**UC ANR Duo MFA Fact Sheet**

**Enroll in Duo by February 13**

ANR has partnered with UC Davis to improve our cybersecurity.  
**To maintain your access to critical online systems, please read the following information carefully.**

**What is Duo and Multi-factor Authentication (MFA)?**

Duo is a security enhancement that adds a second layer of authentication (multi-factor authentication), to access online systems and services. It allows you to verify your identity using your smartphone, landline or physical token, ensuring that your access has not been compromised.

**UC ANR & Duo**

ANR is now implementing Duo across all locations. Enroll before the February 13 deadline to ensure your continuous access to critical systems such as the Time Reporting System (TRS), AggieTravel and AggieBuy.

**Key points**

* Some users will need their computers or software updated to use Duo
* Contact [help@ucanr.edu](mailto:help@ucanr.edu) if you need computer and/or software update assistance
* Visit <http://ucanr.edu/mfa> for Duo enrollment instructions and more information
* Contact [ithelp@ucdavis.edu](mailto:ithelp@ucdavis.edu) if you need Duo enrollment assistance

**Known issues for the Implementation of Duo**

We have seen compatibility issues between Duo and older versions of Microsoft Outlook, a popular email system. Duo is by default compatible with Outlook 2016, so if you are using an older version, UC ANR IT will be upgrading you to the latest version. During the upgrade process, you can use <http://365.ucdavis.edu> to check email and utilize all of the other Office tools as needed.

UC ANR and UC Davis are cataloging all known issues. Please review the following email compatibility table to see if you need an upgrade to use Duo: <http://kb.ucdavis.edu/?id=2431>.

**Duo Enrollment**

Please go to <http://ucanr.edu/mfa> to begin enrollment. Currently, smartphones, cell phones, and landlines (office phones) are supported. We’ll provide an update once tokens become available. We are encouraging early enrollment to ensure that the Help Desk has sufficient time to respond to issues in a timely manner.

**Contact/Help**

For any technical questions regarding Duo deployment, please contact the UC Davis IT Express Help Desk at 530-754-HELP (option#1), or via email to [ithelp@ucdavis.edu](mailto:ithelp@ucdavis.edu). You can also contact the UC ANR Help Desk via email to [help@ucanr.edu](mailto:help@ucanr.edu) or visit the UC ANR MFA website at <http://ucanr.edu/mfa>.