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.

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

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• 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

DUO MOBILE
App Store
Google Play

Need Help?
850-644-4357
help.fsu.edu

What is 2FA?
Add a new device
My Settings & Devices
Home screen
Powered by Duo Security