



# First-time IWU login: Multi-factor authentication

## Information Technology Services

Illinois Wesleyan requires multi-factor authentication for campus user accounts. This means you will need to satisfy multiple challenges to confirm your digital identity when logging in.

The first challenge is your password. The second is typically a code from your mobile phone or tablet, either via text message or via a smartphone app.

As of June 6th, we have transitioned to Duo for multi-factor authentication for certain sites. Everyone must be enrolled in Duo in order to login to Illinois Wesleyan University systems.

You can manage your devices in Duo at the following location: <https://iwu.login.duosecurity.com/devices>

This will allow you to add, remove, or update devices. If you need to add an OTP token (a key chain fob), please contact the IT help desk for assistance.

Please note that you will have to log in before you can access this page. If you have lost or are unable to access any of your existing MFA devices, please contact the IT help desk for assistance in resetting your MFA.

### Pre-Enrollment Password Recovery Setup:

- This process is separate from Duo enrollment, but this is necessary for you to be able to perform self-service password resets. Information Technology Services is still happy to assist with password resets, but this will enable you to recover your password on demand.
- You are not required to install the Microsoft Authenticator App. You can choose “I want to set up a different method,” and you can select alternate options (two are required). We recommend using “phone” and an “alternate email address.”

ILLINOIS WESLEYAN UNIVERSITY

### Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: App

App 2 Phone

#### Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

[I want to set up a different method](#)

[Next](#)

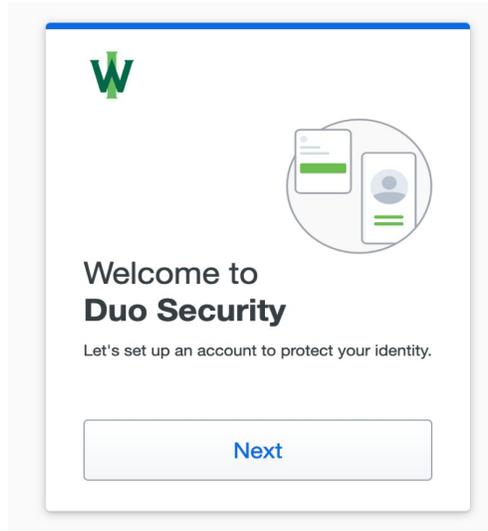
[Skip setup](#)



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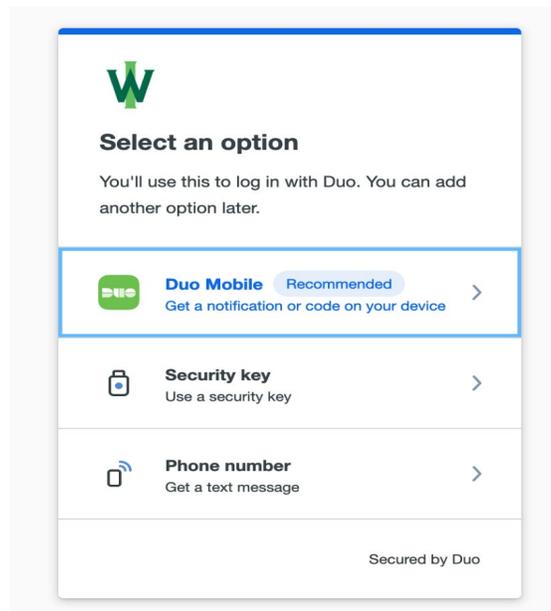
## Information Technology Services

### Initial Duo Setup Step 1:



- Proceed through the setup by selecting "Next."

### Initial Duo Setup Step 2:



- Choose the "Duo Mobile" option.
- Download the Duo Mobile app to your phone when prompted using your device's app store.
- You will see a QR code on your computer screen. Scan the code using the Duo App (not your device's camera).
- The Duo Mobile App will ask for you to enable notifications. We recommend that you enable this feature when prompted.



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### Initial Duo Setup Step 3:

- You will see a screen similar to the one provided above when visiting the device management link (<https://iwu.login.duosecurity.com/devices>).
- This will enable you to add, remove, or update phones, tablets, hardware tokens, etc.

