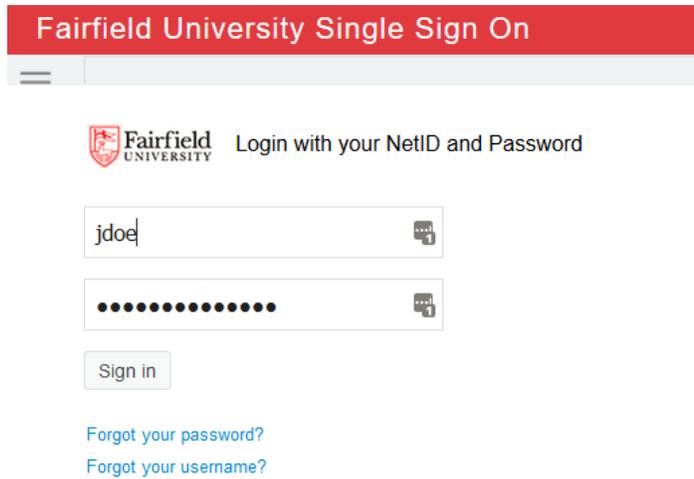


# Using Multi-Factor Authentication (MFA)

## my.Fairfield

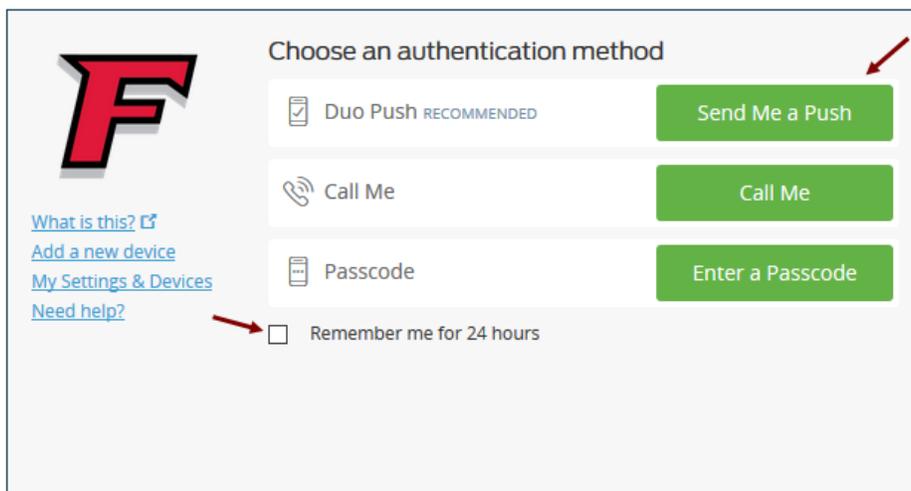
Sign into the NAM portal (my.fairfield.edu) as usual.



The image shows the login page for Fairfield University. At the top, there is a red banner with the text "Fairfield University Single Sign On". Below the banner is the Fairfield University logo and the text "Login with your NetID and Password". There are two input fields: the first contains the username "jdoe" and the second contains a password represented by dots. Below the password field is a "Sign in" button. At the bottom, there are two links: "Forgot your password?" and "Forgot your username?".

Once you have been successfully authenticated, Duo will present the MFA (secondary authentication) screen. Select your preferred MFA method - "push" is recommended as that is the easiest way to MFA. To enable "push", ensure that your smartphone has the Duo mobile app installed and the MFA service has been activated per the instructions in [step #6 here](#). Also note, the Duo MFA screen will only be presented when you are not connected to a Fairfield U network. Once you successfully verify MFA, browser will automatically navigate to the application you were attempting to open.

If you have only one device enabled for MFA, you will see the screen on the left. With 2 or more devices, Duo will present a drop-down that can be used to select an alternate device for MFA. Users also have the option of checking a box at the bottom that will prevent any further MFA prompts from appearing for a period of 24 hours.



The image shows the Duo MFA authentication screen. On the left is the Fairfield University logo (a large red 'F'). Below the logo are four links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". The main area is titled "Choose an authentication method" and contains three options, each with a green button: "Duo Push RECOMMENDED" with a "Send Me a Push" button, "Call Me" with a "Call Me" button, and "Passcode" with an "Enter a Passcode" button. At the bottom, there is a checkbox labeled "Remember me for 24 hours". Red arrows point to the "Send Me a Push" button and the "Remember me for 24 hours" checkbox.



Device:

Choose a device:

- Android (XXX-XXX-9209)
- Landline (XXX-XXX-9211)

Duo Push RECOMMENDED

Call Me

Passcode

Remember me for 24 hours

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

## Library Electronic Resources

When attempting to access electronic resources from the library while off campus, you will be prompted with the Fairfield University single Sign On page as noted in the above my.Fairfield instructions. You can then follow that process to authenticate with Duo as it is the same process for accessing electronic resources from the Library.

## Outlook Web Access (OWA)

Sign into the Outlook Web Access (OWA) App as usual.

Microsoft® Outlook Web App

Security ( [show explanation](#) )

This is a public or shared computer

This is a private computer

Warning: By selecting this option, you confirm that this computer complies with your organization's security policy.

Use the light version of Outlook Web App

User name:

Password:

Connected to Microsoft Exchange

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Once you have been successfully authenticated, Duo will present the MFA (secondary authentication) screen. Select your preferred MFA method - "push" is recommended as that is the easiest way to MFA. To enable "push", ensure that your smartphone has the Duo mobile app installed and the MFA service has been activated per the instructions in [step #6 here](#). Also note, the Duo MFA screen will only be presented when you are not connected to a Fairfield U network. Once you successfully verify MFA, browser will automatically navigate to OWA.

**F**

Choose an authentication method

Duo Push RECOMMENDED Send Me a Push

Call Me Call Me

Passcode Enter a Passcode

Remember me for 24 hours

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

**F**

Device: Android (XXX-XXX-9209)

Choose a device

- Android (XXX-XXX-9209)
- Landline (XXX-XXX-9211)

DUO PUSH RECOMMENDED Send Me a Push

Call Me Call Me

Passcode Enter a Passcode

Remember me for 24 hours

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

## GlobalProtect VPN

GlobalProtect VPN works a little differently than the others since it runs as an app instead in a browser. Signing into VPN will vary depending on your preferred method of MFA, with "push" being the easiest as highlighted below:

1. For "push": simply put in your login credentials (NetID/password) and hit connect. Your smartphone will automatically receive a Duo push for authentication
2. For "passcode": to use a passcode generated by your mobile app or one that you may have received via sms, add "<passcode>" at the end of your password. For example, if the passcode is 123456, you will add ",123456" after your password (without the quotes). Hit connect and you should be signed in as usual
3. For "sms": this is a 2-step process. Enter your NetID. At the end of your password, add a comma followed by "sms", i.e. ",sms" (without quotes). Duo will send you a set of passcodes and you can use the first of those per the instructions in #2 for "passcode"

## One Time Use Passcodes

If you are unable to authenticate using the "Send Me a Push" or "Call Me" option, you can have Duo send you one time use passcodes. Select the "Enter a Passcode" option and then click on the blue "Text me new codes" option at the bottom.

Duo will then send you 5 one time use passcodes in a text message. Select the "Enter a passcode" option and enter one of the passcodes from the text message to authenticate. Each passcode will expire after you use it. If you need to generate new passcodes, follow the above process again.

Read Next [Multi-Factor Authentication Self-Service Instructions](#)

**For further assistance, please visit the ITS4U Help Desk located in NYS 215 or call 203-254-4069 during business hours.**

**Hours can be found here: [ITS4U Help Desk Hours of Operation](#)**