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Multi Factor Authentication through the Duo system

Multi Factor Authentication (MFA) is similar to the extra security you may have used when logging into bank accounts or Facebook. The extra protection comes from combining something you know (your netID) with something you have (your phone) whenever you remotely access key systems. Now, if someone steals your netID, your personal information and Yale’s resources are safer because the thief is unlikely to have the phone or device that would make it possible to log into your account.

The system used to register your phone and confirm your identity is called Duo. It works in three simple steps:
1. Enter netID and password as usual
2. Use your phone to confirm your identity
3. Securely log in

MFA is the general name for this type of security measure. Duo is the name of the specific product we’ll be using to keep our information safe.

Who, What, Where, When

Central ITS is bringing groups onto MFA in a phased manner over the course of the summer. All Yale faculty, staff, and students who use a netID are expected to be on board by October 31st.

Once you are on MFA, you will need to prove your identity when logging into CAS, VPN, and Connect webmail from off campus. Access to Outlook will remain unchanged for now.

When patrons are on campus they should be on the Yale network and will not need to use MFA. This includes the Yale hard wired network (the computers we use at our desks) and the Yale Secure Wireless network.
When patrons are **off campus** they will need to use MFA to connect to CAS, VPN, and webmail. The Yale Guest wireless is considered off campus.

**Want to know more?**
Central ITS has more [information](http://its.yale.edu/help), including videos, enrollment help, and a detailed [FAQ](http://its.yale.edu/help). AskYale is up-to-date with a section devoted to [MFA help](http://its.yale.edu/help).

**Diagnosis: Authentication vs. Access**

A full checklist for diagnosing an authentication problem (VPN or MFA) versus an access problem (unable to reach full text) is attached. Key to diagnosing an access problem is confirming that the user really is on the Yale network. This link will tell the user what IP address they have and if they are successfully on the Yale network:

[http://www.library.yale.edu/about/ip.php](http://www.library.yale.edu/about/ip.php)

**Tech Support: How to Solve and Refer Problems**

If patrons are not on the Yale network and need help navigating the new authentication process, direct them to the Central IT help desk: [http://its.yale.edu/help](http://its.yale.edu/help) or **203.432.9000**

If you can replicate the problem and we should have access, please report it to the electronic resources troubleshooting team at: [e-resprob@mailman.yale.edu](mailto:e-resprob@mailman.yale.edu)

**Thank you!**

We want to hear from you. What do you think of this newsletter? Is it useful? What sort of information would you like to see in the next issue? Please let us know by contacting the E-Resources Troubleshooting Team here: [e-resprob@mailman.yale.edu](mailto:e-resprob@mailman.yale.edu)

Archived editions of this newsletter are available here:

[http://guides.library.yale.edu/troubleshooting](http://guides.library.yale.edu/troubleshooting)

Thanks for reading,

E-Resources Troubleshooting Team
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