

## Multifactor Authentication <sup>[1]</sup>



The University of Colorado uses multifactor authentication to protect personal information in the [portal](#) <sup>[2]</sup>. It takes two items—your password and your phone—to access sensitive information. This decreases the likelihood that others can access your data, even if they have your password.

### **Protected pages**

You will be asked to authenticate your identity only when you try to access the following items

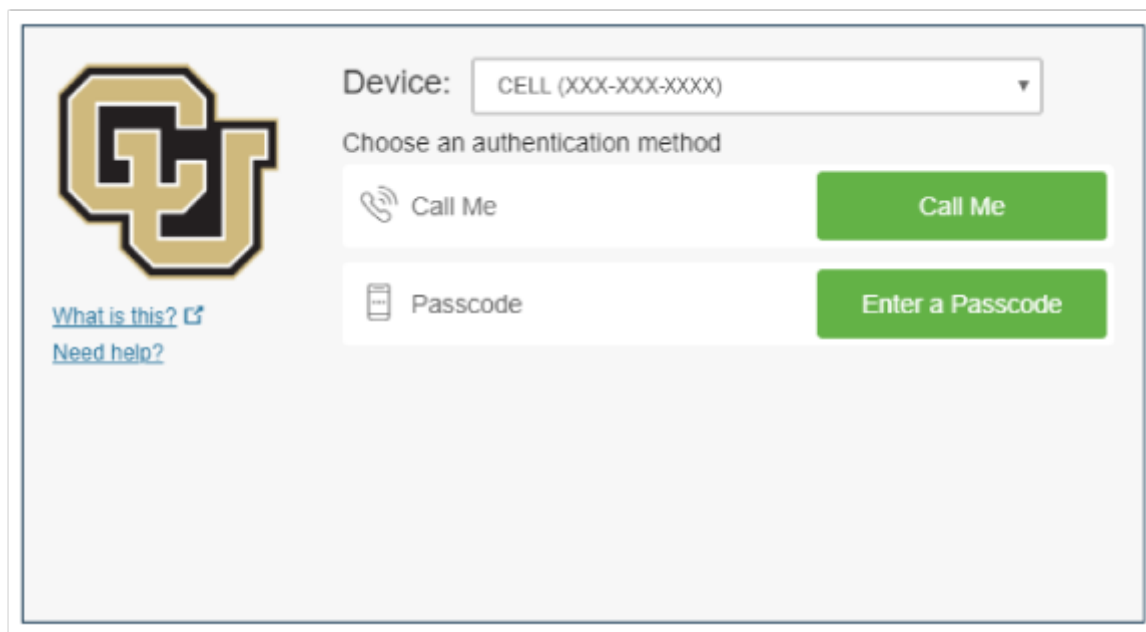
in the CU Resources area of the portal:

- Direct Deposit
- W-2
- W-4
- Phone number
- Additional Information tab in My Info/Personal Details
- Benefits Summary
- Open Enrollment

