

# Set Up Duo 2-Factor Authentication

**\*\*Did you get a new phone and not setup Duo Restore beforehand? Visit our Recovering Duo 2-Factor Account page to learn how to setup Duo 2-Factor Authentication on a new device.\*\***

## What is Two-Factor Authentication?

Two-Factor Authentication (2FA) adds a second layer of security to your SJSUOne account. By verifying your identity using a second factor (such as your mobile device or a key fob), 2FA prevents anyone else from logging into your account, even if they know your password.

Duo 2FA only effects your SJSUOne account. Once it is set up, you must use Duo 2FA to sign-in to this account and its associated services (SJSU Email, PeopleSoft, CFS, FTS, etc). It does not apply to your MLML-specific credentials.

Currently, it is available to all SJSU/Foundation Staff, Faculty, and Student Employees.

### To setup Duo 2-Factor Authentication:

- Start with First Steps
- Proceed to Installation
- Continue to either SmartPhone (recommended) or Key Fob
- Finish by Enabling Third-Party Accounts for easy recovery

## First Steps:

- Go to the [SJSU Duo Page](#)
- Scroll down to **Register for Duo 2FA - SJSU Employees Only**
- Select the **Smartphone App** option in the **Duo Method** section of the form.
  - **Please Note:** Only select the **Key Fob** option if you *do not own a smartphone* or *absolutely refuse* to install the Duo App on your phone. A key fob is a small physical device that displays a continuously updating passcode. Please submit an [IT Helpdesk Ticket](#) to request a key fob.
- Enter your information and then **Submit** the form. Select “**College of Science**” in the **Division or College** section:

## Register for Duo 2FA - SJSU Employees Only

Faculty and Staff (including Student Employees) should register for Duo 2FA now.

To begin the process, please submit your information in the form below, and the [IT Service Desk](#) will contact you soon to assist you with the next steps.

**Full Name\***

**SJSUOne ID\***

**Email\***

**Phone Number\***

Duo Method

- Key Fob  
 Smartphone App

**Division or College\***

- Wait to receive an email from SJSU IT enabling Duo on your account
- Once you receive the email with setup instructions, it may take 1-2 hours for the change to sync to your account

## Install Instructions:

- Navigate to the [SJSUOne](#) page, or any other page where you use your SJSU login credentials (eg. SJSU Email):

SAN JOSÉ STATE UNIVERSITY

one.SJSU  
Spartan App Portal

What would you like to do?

Browse Categories -

Staff -

First time using one.SJSU?  
Please read all Announcements by selecting [view all](#). Additional help is available from the Help option or directly at the one.SJSU Help page.

How do I start?  
Sign in to one.SJSU first each day. Select your Favorites by clicking the heart. Search for other tasks. See [short videos](#) for help.

Can't find something?  
How do I start? Sign in. Your role is automatically assigned, but you can find what you are looking for through [view more...](#)

Sign In  
Sign In  
Preferences  
Send Feedback  
Help

Most Popular

MySISU PeopleSoft - CS	My Email G Suite	SJSU @ Work PeopleSoft - HR	Department Scheduler Extract PeopleSoft - CS
Lucidchart For existing users.	Sexual Assault Prevention for Undergrads/ Graduate Students website	Transportation Solutions public transportation	Register for Duo 2FA
Benefits Open Enrollment PeopleSoft - HR	Financial Transaction Services (FTS)	Graduate Admissions and Program evaluations website	My Groups G Suite

See More

- **Sign In:**

- Note: If you are already logged in, you may want to use your browser's incognito/private mode so that you do not have to log out and back in again.

## Connecting to

Sign-in with your San Jose State University account to access  
CSU Common Financial System



### Sign In

Remember me

Sign In

[Need help signing in?](#)

- Click **Setup**:

## Connecting to

Sign-in with your San Jose State University account to access  
CSU Common Financial System



### Set up multifactor authentication

Your company requires multifactor authentication  
to add an additional layer of security when signing  
in to your Okta account



#### Duo Security

Use Push Notification, SMS, or Voice call  
to authenticate.

Setup

- Scroll down and click **Start Setup**:


## Connecting to

Sign-in with your San Jose State University account to access  
CSU Common Financial System

 **SAN JOSÉ STATE  
UNIVERSITY**



### Setup Duo Security

Settings

## State University Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

[Start setup](#)


[Back to factor list](#)

## If you are using a Key Fob:

- Press **Enter a Passcode**, and press the single **Button** on your **Duo Key Fob**:



### Setup Duo Security

Settings  

Enter a Passcode

[Back to factor list](#)



- Enter your **One Time Password** from the Key Fob into the passcode field and press **Log In**:
  - You have about 15 seconds to enter the passcode.





