Duo Security for Students

Info Sheet

About Duo Security 2FA for Students

Duo Security is the standard for 2-Factor Authentication (2FA) at Texas State University and students will soon be required to enroll in Duo and use 2FA for access to university resources.

Early enrollment for students begins March 25, 2020, required enrollment will begin May 25, 2020.

This document provides answers to expected questions and gives direction for assisting students. Technical issues should be reported to ITAC at 512.245.4822 or by email: itac@txstate.edu

Basic Questions

Why are students being required to enroll in Duo Security 2FA?
Answer: To reduce the instances of phishing perpetrated against students and to protect their confidential information. Additionally, to improve the security posture of the university overall.

What options are available to me for 2FA?
Answer: Our recommendation is to use the mobile app whenever possible, but other options include text authentication, voice calls, or a special Duo token (available at the ITAC service desk).

What prompted this change?
Answer: Online threats change rapidly and attackers are always seeking novel vulnerabilities to exploit. Duo Security 2FA has had a drastic impact on the security of employee accounts and this expansion will ensure that students have the most powerful protection of their accounts that we can provide.

Am I still at risk?
Answer: Online risk never goes away, but this change targets the most common threat to students right now – phishing. Duo Security 2FA will help reduce the incidence of phishing among student accounts and reduce the potential value of student account to cybercriminals. This protection only extends to Texas State accounts and should not be mistaken to mean personal accounts are more secure.

What if I lose my second factor?
Answer: The hope is that using the app with a mobile device will minimize the chance that the second factor will be lost, but Duo Security does allow for multiple methods of authentication to be used. For instance, someone could have the app and a Duo token or a Yubi Key as a backup.

What if something goes really wrong?
Answer: As always, if someone has a technical issue that cannot be quickly resolved, ITAC is available 24/7 to assist with questions or help resolve problems. Their contact phone number is 512.245.4822 or they can be reached by email at itac@txstate.edu