## How to authenticate your identity

**Step 1:** Log into your employee portal [3].

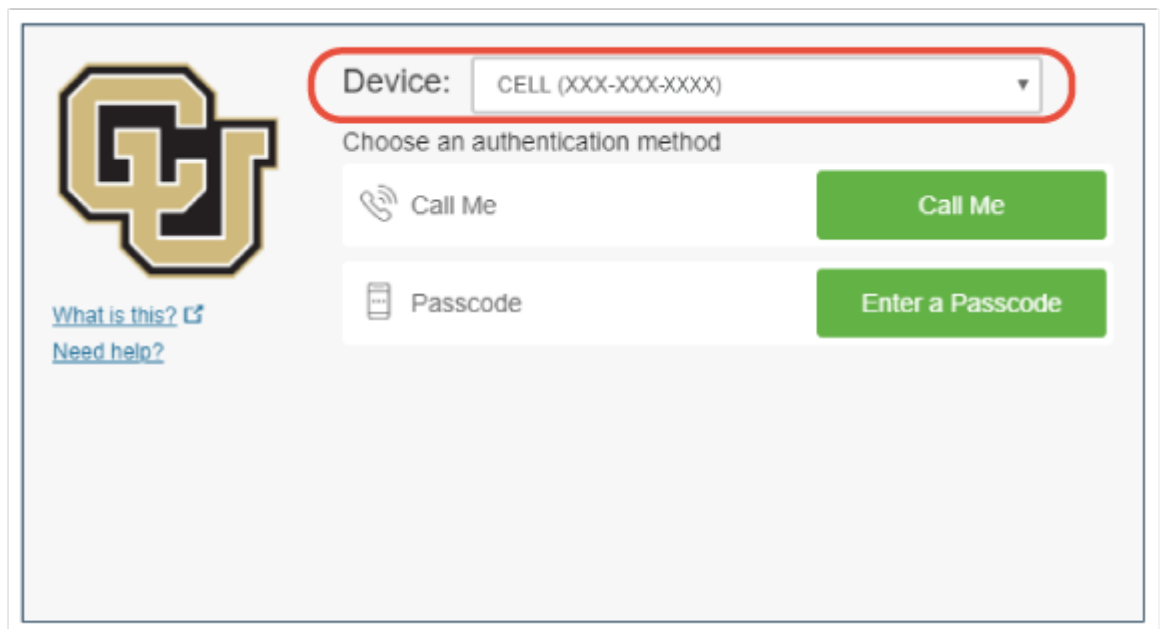
**Step 2:** When you try to access a protected page in the portal's **CU Resources** area, a page like the one below will appear. You will be asked to authenticate your identity.

The image shows a web interface for authentication. On the left is the CU logo (a stylized 'CU' in gold and black). Below the logo are two links: 'What is this?' and 'Need help?'. To the right of the logo, there is a 'Device:' dropdown menu showing 'CELL (XXX-XXX-XXXX)'. Below this is the text 'Choose an authentication method'. There are two options: 'Call Me' with a phone icon and a green button labeled 'Call Me', and 'Passcode' with a smartphone icon and a green button labeled 'Enter a Passcode'.

**Step 3:** You will have authentication two options: Receive a phone call or receive a text message with a passcode.

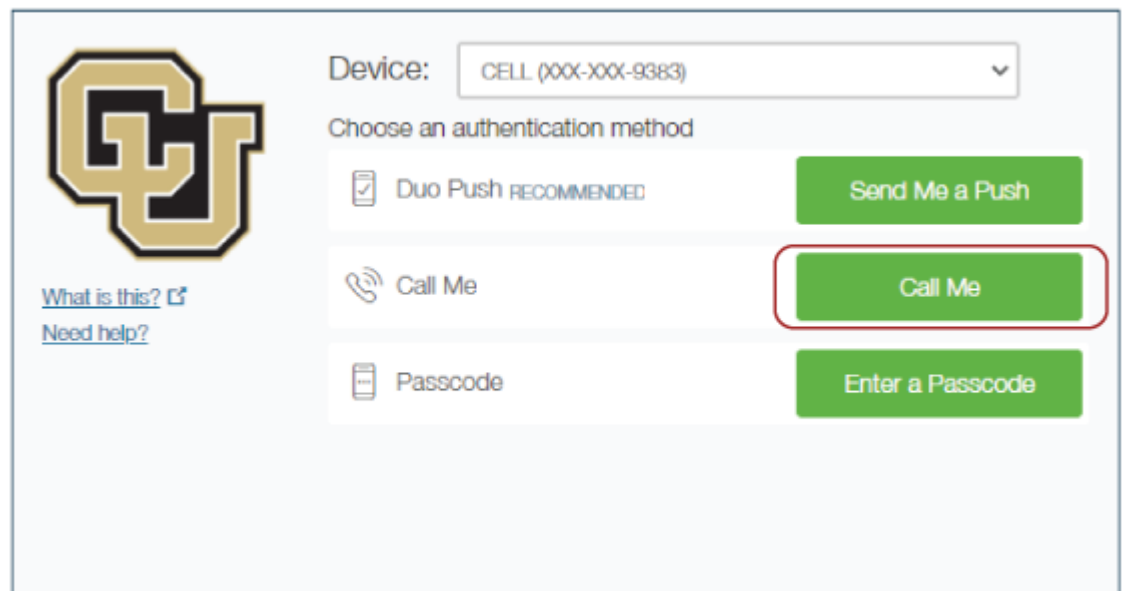
### Option 1: Receive a phone call

From the **Device** drop-down menu, select the phone number where you wish to be contacted.



