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

1. Go to ithelp.ucsb.edu and click on the “Information Technology Services” button.
2. Search for “Token,” and complete the request form.

Using the MFA Token

1. 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

1. Open a web browser to https://duo-mgmt.identity.ucsb.edu/.
2. Log into SSO.
3. Your browser will show the MFA with Duo Self-Registration form.
4. Click “Generate a Passcode” using your MFA hardware token.
5. Click the “Enter a Passcode” button on the Self-Registration form.
6. Enter the passcode and press “Log In.”
7. You will see the My Settings & Devices screen. This means your token works as configured.

Lost MFA Tokens

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

Returning an MFA Token

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

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