





## Multifactor Authentication Options

Register a primary device and a backup. To register, visit [accounts.pitt.edu](http://accounts.pitt.edu) and click **Add/Manage Pitt Passport Devices**. View more information and step-by-step instructions at [technology.pitt.edu/multifactor](http://technology.pitt.edu/multifactor).

	Smartphone or Tablet		Phone	
Duo Option	App Notification	App Passcode	Text Passcodes	Phone Call
				
<b>Description</b>	A login request is sent to your device. Tap <b>Approve</b> to log in.	Generate a passcode with the Duo app.	Get 10 single-use passcodes via text message. Good for 12 hours.	Receive a call on your phone. Press <b>1</b> to log in.
<b>Type of Device</b>	Smartphone or tablet	Smartphone or tablet	Phone with text message	All phones
<b>Data Usage</b>	Each notification is only 2KB of data	No connectivity needed	A single text message	A single phone call
<b>Requires Connection?</b>	Yes: cellular data or wireless	No	Yes: cellular	Yes: cellular or landline

- **In a location without wireless access or cell phone service?**

If you have a smartphone, you can generate a passcode by opening the Duo app and tapping the key icon. Cell phone service is required if you have a non-smartphone and want to use the text message or phone call option. You can also request a hardware token (see below).

- **Don't have a smartphone or cell phone that you want to register?**

You can request a hardware token (a physical device that generates a passcode when you press a button). Contact the Technology Help Desk at 412-624-HELP [4357] to request a hardware token.



- **Did you receive a push notification or phone call when you did not try to log in to a service?**

Deny the request and report it to the Technology Help Desk at 412-624-HELP [4357].

- **Need emergency access?**

Call the Technology Help Desk at 412-624-HELP [4357] for an emergency bypass code.