The screenshot shows a login interface with the CU logo on the left. Below the logo are two links: [What is this?](#) and [Need help?](#). On the right, there is a 'Device:' dropdown menu with the text 'CELL (XXX-XXX-XXXX)' and a downward arrow. This dropdown is highlighted with a red rectangular box. Below the dropdown is the text 'Choose an authentication method'. There are two rows of options: the first row has a 'Call Me' icon and text on the left, and a green 'Call Me' button on the right; the second row has a 'Passcode' icon and text on the left, and a green 'Enter a Passcode' button on the right.

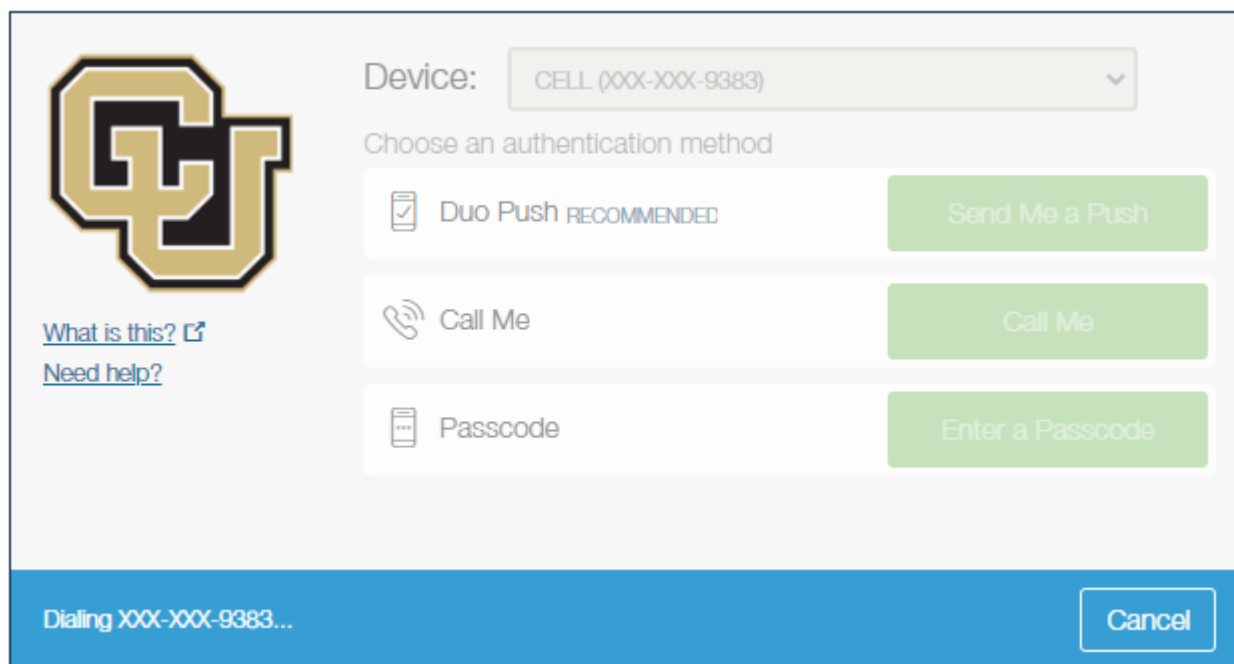
Click the **Call Me** button.



This screenshot shows the same authentication interface as the first one, but with different options. The 'Device:' dropdown menu now shows 'CELL (XXX-XXX-9383)'. Below the dropdown is the text 'Choose an authentication method'. There are three rows of options: the first row has a 'Duo Push' icon, the text 'Duo Push RECOMMENDED', and a green 'Send Me a Push' button; the second row has a 'Call Me' icon and text on the left, and a green 'Call Me' button on the right which is highlighted with a red rectangular box; the third row has a 'Passcode' icon and text on the left, and a green 'Enter a Passcode' button on the right.

