

Q1. What is Duo 2-factor authentication?

Two-factor authentication (2FA) is the industry standard for login security. 2FA protects your accounts and data if your password is ever compromised, and alerts you if someone is trying to access your account.

Q2. What do you need in order to use Duo 2-factor?

To provide the 2nd-factor, you can use **any phone** (desk, mobile, home), a smartphone, or a tablet. Using a smartphone is the most convenient method: just press “approve” on the *Duo Mobile* app. But you can alternatively receive the 2nd-factor by a text to any cell or voice-call to any phone.



Q3. What if I forget my phone?

Set up multiple authentication devices: not just your smartphone, but your desk phone, tablet and/or home phone. If all else fails, the Service Desk x3700, can provide you with a Bypass Code.

Q4. I don't use a cell phone

If you only log into Carleton resources from your desk or home, your desk phone may be all you need for your authentication method. Otherwise, with your manager’s approval, the Service Desk will issue a key fob — a hardware token that generates a 6-digit code.



Q5. What services are Duo-enabled?

Any service relying on Carleton’s ADFS or CAS 5 authentication infrastructure. Details: carleton.ca/its/duo

Q6. How often will I be prompted for 2FA?

As a rule of thumb, for web-based services, once a day, or after you restart your browser. For app-based services, like Outlook, generally once a month. There are exceptions, of course.

Q7. What do I need to PREPARE for 2FA?

Staff/faculty email is a Duo-protected service. And so when your MyCarletonOne account is Duo-enabled, your email program needs to understand how to respond to 2FA prompts. Here are the ones that do:

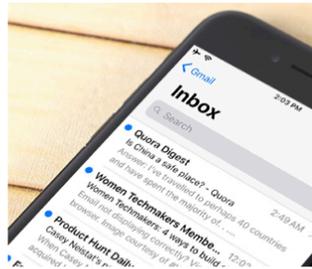
MY DEVICE	YOU NEED ...	MORE INFO
PC managed by ITS	Do nothing	Outlook 2016 is Duo-aware & pre-installed on ITS-managed PCs.
Any PC at Carleton or at Home	Outlook 2016 OR Use a web browser for email: exchange.carleton.ca	Outlook 2016 is part of MS Office 2016, available from: carleton.ca/its/ms-offer-faculty
Mac	Outlook 2016 OR MacOS 10.14’s mail.app OR Use a web browser for email: exchange.carleton.ca	Outlook 2016 is part of MS Office 2016 for Mac, available from: carleton.ca/its/ms-offer-faculty To use MacOS’ built-in mail.app, MacOS must be 10.14 Mojave or later. To view MacOS version: select <i>About this Mac</i> from menu.
Android Phone or tablet	Duo Mobile app + MS Outlook app	You need install the MS Outlook app, <i>only if you wish to read your Carleton email on your Android</i>
iPhone or iPad	Duo Mobile app + iOS 11’s built-in mail app OR MS Outlook app	iOS 11: use the built-in mail app or the MS Outlook app iOS 10: use the MS Outlook app iOS 9: use a web browser Some iOS 11 users report, after Duo-enablement, they are continuously re-prompted for their Exchange password. If this happens, just delete & re-add your Exchange account. See p2 of this handout or call the Service Desk, x3700.
Unix/Linux workstation	Use a web browser for email: exchange.carleton.ca	Evolution, an open-source email client for Linux, is one alternative to the use of a web browser, as it implements the necessary protocols: OAuth2 + MAPI or EWS. ITS can provide the config settings. wiki.gnome.org/Apps/Evolution

APPENDIX FOR iPhone USERS ONLY: How to delete and re-add your Exchange account on an iPhone



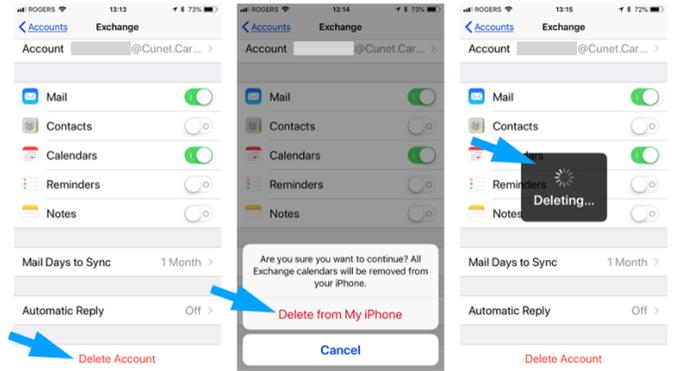
On an iPhone or iPad running IOS 11 or better, the built-in mail app works with Duo 2-factor authentication, and is an alternative to Microsoft's free MS Outlook app. However, on a small number of iPhone/iPads, after Duo-enablement, the built-in mail app will continuously re-prompt for your Exchange password.

