What is Duo and MFA?

Duo is new security enhancement and part of our preparation for the launch of UCPath. Duo allows you to verify your identity when accessing critical systems and data, ensuring that your identity has not been compromised. This process is often referred to as Multi-factor Authentication, or MFA, and Duo is an application that delivers it with a seamless, user-friendly experience.

Duo and UC Davis

Duo will be implemented across all UC locations over the next several months. UC Davis has already integrated Duo into their Central Authentication Service (CAS) and are enrolling users now. CAS is how users log into systems like the Time Reporting System (TRS), AggieTravel and AggieBuy. Many UC ANR employees rely on these systems and will need to enroll in Duo to ensure continued access.

Enrolling UC ANR employees

UC ANR IT has been working closely with UC Davis IT Express to enroll our staff with Duo, and we have over 70 successful enrollments so far. We need your assistance to continue these enrollment efforts so that we can help guarantee your security and proactively prepare for UCPath.

You can get started now with your enrollment by going to http://ucanr.edu/mfa and using the instructions provided. However, please review the rest of this message before starting enrollment.

Known Issues

One issue we have seen so far is a compatibility issue 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 your MS Office to the latest version. Our Help Desk team will coordinate with those who need the upgrade.

During the Outlook 2016 upgrade process, you can use http://365.ucdavis.edu to check your emails and utilize all of the other Office tools as needed.

UC Davis is cataloging all other known issues, so please review and check to make sure you are clear to enroll: https://ucdavisit.service-now.com/servicehub/?id=ucd_kb_article&sysparm_article=KB0002431

Contact/Help

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