Answer the call, then **press any key** on your phone to log in.

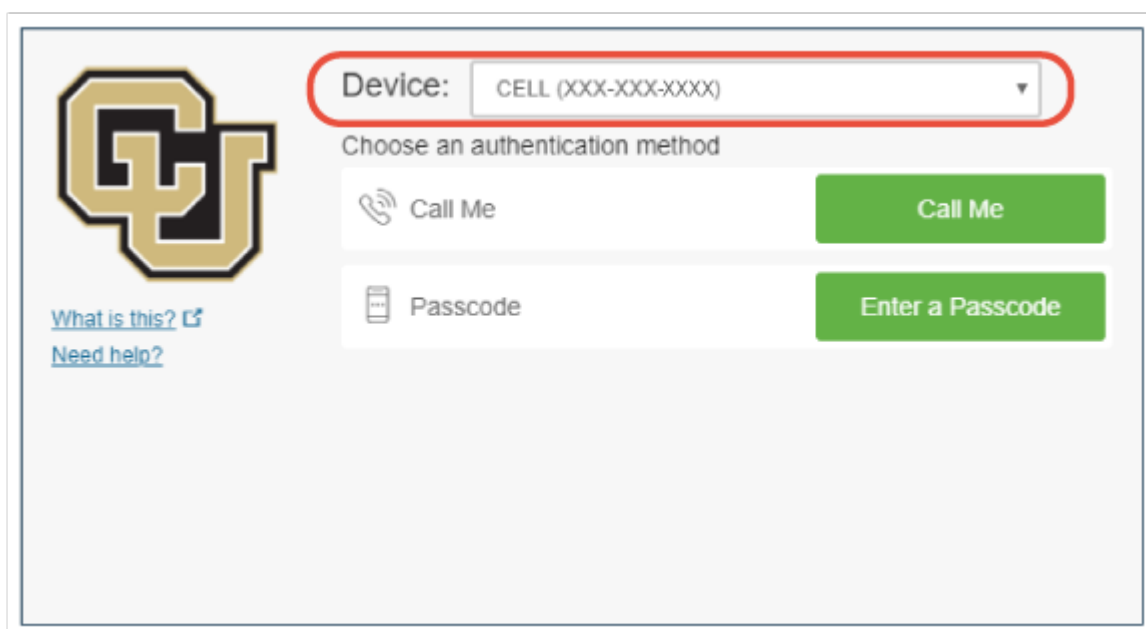
The protected page will open.



The screenshot shows the Duo authentication interface. On the left is the CU logo and links for "What is this?" and "Need help?". On the right, the "Device:" dropdown is set to "CELL (XXX-XXX-9383)". Below it, the "Choose an authentication method" section lists three options: "Duo Push RECOMMENDED" with a "Send Me a Push" button, "Call Me" with a "Call Me" button, and "Passcode" with an "Enter a Passcode" button. At the bottom, a blue bar displays "Dialing XXX-XXX-9383..." and a "Cancel" button.


## Option 2: Receive a text message with a passcode

From the **Device** drop-down menu, select the phone number where you wish to be contacted.



This screenshot is similar to the first one but highlights the "Device:" dropdown menu with a red rectangle. The dropdown is currently set to "CELL (XXX-XXX-XXXX)". The "Duo Push" option is not visible in this view, and the "Call Me" and "Enter a Passcode" buttons are highlighted in green.

Click the **Enter a Passcode** button.




[What is this?](#) [Need help?](#)

Device:

Choose an authentication method

<input checked="" type="checkbox"/> Duo Push <small>RECOMMENDED</small>	<input type="button" value="Send Me a Push"/>
<input type="checkbox"/> Call Me	<input type="button" value="Call Me"/>
<input type="checkbox"/> Passcode	<input type="button" value="Enter a Passcode"/>

A blue bar will appear on the screen. Press the **Text me new codes** button.



