How to Enroll in Duo MFA and Use the Fob

Once you have been enrolled and set up for Duo Multi-Factor Authentication (MFA) and have possession of the fob, please contact the help desk at helpdesk@uwss.wisconsin.edu or (608) 262-7653 to complete the activation of your fob.

To login into your UWSS or UWSA email account using the Duo fob, please follow these steps:

Logging into your email using the web browser:

1. Log into your account through a web browser at www.office.com
2. Enter your full email address and password.
3. You will get prompted with a window similar to below. Click on the green button ‘Enter a Passcode.’

![Image of Duo login window]

4. Press the green button on the hardware fob. A six-digit passcode will be displayed. Enter the passcode into the field and click on ‘Log In’ to authenticate.

![Image of Duo login window with passcode entered]

5. Once authenticated, you will be able to access your Office 365 applications such as email, OneDrive, etc.

**Note:** When logging into your Office 365 account using the web browser, you will need to authenticate every time you log in. To reduce the amount of times you need to authenticate, check the box ‘Remember me for 14 hours.’ This will authenticate your login for the next 14 hours for that device and on that web browser. However, if you switch to a different device or browser, you will need to do Duo authentication and recheck the ‘Remember me for 14 hours’ box again.

**Logging into email using the Outlook desktop client or mail client on smartphone:**

If you have email set up in your Outlook desktop client on your computer or on a mail app on a smartphone device, you will get prompted to sign-in after enrolling in Duo MFA.

1. A window will pop up and ask you to sign-in to your email account.
2. Sign-in using your credentials.
3. A Duo authentication window will now display asking you to authenticate. Click on the green ‘Enter a Passcode’ button.

4. Press the green button on the fob to generate a six-digit passcode. Enter the six-digit passcode into the field and click ‘Log In’ to complete authentication.
5. After authentication, your email client will connect.

Note: You will have to authenticate in your email application at least once a week. The authentication token is reset every Monday morning for UWSA employees. UWSS employees will re-authenticate 7 days from their last authentication. For example, if you authenticate on Tuesday morning, your authentication will run until Tuesday morning. Then you will need to sign-in and do Duo authentication again.