

Need help? 801-581-4000 or helpdesk@utah.edu



Logging into the University of Utah's Canvas will require Duo Authentication. This means that you will need to set up a device that you can check every time to log into Canvas. You may be required to download the app on your phone.




What is Duo 2FA?

Two-factor authentication (2FA) provides an extra layer of security by requiring a user to log in with a username/password combo plus a second method of verifying the user's identity. The second method is something the user has physical access to, like a cellphone or tablet. This ensures that even if a malicious actor manages to obtain a user's login credentials, the information is much more difficult to use without access to the user's secondary device.

How does it work?

Duo offers three methods of authentication:

1. The Duo server “pushes” a confirmation to a smartphone/tablet app. The user must then tap “approve” or “deny.” This requires users to download the Duo Mobile App.
2. A unique six-digit code is generated through an app on a smartphone or tablet (network connectivity is not required). Students without a phone can also call the Help Desk (801-581-4000, Option 2) for a code.
3. A unique six-digit code is generated by pressing the green button on the hardware token. Hardware tokens are available for purchase through the University of Utah campus store.

How 2FA works	Duo Mobile  Push*	Duo Mobile  Passcode	Hardware  Token
Description	Duo sends a login request to an app on a smartphone or tablet. Tap “approve” to authenticate.	Tap the key symbol to reveal a passcode generated through Duo’s mobile app.	In rare cases, a physical token may be provided, allowing login via a piece of hardware instead of a phone.
Platforms	Examples Smartphones: iOS, Blackberry and Windows Tablet: iPad, Android tablets	Duo Push platforms, Palm, Windows Mobile and J2ME/Symbian	
Can you use it offline?	No	Yes	Yes

How do I set up my Duo account?

New users should visit the Duo Management Portal to set up a Duo account.

The Duo 2FA enrollment process must be completed in one session. If your session expires, you will need to contact the UIT Help Desk for support.

I forgot my phone at home. How do I log into Canvas?

Note: If you need a temporary Duo bypass code to access the portal, please call your respective help desk to request one. Help desk staff must speak with you directly to verify your security information before assigning a temporary code. The code is only valid for a short time.

Main campus: UIT Help Desk, 801-581-4000 or helpdesk@utah.edu