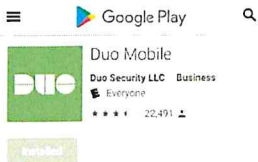


### What is happening?

We're rolling out 2-factor authentication for our most important services. To access one of these, you'll first log on with your username and password, then you'll be prompted to confirm that the request really came from you by approving the logon in an app notification, phone call, or text message.

### How do I sign up?

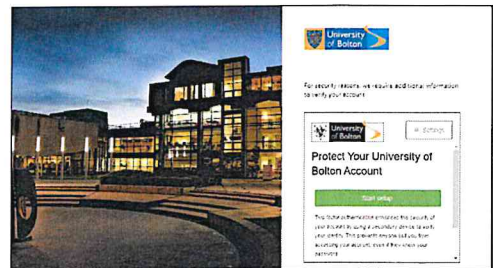
1. Fill in the paperwork. We take your phone number in case something goes wrong
2. Wait until the following morning to be added



← While you're waiting, install the free Duo Mobile app on your phone

3. Go to **webmail**, Office365 or Zoom and see a screen like this:

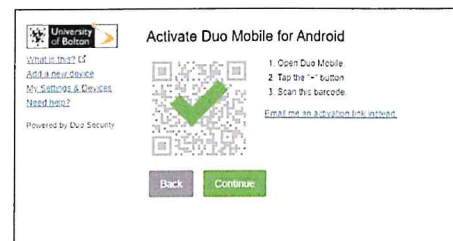
- Press **Start Setup**



4. You'll be asked whether to add a **Mobile Phone or Tablet**. Selecting phone will let you add a phone number before activating the app

5. Select what type of phone you have - **Android or iPhone**

6. Follow the instructions to scan the QR code and **link your app**:



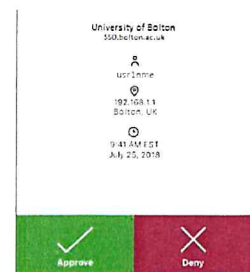
### Logging in



You may need to click "Send Me a Push," and you'll get a notification on your phone

**Only press **Approve** if you are trying to log into the service mentioned.**

If you're not sure, press **Deny** or just ignore the message. Nothing bad will happen if you ignore a request!



*If you keep getting requests you don't recognise, please call the IST Service Desk on 01204 903444*

### Changing your phone

You can always add or edit your devices from this login screen - use the **Settings** button before you approve the login.

If you need to **change your phone**, add the new one before you wipe your old phone.

My Settings & Devices



Go to log in, and before pressing Approve, click Settings > My Settings and Devices > Add another Device