

Duo Two-Factor Authentication (2FA) Quick Start

About

Two-factor authentication (2FA) provides additional protection for your Hofstra account. It's like having two locks on a door. In addition to your username and password, you'll use a secondary device like a smartphone for verification.

Hofstra has chosen Duo as its 2FA solution. Duo primarily provides 2FA via its Duo Mobile app for iOS and Android.

Step 1: Pick a Device

ITS recommends using a smartphone (iOS or Android) and installing the Duo mobile app. This is the easiest and quickest way to use Duo. However, you can also use any of the following devices:

- Tablets
- Non-smart cell phones
- Landline phones (like your home phone)
- macOS Touch ID (not recommended as it only works in Chrome)

Step 2: Enroll

1. From a computer, [log in to the Hofstra Portal](#).
2. You'll be greeted with the Duo welcome screen. Click Next.
3. Follow the on-screen prompts until you're asked to select your preferred method to access Duo. ITS highly recommends using the *Duo Mobile* option.
4. Enter your phone number, then click Add phone number. If you're using a tablet, click the I have a tablet link and skip to part 7 of these instructions.
5. DUO will ask you to confirm your phone number. Click Yes, it's correct
6. To verify you entered the correct phone number, Duo will text a passcode to your device. Follow the on-screen prompts to verify your phone number.
7. If you haven't already, open the app store on your mobile device and download the Duo Mobile app. Then click Next.
8. Open the Duo Mobile app and scan the QR code on the screen.

That's it! You've enrolled your device in Duo.

Step 3: Enroll a Backup Device

ITS recommends adding a secondary device to Duo in case your primary device is unavailable. To add additional devices:

1. From a computer, [log in to the Hofstra Portal](#).
2. Click the Two-factor setup link on the left-side menu.
3. Click the Duo Self-Service link.
4. Follow the on-screen prompts to add additional devices.

Need Help?

Contact the ITS Service Desk

Call: 516-463-7777

Email: Help@Hofstra.edu