If you should experience this, just **delete & re-add your Exchange account**: *Settings > Accounts & Passwords > Exchange*. The Service Desk, x3700, can assist. Or here are screenshots of the steps. [see: Carleton.ca/its/duo].



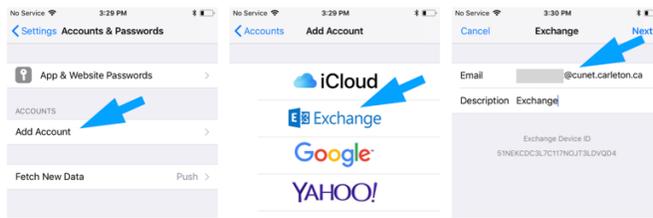
- 1. If your iOS version is 11 or better: *Settings > General > About > Software Update*
- 2. iOS' built-in Mail app can work with Duo

1. Ensure your iPhone or iPad is running iOS 11 or better.



- Settings > Accounts & Passwords > [Select your Exchange account]*
Press: Delete Account
- Confirm account deletion*
- Your Exchange account will be deleted from your iPhone*

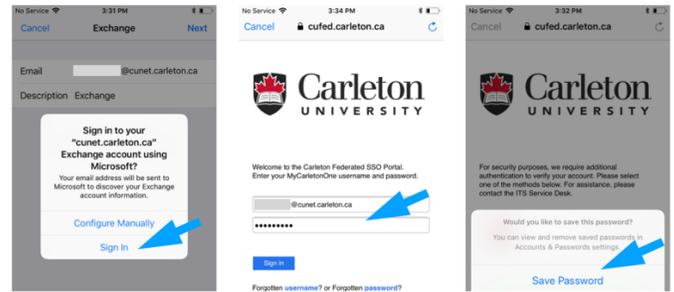
2. Delete your iPhone's mail app account for Carleton Exchange:



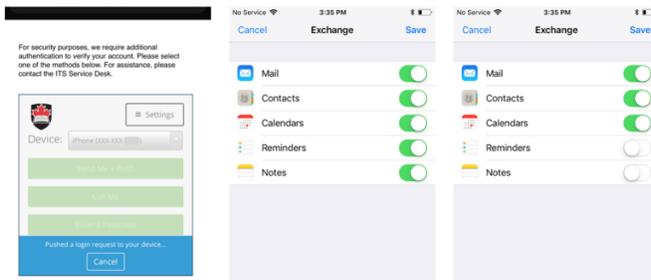
- Settings > Accounts & Passwords*
Press: Add Account
- Select: Exchange account*
- Enter your full Exchange address (no periods)*

3. Re-add your iPhone's Carleton Exchange account info:

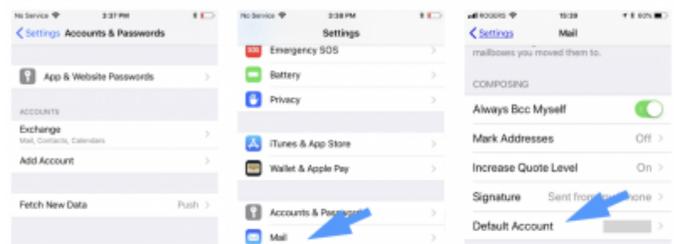
Settings > Accounts & Passwords > Add Account > Exchange
Enter your full Exchange address, without any periods:
JaneDoe@cunet.carleton.ca.



4. You'll be presented with Carleton's on-premise authentication page, cufed.carleton.ca, where you can enter your full Exchange address again and your MC1 password



5. Validate with Duo and select your desired Exchange attributes:



6. Your Exchange account has been successfully re-added. If you have more than one email account configured on your iPhone or iPad, you can go back to settings, click on Mail, and scroll to select which is your desired default email account.