### Setup Duo Security

A screenshot of the Duo Security mobile application interface. At the top left is the SJSU logo, and at the top right is a "Settings" button with a hamburger menu icon. Below the logo is a text input field containing "(ex. 867539)". Below the input field is a green "Log In" button, which is highlighted with a red border. At the bottom of the screen is a blue banner with the text "Enter a passcode from a hardware token." and a white "Dismiss" button.

[Back to factor list](#)

Congratulations, Duo 2-Factor Authentication should now be set up for use with your Key Fob!

## If you are using a Smartphone:

- Select **Mobile phone** and click **Continue**:


## Connecting to **CSU**

Sign-in with your San Jose State University account to access  
CSU Common Financial System

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UNIVERSITY



### Setup Duo Security

☰ Settings

What type of device are you adding?

**Mobile phone** RECOMMENDED

**Tablet** (iPad, Nexus 7, etc.)

[Continue](#)

[Back to factor list](#)

- Enter your **phone number** and click **Continue**:


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CSU Common Financial System

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## Setup Duo Security

Settings

Enter your phone number

United States ▾

+1  ✓

ex: (201) 234-5678

You entered  Is this the correct number?

[Back to factor list](#)

- Select the **type of phone** and click **Continue**:


## Connecting to



Sign-in with your San Jose State University account to access  
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### Setup Duo Security

☰ Settings

What type of phone is  ?

iPhone

Android

Windows Phone

Back Continue

[Back to factor list](#)

- Search and install “**Duo mobile**” from your app store onto your device:
  - Apple **App Store** for iOS
  - Google **Play Store** for Android
- Once downloaded, go back to setup screen and click **I have Duo Mobile** :

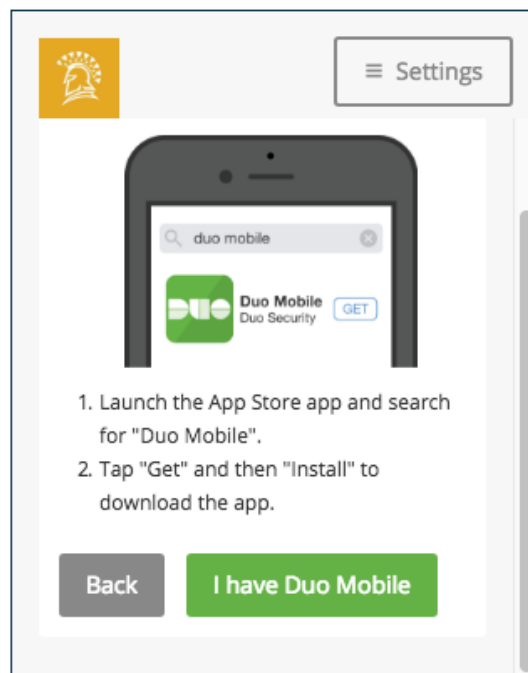
## Connecting to **CSU**

Sign-in with your San Jose State University account to access  
CSU Common Financial System

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### Setup Duo Security

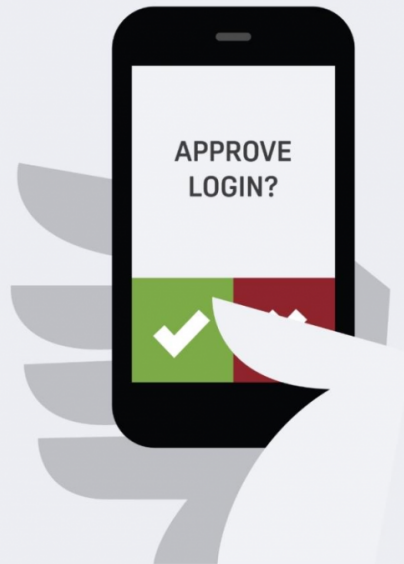


[Back to factor list](#)

- Open the Duo Mobile app and tap **Get Started** or **Add Account**:

## Welcome to Duo Mobile

Duo helps you login securely.  
You'll use this app to approve your logins after entering your username and password on your computer.



New to Duo?

**GET STARTED**

Use Duo before?

**GET MY ACCOUNT BACK**



- **Allow camera permissions** on your device if you have not already, and **scan the QR code** that appears on the setup screen:



Scan an activation barcode to link Duo Mobile to your account.

