Two-Factor Authentication (TFA)  
(Setup and Use)

Before you start…

Two-factor authentication (TFA) is a security method that Cedarville is adopting in order to increase University email account security for participating faculty and staff. Essentially, two-factor authentication involves:

1. Logging in to your University email account and then
2. Verifying your identity from a phone or tablet (e.g., through a mobile app, call, or text message).

If you have general questions about TFA, please visit our Two-Factor Authentication (TFA) FAQ help page.

Different Authentication Options Available to You

When you use two-factor authentication, you will be asked to choose which method you would like to use to verify your identity. These options include:

- Mobile app: There is a DUO app that you can download to a smartphone or tablet. This app allows you to verify your identity directly from your mobile device with a simple tap.
- Text message: When you try to log in to your account, you can select to have a text message sent directly to your phone with a passcode. (When you receive the passcode, you will enter it on a screen that appears when you try to log in - the passcode will be different each time you have to authenticate.)
- Phone call: You can select to authenticate through a phone call. With this option, you will need to answer the phone call and then press any digit on your phone to gain access (e.g., office phone and/or home phone).
- Token: This is a small, handheld device (about the size of a flash drive) that generates automatic passcodes for you as you try to access your account. With this option, all you have to do is press a button on the token to generate the passcode that you will enter to receive access. Information technology provides tokens for $20. If you would like to use a token, submit an IT Request (ITR) requesting this option.

Downloading the Mobile App

If you have a smartphone or tablet and plan to use the mobile app, downloading this mobile app beforehand will make the setup process much easier.

To download the app for iOS (iPhone or iPad):

1. Launch the "App Store" on your device.
2. Search for "DUO Mobile."
3. Once the app appears, tap [Get] > Tap [Install].

To download the app for Android:

1. Launch the Google Play store on your device.
2. Search for "DUO Mobile."
3. Once the app appears, click [Install].

**Setting Up Two-Factor Authentication**

If you have a smartphone or tablet and plan to use the mobile app, be sure to complete the steps in the "Downloading the Mobile App" section above before proceeding. If you have already downloaded the app or plan to use a landline, regular mobile phone, or token, complete the following steps:

1. Navigate to [cedar.to/cedarinfo](http://cedar.to/cedarinfo).
2. Under "Individual (General) Transactions," select "Two Factor Authentication Opt-In/Out."
3. Once you have clicked the link within CedarInfo, if you get a message that reads "Not Enabled," click "Enable Two Factor Authentication" if you would like to set up TFA.

3. Enter your CedarNet login credentials > Click [Authenticate].
4. Click [Start setup].

5. Select which type of device you want to use to verify your identity > Click [Continue]. (If you plan to use a token, you will be able to select this option later.)

6. Based on which device you chose, follow the prompts on the screen to complete the setup process for TFA.
Using Two-Factor Authentication

Once you have completed the setup process for two-factor authentication, you can complete the following steps each time you want to log in to your University email account (or whichever account you want to access that is set up under TFA):

1. Access the site/account that you would like to log in to.
2. Enter your CedarNet login credentials > Click [Log in] or [Authenticate].
3. If TFA is set up for the account you have tried to log in to, a page will appear that requires you to confirm your identity.

![Cedarville University login interface]

**Note:** If you would like DUO to remember the current device you are using for 14 days, check that option before proceeding.

4. Based on which authentication method you chose when you originally set up your account (through text message, phone call, etc.), you will need to select the proper option and complete the necessary steps.
   - DUO app: Access the app and click "Accept."
   - Phone call: Select this option and then click [Log in] > You will receive a phone call.
   - Text message: select "Passcode" > the number that the passcode will begin with is indicated directly below the "Passcode" option > click the "send more" link and enter the passcode that you receive through the text message.
   - Token: Click the dropdown menu next to "Device" and select "Token" > Click the button on your token and enter the passcode.
5. Click [Log in]. You should arrive at your account.

**Additional Questions?**

If you have questions, please contact information technology at 937-766-7905 or email TechHelp. If you experience problems, please submit an IT request (ITR).