Two-Factor Authentication - Hofstra Portal

Note:
Two-factor authentication for the Hofstra Portal is currently only available for Hofstra employees.

Quick links

- Step 1: Set up the DUO application (if you haven't already)
- Step 2: Enable two-factor authentication

Step 1: Set up the DUO application (if you haven't already)

If you use VPN and already set up DUO, proceed to step 2.

1. Log in to the Hofstra Portal if you aren't already logged in.
2. Click the Two-factor Setup link on the menu on the left.
3. Click the Duo Self Service link.
4. Determine if you have already set up DUO set up.
If you see this screen, you're already enrolled. You can go to Part 3. If you need your DUO reset for any reason, please call 516-463-7777.

If you see this screen, you haven't set up DUO yet. Make sure you have your mobile phone ready and click Start setup to begin.

5. Choose the type of device you want to add. We highly recommend using the DUO Mobile app on a smartphone or tablet (iOS, Android) by choosing the Mobile phone or Tablet options. Then click Continue. If you don't want to use the app, click here for instructions on setting up DUO to call you when you need to authenticate.

6. If you chose Mobile phone, you'll be asked to enter a phone number. Enter your phone number, click the checkbox to verify it is correct and click Continue. If you chose Tablet, skip this step.

7. You'll be asked what kind of device you have. Choose iPhone or Android (depending on which you have), and click Continue. This screen may vary slightly if you chose the Tablet option.
8. Go to the App Store (Apple) or Google Play Store (Android). Download and install the DUO Mobile app. Once the app is on your device, click the green I have DUO Mobile installed button.

**IMPORTANT**

Make sure if prompted, you allow push notifications when you first open the app.

9. Open DUO and tap the + button on the screen. If it is the first time you are opening it, it may automatically prompt you to add an account. Point the camera of your device at the QR code you see in your Portal to enroll it in DUO.

*The QR Code below is a sample. Do not try to scan it.*
10. When it succeeds, the QR code will show a checkmark. Click **Continue**.

   ![TWO FACTOR AUTHENTICATION SETUP](image)

11. DUO is now set up. Click **Dismiss** and log out of the Portal.

   ![TWO FACTOR AUTHENTICATION SETUP](image)

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**Step 2: Enable two-factor authentication**

1. Log in to the Hofstra Portal if you aren’t already logged in.

2. Click the **My Account** button on the top right of the screen.

   ![Search and My Account](image)

3. Click **My Account**.

   ![My Account](image)
4. Under the **Two Factor Authentication** heading, click the button that says **Disabled**.

   **MY ACCOUNT**

   **Account Information**
   - Name:
   - Employee Email Address:
   - Alumni Email Address:
   - Recovery Email Address:
   - Department:
   - Network ID:
   - Eduroam username:
   - Change your password
   - Change your recovery email address

   **Two Factor Authentication**
   - **Disabled**

5. The button should change to say **Enabled**. You have completed the two-factor authentication set up for the Hofstra Portal. **Important:** Don’t click the **Enabled** or **Complete Your Enrollment** buttons. Clicking **Enabled** disables your two-factor enrollment. Clicking **Complete Your Enrollment** will take you to the DUO Setup screen which you’ve already completed.

   **MY ACCOUNT**

   **Account Information**
   - Name:
   - Employee Email Address:
   - Alumni Email Address:
   - Recovery Email Address:
   - Department:
   - Network ID:
   - Eduroam username:
   - Change your password
   - Change your recovery email address

   **Two Factor Authentication**
   - **Enabled**

   **Complete Your Enrollment**

6. The next time you log in to the Portal, you'll see the screen below requesting that you confirm your identity.

   **ITS Tip**

   Clicking **Remember Device** will make it so you won’t be asked to authenticate yourself using DUO on the specific browser you are using. If you clear your cookies, switch browsers, or switch computers, you'll be asked to authenticate yourself with DUO again.
Confirm Your Identity
Just making sure it's you!

iOS (XXX-XXX-5555)

Use the DUO Mobile App

Text Me

Enter a Passcode

Submit

Remember Device