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THE UT CHRONICLES

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DREW TECHNOLOGY

TWO-FACTOR AUTHENTICATION: DUO SECURITY

October is National Cyber Security Awareness Month. Many groups have shared tips throughout the month (look at #NCSAM2021 on Twitter), but we have one for you here. Two-factor, or multi-factor, authentication is a way to protect access to your accounts and the data they have access to by requiring verification beyond only a password. At Drew University, we use Duo Security. This is required for all Drew employees and student employees in some departments, but is also available to all Drew students.

Duo offers a mobile app. For those using the mobile app to approve push notifications, pay attention to which side the word "Approve" appears on (a recent update relocated it from the left to the right). Remember that you can open the app and swipe down to make it look for a notification that may not have popped up.

Another trick if you are not getting your push notifications is to simply reboot your phone. Remember, if you try too many times unsuccessfully, you will get locked out of your account. A passcode can help if your phone is not getting the push notifications or phone calls; these codes can be used to approve a login even if you do not currently have a signal.

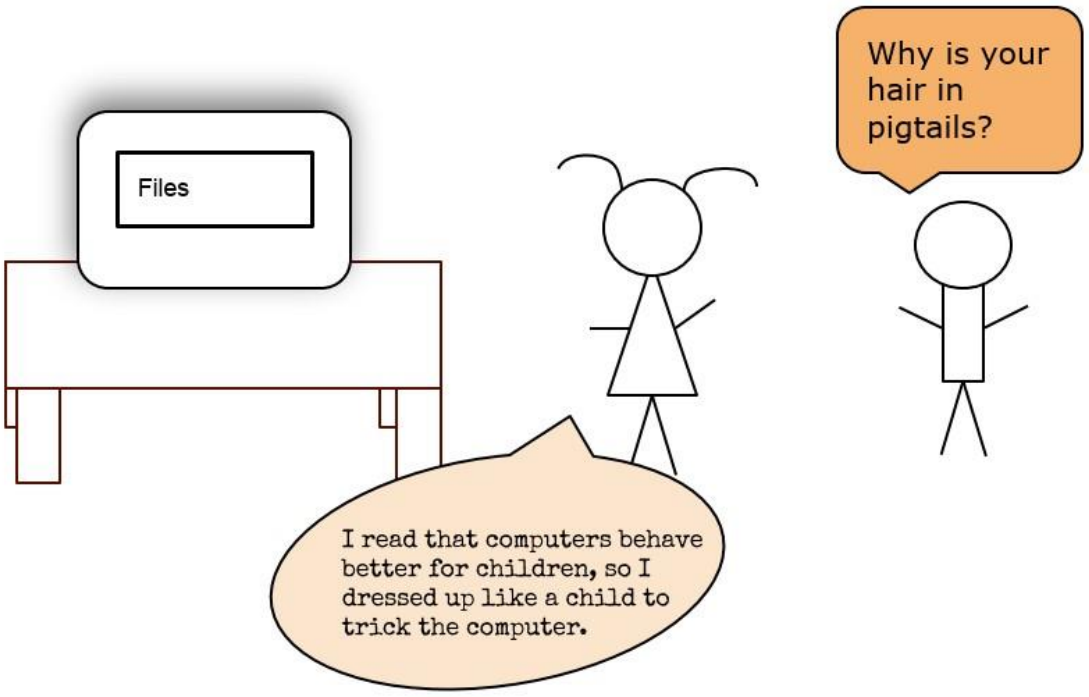
New phone?

We often hear from people once they get a new phone that they want to use with Duo – usually with the same phone number. Instructions for setting up your new phone with your Drew Duo account can be found on this page – or you can keep reading below!

DUO RESTORE

If you have ever hoped for an easier way to set up Duo on a new phone, then you will be as happy with this news as we are to share it. Duo rolled out a new feature called "Duo Restore" which will allow you to set up Duo on a new phone without needing to call the Helpdesk or remember the New Phone and Duo instruction page we have. There is some prep, so please take a look: Duo Restore

Happy Halloween!



ONLINE BEST PRACTICES

To continue this month's security focus, we wanted to share a collection of resources explaining some basic cybersecurity topics. As of this writing, the National CyberSecurity Alliance's Online Safety Basics page provides information on Spam and Phishing (helping you to be more secure in your email inbox), Online Shopping (to help protect your wallet), backing up your data (so that you are less likely to lose work and precious memories), and avoiding malware (so that you can benefit from the internet's vast resources without putting yourself, your computer, and the data you have available to you at risk).

We also have a page in U-KNOW collecting some Best Practices for Online Security. Protecting your passwords, using passphrases which are harder to crack, enabling multi-factor authentication where you can, and keeping your software (on your phone and computer, the browsers, the operating systems, the individual applications) up to date are all things you can do to keep yourself safe.

HELPFUL LINKS AND NUMBERS

For easy reference, here are some links and phone numbers you may want handy:

973-408-4357 UT Helpdesk	**973-408-3001** Classroom Tech Help
To log or view a tech support request: help.drew.edu	**uknow.drew.edu/techdocs** **Technology Help and Information**