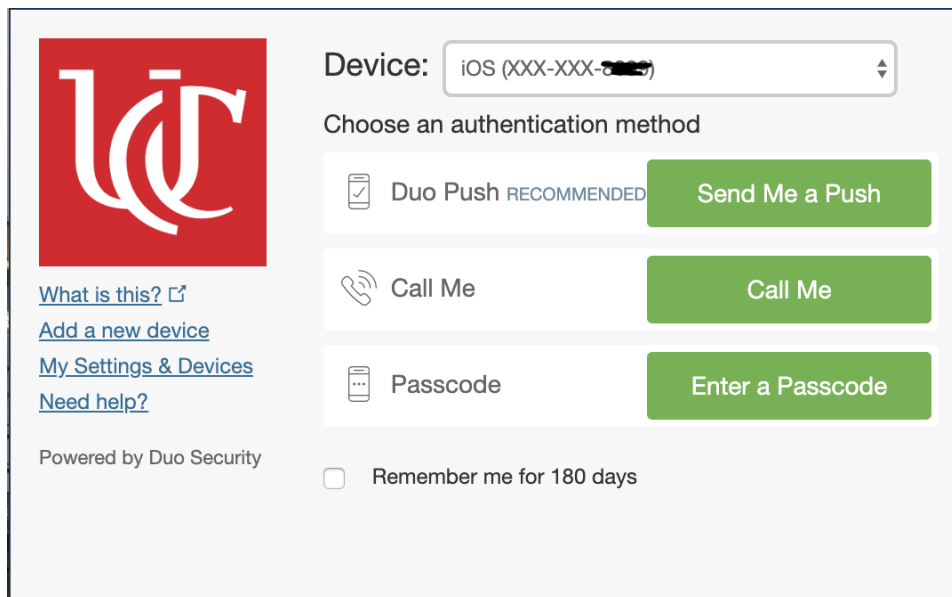


Duo on Generic and Departmental Accounts

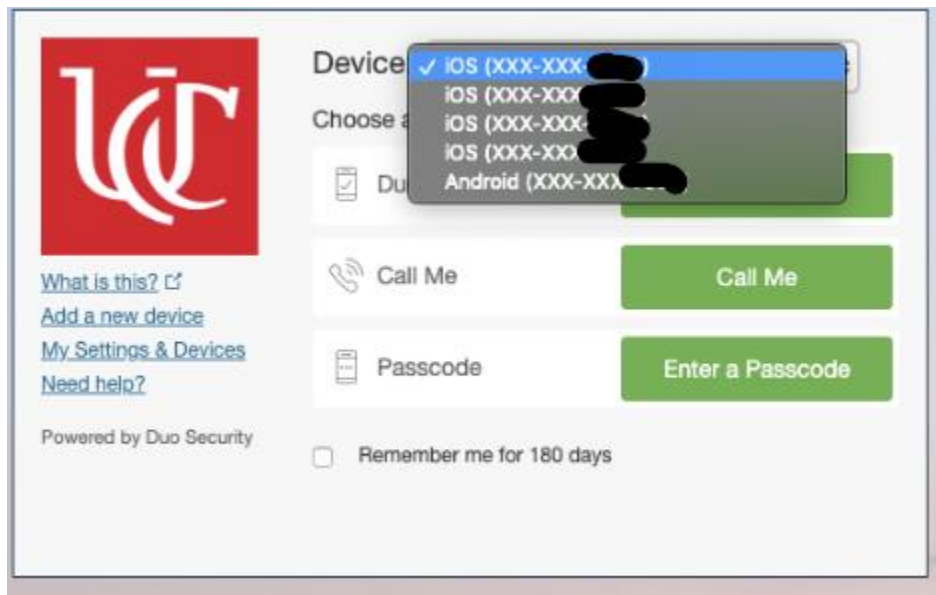
Duo Multi-factor authentication is now required on all Generic/Departmental user accounts.

Follow these steps to set up Duo for all users with access to the account.

1. The primary user or responsible user for the generic account should authenticate into the account.
2. Duo will prompt the user to set up Duo for that account.
 - a. The user should click “Start Setup” and “Add your device to Duo”. Once the user verifies their device, they will have access to the account.



3. The primary user or responsible user should then submit a ServiceNow ticket via uc.edu/ithelp to add Duo access to the generic account to other users.
 - a. List the “IT@UC Office of Information Security” (OIS) as the responsible department.
 - b. Include the username and phone number of each user who requires access to the generic account.
 - c. OIS will verify the request from the appropriate supervisor and obtain approval.
 - d. Upon obtaining approval, OIS will add those users and phone numbers to the Duo application.
4. Once all users are added, after a user authenticates into the generic account, a list of devices will be provided to the user when prompted for Duo.



5. When prompted, the user should select the appropriate device to ensure that their device is prompted and not another user's device. Use of the "Remember me" functionality is recommended for a better user experience.

If you experience any issues and/or have any questions related to this process, please contact the IT@UC Service Desk - 513-556-4357