MFA at Yale User Reference Guides

Summary

Multi-factor Authentication (MFA) is a simple and quick log-in process that will require you to prove your identity utilizing a second factor (for example, a mobile device, a landline phone, or a token) after providing your Yale credentials. The process will be required to access YaleConnect Webmail, and to log in to the Virtual Private Network (VPN) or the Central Authentication Service (CAS) from an off-campus location. To learn more about MFA and how it protects your data, please visit the Multifactor Authentication (MFA-DUO) page on the Yale University ITS website. The site contains valuable support materials, FAQs and informational/instructional videos.

Step-by-step guide

For tips to maximize your experience:

1. Navigate to the MFA at Yale User Reference Guide Yale University ITS page
2. Read through the topics and click the links for more information

Information

In an effort to enhance the user experience we have compiled some helpful tips to keep in mind when using Multifactor Authentication:

- The simplest way to authenticate your identity if you have a smartphone or tablet is by using the Duo Push notification. A message is sent to your phone and you simply touch “Approve” on the screen to authenticate.
- If you have a smartphone it will function just like a token, a small hardware device that generates a six-digit passcode to authenticate. When you put your phone in “Airplane Mode” the Duo Mobile app generates a passcode every 30 seconds without the need for cell service or a WiFi connection. Going abroad? Take your smartphone with you and you will be able to authenticate with ease when generating a code in Airplane Mode without incurring international charges.
- You can save your device for one day (i.e., once you authenticate you won’t need to do so again for 24 hours) with CAS and YaleConnect in each of the browsers you use. Simply check the box, “remember this device for one day” on the Duo authentication screen before you authenticate.
- Have a new phone with the same phone number that you want to connect to your Duo Mobile account? Have a landline number that you need to delete? You can easily manage, add and remove devices, refer to the “Adding a New Device” and “Managing Your Devices” quick guides on the MFA at Yale User Reference Guide Yale ITS page for more information.

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