

# DUO Multi-factor Authentication

## Applications Requiring DUO Multi-Factor Authentication

- Microsoft Remote Desktop
- Password State
- Global Protect Virtual Private Network (VPN)

For all other applications requiring Multi-Factor Authentication, please use [Azure Multi-Factor Authentication](#).

## Description

DUO is a comprehensive security solution that confirms the identities of Lynn University users with multi-factor authentication before granting access to the applications listed above.

### Please note:

- FAQ: [IT Support FAQ](#)
- Open a Service Desk Issue: [Lynn University Service Center](#)
- Email: [SupportServices@lynn.edu](mailto:SupportServices@lynn.edu)
- Call: 561-237-7979 (x7979)
- Customer Service Desk Location: [First Floor Eugene M. and Christine E. Lynn Library](#)
- Book an [appointment](#)
- [Remote Support Portal](#)
- Hours: Monday – Friday 8:00am – 5:00pm

You will initially register a single device, after that you will be able to Add/Modify your configuration using the Portal as per the instructional videos below. It is recommended that you register at least three separate methods for multi-factor authentication so that you are never locked out.

## Students

The DUO Multi-Factor Authentication Service is not currently available to students.

## Faculty and Staff

The DUO Multi-Factor Authentication Service is provided to faculty and staff that utilize the applications listed above.

## Instructional Videos

- Introduction to Multi-Factor Authentication using DUO: [\(video for a Mac and iPad\)](#)  
& [\(video for a PC\)](#)
- How to Enroll in DUO, Lynn University's Multi-Factor Authentication: [\(video for a Mac and iPad\)](#) & [\(video for a PC\)](#)
- How to register your iPad with DUO Device Manager: [\(video for a Mac and iPad\)](#) & [\(video for a PC\)](#)
- How to set your iPad as your primary device for DUO's Multi-Factor Authentication: [\(video for a Mac and iPad\)](#) & [\(video for a PC\)](#)
- How to deny DUO requests: [\(video for a Mac and iPad\)](#) & [\(video for a PC\)](#)

- How to remember me for Office 365 Only: (video for a Mac and iPad)  
) & (video for a PC)
- Multi-Factor Authentication User Guide - Full Video: (video for a Mac and iPad) & (video for a PC)

Official Website:

What is Multi-Factor Authentication and how does it benefit me?

- <https://guide.duo.com/>
- <https://duo.com/docs>

 Please contact [Support Services](#) x7979 for any assistance.