**NO BARCODE?**



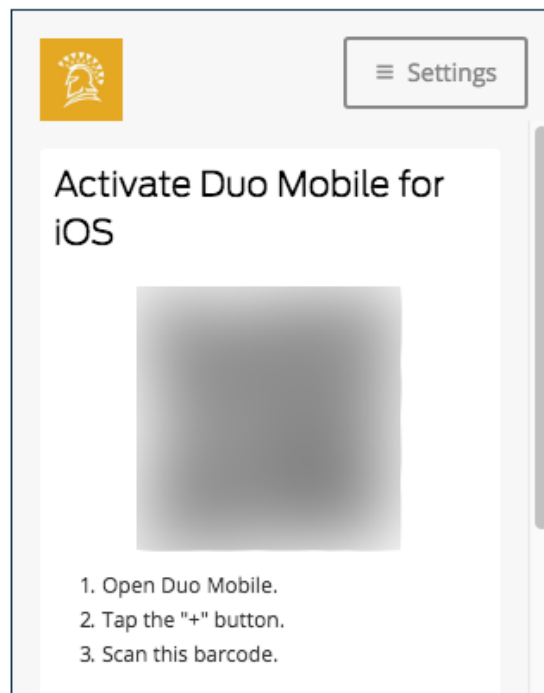
## Connecting to

Sign-in with your San Jose State University account to access  
CSU Common Financial System

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### Setup Duo Security



[Back to factor list](#)

- Once you have scanned the QR code, scroll down and click **Continue** on the setup screen:

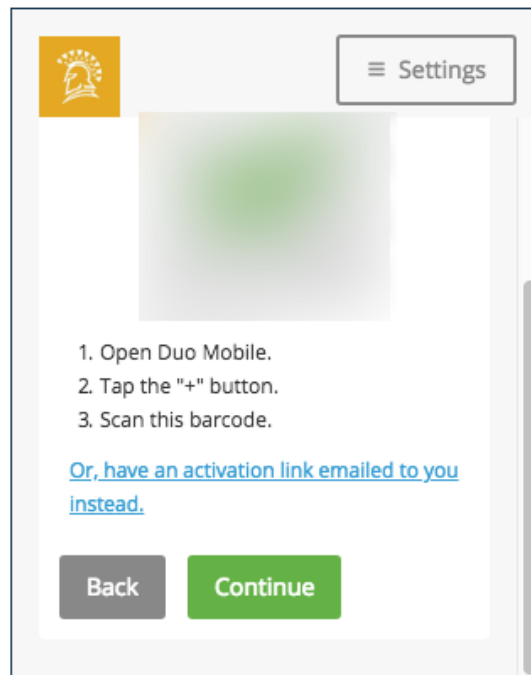
## Connecting to **CSU**


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### Setup Duo Security



 Settings

1. Open Duo Mobile.  
2. Tap the "+" button.  
3. Scan this barcode.

[Or, have an activation link emailed to you instead.](#)

Back Continue

[Back to factor list](#)

- Check/set device settings for Duo and click **Continue to Login**:


# Connecting to **CSU**



Sign-in with your San Jose State University account to access  
CSU Common Financial System

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## Setup Duo Security

Settings

 iOS 

+ [Add another device](#)

Default Device:

iOS

When I log in:

Ask me to choose an authentication met ▾

Saved

Continue to Login

[Back to factor list](#)

- Congratulations, Duo 2-Factor Authentication should now be set up for use with your smartphone!


## Connecting to **CSU**

Sign-in with your San Jose State University account to access  
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### Setup Duo Security

≡ Settings

Send Me a Push

Enter a Passcode

Enrollment successful! This is the Duo login prompt that you'll normally see when logging in.

Dismiss

[Back to factor list](#)

## Signing In:

- To sign in with Duo 2FA from your computer or other device, click **Send Me a Push**:



Duo Security



≡ Settings

Send Me a Push

Enter a Passcode

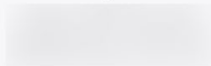
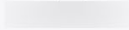
Sign Out

- Press **Approve** on your phone:

## Login Request



San José State University  
Okta



February 1, 2019, 4:29 PM



APPROVE




DENY

- Alternatively, click **Enter Passcode:**

- Entering a passcode may be helpful in situations where the push notification won't get through, for instance when your computer has a connection to the internet but you have no data service (cell or WiFi) on your phone.



Duo Security

 Settings

Send Me a Push

Enter a Passcode

Sign Out

- Enter the **passcode** from Duo on your phone into the field on the device you are signing in with:



DUO-PROTECTED

San José State University



ABOUT PASSCODES

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Duo Security



Settings

ex. 867539

Log In

Enter a passcode from Duo Mobile.

Dismiss

Sign Out

# Enable Easy Account Recovery:

Recovering your account on a new device can be made simple by setting up Duo Restore NOW - before you get a new device. It backups your account and uses a recovery password that you can enter on your new device to register that new account. If you do not do this, you will have to unregister your old device, then register your new device with SJSU IT (even if it is the same number).

To learn how to setup Duo Restore for your iOS or Android follow the instructions on [this page](#).

## For more information:

- [SJSU Duo Page](#)
- [Duo End-User Guide](#)

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