

What are my options to enroll in Duo Security?

In an effort to meet Federal regulatory compliance requirements and provide additional security for your eServices account, all University employees and affiliates (e.g. campus community members) that have access to University regulated data are **required** to enroll in Duo Security. If you are required to enroll in Duo Security, your account will be either scheduled for enrollment or automatically enrolled after your account is provisioned.

If you have been informed by Human Resources that your account will be provisioned automatically, please follow the instructions found at [eServices Login with Duo](#).

If you have been informed that your account is **scheduled** to be enrolled into Duo security, you will have three options to start the process.

1. Wait until the scheduled date and time and you will receive an enrollment email from Duo Security around the scheduled time. You can start the enrollment process (outlined in the [Getting Started with Two-Factor Authentication with Duo Security](#) article) by following the unique link in that enrollment message.
2. Visit the ITS Service Center located on the 2nd floor of Thompson Hall on the date of your scheduled enrollment or before where you will be guided through the enrollment process. **Please bring the device that you will enroll for second factor authentication (e.g. smartphone)**. If you are enrolling a smartphone or a tablet, please download the Duo Mobile app ahead of time to speed the enrollment process and to avoid issues with network connectivity. If you are only enrolling a landline phone then you will need to perform the enrollment over the phone with the ITS Service Center. You are **not** required to use any personal devices (e.g. smartphones) and you can be issued a hardware token at no initial cost to University employees (Faculty/Staff: one-time only) by visiting the ITS Service Center after your account has been enrolled into Duo Security. University affiliates (non-state employees) need to purchase their own hardware tokens if they wish to use them.

NOTE: For all options above, if you are **not** logged to your email when the account is provisioned, you will be prompted to start the enrollment process the first time you try to logon to any of the Duo Security protected services listed in the [Getting Started with Two-Factor Authentication with Duo Security](#) article. Make sure that you have available (and have access to) a second factor device to enroll during the process.

IMPORTANT: After the scheduled activation date/time, employees that have **not** completed the setup process will **not** be able to access Fredonia protected eServices (e.g. G Suite, SUNY Portal, Oncourse etc.) until they have completed the process.

Duo Security Enrollment

The enrollment process is very easy to follow and takes just a few minutes. To learn more please visit the [Getting Started with Two-Factor Authentication with Duo Security](#) article in [answers.fredonia.edu](#) and the [Duo Security Enrollment Guide](#) and be sure to watch the brief tutorial. Please also visit the [Duo Security Frequently Asked Questions](#) for answers to the most common questions about Duo Security.

You can start the enrollment process from the device that you will be using as a second factor by accessing the enrollment email message from your device and following the link. See details at [How do I activate Duo Mobile directly from my smartphone or tablet?](#)

It is strongly recommended that **all** mobile devices used as a second factor be encrypted and have a screen lock enabled.

We also recommend that you register **two** or more devices, including your office phone, as alternative methods of authenticating.

You **DO NOT** have to use your personal mobile device for Duo authentication, there are other options like using your office landline or a hardware token.

Teaching faculty can be issued an optional hardware token to use as a secondary 2nd factor device for Duo Security. These hardware tokens are provided to the employee at no charge for the first token. The token is NYS property and needs to be returned to the ITS Service Center upon employee separation from service. If the employee loses the hardware token, the employee or department will need to replace it at their expense. Please visit the ITS Service Center located in Thompson Hall to be issued a hardware token.

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