[What is this?](#) [Need help?](#)

Device:

Choose an authentication method

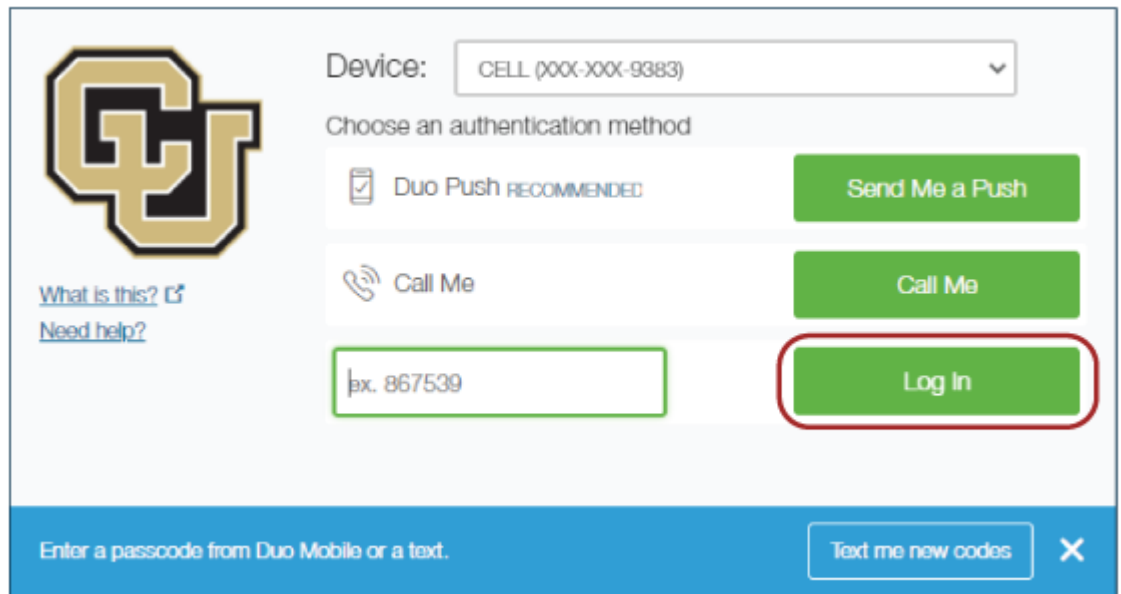
<input checked="" type="checkbox"/> Duo Push <small>RECOMMENDED</small>	<input type="button" value="Send Me a Push"/>
<input type="checkbox"/> Call Me	<input type="button" value="Call Me"/>
<input type="text" value="ex. 867539"/>	<input type="button" value="Log In"/>

Enter a passcode from Duo Mobile or a text.

You'll receive a text message from CU with a passcode.

Enter the passcode and press the **Log In** button.

The protected page will open.



## Need assistance?

### Active employees:

- If you are having difficulty using the authentication system due to an out-of-date phone number, please contact your department's payroll liaison for assistance. In CU's human resources management tool, HCM, your payroll liaison can add a phone number to your employee record's cellular, campus 1 or campus 2 contact fields.
- For other issues, please email Employee Services at [hcm\\_community@cu.edu](mailto:hcm_community@cu.edu) <sup>[4]</sup>. Please include your name, employee ID number, contact information and a description of the problem.

### Retirees and non-employees

- If you are having difficulty using the authentication system due to an out-of-date or absent phone number, contact Employee Services at [hcm\\_community@cu.edu](mailto:hcm_community@cu.edu) <sup>[4]</sup> or 303-860-4200, option 2.
- Please include your name, contact information and a description of the problem.

**Groups audience:**  
Employee Services

**Source URL:** <https://www.cu.edu/employee-services/mycuedu-security-strengthened-new-authentication-tool>

### Links

[1] <https://www.cu.edu/employee-services/mycuedu-security-strengthened-new-authentication-tool>

[2] <http://my.cu.edu> [3] <https://my.cu.edu> [4] [mailto:hcm\\_community@cu.edu](mailto:hcm_community@cu.edu)