



# ICT Services

“To influence and shape the nature, scope and direction of ICT in the University of the Free State through leadership, innovation and collaboration”

## Duo Mobile Authentication Frequently Asked Questions (FAQ's)

Business Alignment and Integration

2019



## DUO MOBILE AUTHENTICATION FREQUENTLY ASKED QUESTIONS (FAQ'S)

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- **What if I don't have a mobile phone?**

If you have a tablet or an iPad you may also use it. Alternatively, a Duo token can be procured if you opt not to use the Duo mobile application. For more details and pricing, please contact IT Procurement at x2000 or [ProcureIT@ufs.ac.za](mailto:ProcureIT@ufs.ac.za).

- **What if I lose my mobile phone or it is stolen?**

In the case of theft or loss of your mobile device, please contact the ICT ServiceDesk and request that your mobile device be removed from your Duo account. Then you visit the Duo Enrolment portal at <https://duomgmt.ufs.ac.za> to setup your new device. If your device is lost whilst traveling abroad, you can contact the ICT ServiceDesk at X2000 to obtain temporary codes for authentication purposes. You can alternatively log a request on SolveIT - <http://solveit.ufs.ac.za>.

- **What if I get a new mobile phone or wipe my existing phone? (Reactivating the Duo mobile device)**

If you get a new device, this can easily be added by visiting the UFS Duo Enrollment page at <https://duomgmt.ufs.ac.za>. On this enrolment page, you can also remove your old device. If you wipe your current device, you will need to contact the ICT ServiceDesk to assist you in removing your device from your Duo account. You can then re-enrol your device by visiting the Duo Enrolment portal at <https://duomgmt.ufs.ac.za>. Please refer to the UFS Duo Quick Start Guide.

- **What systems will utilise Duo authentication?**

Initially, the UFS will be rolling out Duo to our KovsieMail – Exchange Webmail website, at <https://webmail.ufs.ac.za>. This is to protect your e-mail account against spammers and credential theft.

- **Can I opt out of Duo authentication?**

Unfortunately, you cannot do so. Securing your digital identity is not optional. Duo authentication will be required going forward in an effort to protect your personal and sensitive information against the ever growing threats from hackings and phishing.

- **I frequently travel internationally. How does this affect me?**

DUO can be used whilst traveling abroad. The mobile application provides multiple methods of validating your identity, including push requests and 6 digit passcode. Please note that the passcode option can be used when travelling abroad and does not require internet connectivity to function at all. You can also use your Duo token if you prefer to.

- **What if I left my mobile device at home? Will it still be possible to access my account?**

In short, yes. You will need to contact the ICT ServiceDesk at x2000 to obtain temporary access codes to be used until you have your device again.

- **Will Duo ask for my password?**

The UFS Duo Enrolment portal will require your UFS Campus password when enrolling. Other systems will continue to work as usual.

- **Which mobile devices are supported?**

The Duo mobile app supports Android, Apple iOS and Windows mobile devices. Most brands should work without any problems.

- **How much data does the application use?**

ICT Services recommends that you connect your mobile device to the UFS wireless network to avoid incurring any costs, when installing the Duo Mobile. Duo Mobile app. In any case, does not use much data at all. Each push notification will consume approximately 1 KB of data, and if you choose to make use of the 6-digit code option for authentication instead, it will not consume any data.

- **What if I receive a login alert which was not initiated by me?**

If you receive a login alert from the Duo mobile app not requested by you, please click the “Ignore” option on your mobile device. This will ensure that your account remains safe. ICT Services requests that you immediately change your password in such an event by visiting <https://selfservice.ufs.ac.za> and that you also immediately notify the ICT ServiceDesk at x2000 or e-mail [servicedesk@ufs.ac.za](mailto:servicedesk@ufs.ac.za) .

- **Can I set up multiple devices on my account?**

You may set up more than one device for the sake of convenience. To add a second device, please visit the Duo Enrollment page at <https://duomgmt.ufs.ac.za> . You can also refer to the UFS Duo Quick Start Guide.