

MFA: Requesting and Using an MFA Token

PROCEDURE: Requesting and using an MFA token

MFA: All Users

About MFA Tokens

A hardware token is an electronic device that generates one-time passwords for logging into a computer system. A hard token provides an extra layer of security called multi-factor authentication (MFA).

Request an MFA Token

- a) Go to ithelp.ucsb.edu and click on the **"Information Technology Services"** button.
- b) Search for **"Token,"** and complete the request form.

Using the MFA Token

- a) To authenticate using a hardware token, click the **"Enter a Passcode"** button. Press the button on your hardware token to generate a new passcode, type it into the space provided, and click **"Log In"** (or type the generated passcode in the **Second Password** field). Using the "Device:" drop-down menu to select your token is not necessary before entering the passcode.

Testing an MFA Token

- a) Open a web browser to <https://duo-mgmt.identity.ucsb.edu/>.
- b) Log into SSO.
- c) Your browser will show the MFA with Duo Self-Registration form.
- d) Click **"Generate a Passcode"** using your MFA hardware token.
- e) Click the **"Enter a Passcode"** button on the Self-Registration form.
- f) Enter the passcode and press **"Log In."**
- g) You will see the My Settings & Devices screen. This means your token works as configured.

Lost MFA Tokens

- a) Please contact our service desk at (805) 893-5000.

Returning an MFA Token

- a) Please contact our service desk at (805) 893-5000.