo Mobile app and using the Duo Push notification as it is the quickest and easiest way to gain access, but choose whichever method works best for you.



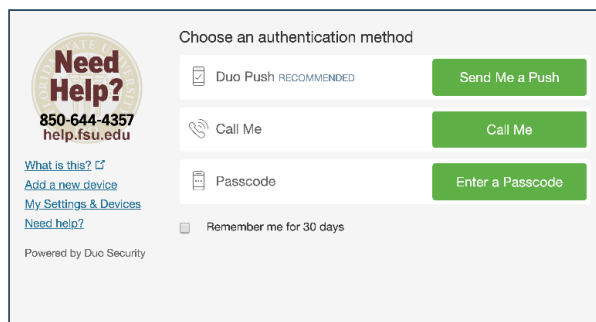
[App Store](#)
[Google Play](#)

QUESTIONS?

We're here to help. If you experience issues, contact the ITS Service Desk at 850-644-HELP or help.fsu.edu.

HOW TO USE DUO

- **Duo Push (recommended)** | get a pop-up notification on your mobile device using the Duo Mobile app
- **Call Me** | answer an automated phone call to your mobile device or landline
- **Enter a Passcode** | receive an SMS text message with a passcode OR use the Duo Mobile app or a Duo Token to generate a passcode



VERIFY USING DUO PUSH

1. Click **Send Me a Push**
2. Your device will receive a push notification with a login request from Duo
3. Tap **Approve**
4. If you don't receive a notification, open the Duo Mobile app and tap **Approve**

VERIFY USING CALL ME

1. Click **Call Me**
2. Your phone will receive an automated call
3. Follow the instructions given in the automated message

VERIFY USING PASSCODE

1. Click **Enter a Passcode**
2. Pick your notification method
 - Mobile app – open the Duo Mobile app on your phone or tablet and tap your Florida State University account to reveal a temporary passcode
 - Duo Token – press the button on your hardware token to generate a new temporary passcode
 - Text message – click the **Text me new codes** button
3. Enter the passcode in the box on your screen
4. Click **Log In**

