**DUO: MFA FAQs**

**Summary**

Multifactor Authentication (MFA) is an additional security measure to protect your intellectual property, personal information, and Yale's data. MFA adds a step to the log-in process used to access some of Yale's resources by requiring an individual, after entering their NetID and password, to prove their identity by responding to a prompt on a mobile device, landline, tablet or token. Use this article to find answers to Duo MFA FAQs.

**Information**

FAQs:

1. When registering multiple devices, upon login they are presented in the order registered. If you want to re-order, you need to go through the link for managing your devices and click to change default: (access.yale.edu and then select "My Settings & Devices")
2. How to register a new phone with the same number for MFA.
3. How long with the link received in the email from DUO work?
   This link will work for thirty days. Once that time frame expires the ITS Help Desk will need to reset your account.
4. How MFA Works with VPN:
   You will login as usual with your username and password, and then use your device to verify that it's you. You can request authentication via SMS, voice call, one-time passcode, the Duo Mobile smartphone app, and so on.
5. No mobile phone?
   You can also use a landline or tablet. Duo lets you link multiple devices to your account, so you can use your mobile phone and a landline, a landline and a hardware token, two different mobile devices, etc.
6. VPN does provide a choice for device to be called via telephone number:
   If you want your first phone number called you need to type "Phone"; if you want your second number called you need to type "Phone 2".
7. Where can I go for assistance?
   If you have issues using MFA or VPN contact the ITS Helpdesk, 203-432-9000

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