

FACILITIES MANAGEMENT

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Greetings FM Team,

I would like to call your attention to a couple of communications from Academic Computing & Network Services that were shared in the last couple of months regarding updates to DUO as a two-factor authentication for CSU online services. A [SOURCE article](#) came out in April, and [another email](#) was sent last week.

The university's central IT staff are expanding the existing DUO authentication processes for access to include Office 365 services and email to strengthen the security of CSU's critical online infrastructure against cyber-attacks. This update affects all Office 365 services that are accessed via the web and any Office 365 installed apps on any device (computers or mobile). That includes the Outlook email app on your computer and mobile device. It affects all CSU users no matter where they are or what device they're using, both on campus and working remotely.

What does this mean for FM employees?

Anyone who already uses DUO and has a device registered will automatically receive email protection on June 1. Once you authenticate your account the first time, you won't be asked to do it again unless you log in from a different computer, use a different internet browser, or change your CSU password.

Anyone who does not yet have DUO set up will not be protected automatically as of June 1, but you can add DUO protection to your email at any time. FM users who do not currently use DUO should familiarize themselves with it by going to <https://www.acns.colostate.edu/duo/>. At that website, you can find brief and clear explanations, including video tutorials, of what a user needs to do, what to expect, and answers to frequently asked questions. You will be required to use DUO to access both Office 365 and email.

Adding DUO two-factor authentication is simple. Just download the DUO mobile app to your smartphone or tablet and follow the instructions to register that device. DUO cannot be installed on a laptop, just a smart phone or tablet. This allows DUO to push a message to your device so you can verify your identity by tapping the screen. To ensure continued access to email, ACNS recommends registering an additional device, such as an office or home phone; DUO can call a phone number that you preregister, so it does not need to be a smart device. Another option is to purchase a hardware token through [RAMTech](#).

Learn more about getting started with [DUO two-factor authentication](#). If you have any questions or concerns, please ask your supervisors for assistance if the website doesn't help you. Then contact FM Computer Services if you still need assistance: fac_shared_help_desk@Mail.Colostate.edu.

Thanks,



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