ArchPass FAQs

What systems require the use of ArchPass?

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How do I log in to a system protected by ArchPass? (CAS applications, vLab)

Applications protected by ArchPass, such as eLC, Athena and vLab, have two steps to the login process instead of one:

1) Enter your MyID and password

2) Verify your ID with a phone or tablet enrolled in Duo. You can verify your ID with a push notification to a smartphone, a passcode generated through the Duo Mobile App; an SMS text notification to your cell phone; or a phone call to your cell phone or landline phone.

Enrollment instructions (PDF)

How to Use instructions (PDF)

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How do I log into the VPN with ArchPass?

Follow these steps to log in to the VPN:

1. Start your VPN client. (Go to Remote Access VPN to install the client if needed.)
2. Connect to remote.uga.edu to go to the login screen.
3. In the login screen, select "01 Default" from the drop-down menu.
4. Enter your UGA MyID and password.
5. In the Second Password field, enter your authentication method of choice.

What authentication methods can I choose from?

You may authenticate by choosing one of the following methods:

1. **Push** - This is the recommended authentication method if you have a smartphone. Type "push" in the Second Password field to receive a notification on your mobile device. Press "approve" or the green check box to connect. This method works with devices that support the Duo Mobile app.
2. **Passcode** - Open your Duo application and press the key icon to generate a passcode. Enter the passcode in the Second Password field. You can use this method with any device that supports the Duo Mobile app.
3. **Phone** - Type in "phone" to receive a phone call. Press 1 to connect. This method works with landline phones and other basic phones that are not text message capable.
4. **SMS** - Type in "sms" to receive 10 one-time Passcodes via text message. You may use each passcode one time. If your device can send and receive text messages, you can use this method.

Does Duo support emailed passcodes?

No. Duo does not support emailed passcodes.

Can I use ArchPass if I am traveling abroad?

Yes. We highly recommend enrolling in Duo prior to traveling. Students, faculty and staff who are traveling outside of the U.S. have several options for authenticating.

If you have a smartphone, you can use the Duo Mobile app to generate numeric passcodes to use for authentication. The Duo Mobile app will generate passcodes even if your phone is not connected to wifi or a cellular network. You can test this functionality by switching your smartphone into Airplane mode, and then pressing the green key icon in the Duo Mobile app to generate a passcode.

If you are only leaving the country for a brief period of time, you can use the SMS text option for authenticating. Choosing this option will generate a bank of 10 one-time use codes. Each code is
good for 30 days and can be used once when logging in.

If you have access to an international cell phone or landline, that phone can also be enrolled in Duo and used for authentication. You can enroll multiple devices, and Duo will work with most international phones.

For more options, please contact the EITS Help Desk at 706-542-3106 or helpdesk@uga.edu.

What if I don’t have a smartphone or tablet?

In addition to smartphones and tablets, you can also enroll a regular cell phone or a landline phone. With these options, you do not have to have the Duo Mobile App. You can authenticate using numeric passcodes received via SMS text (cell phone) or with a phone call to your device (cell phone or landline).

Students, faculty and staff who do not have access to any phone or tablet should contact the EITS Help Desk at helpdesk@uga.edu for other options.

Can I install Duo on my laptop or desktop?

Laptops and desktop computers are not supported Duo authentication devices. To use Duo you will need a supported device such as a smartphone, mobile phone, landline phone or tablet. It’s very likely that Duo will work on a device you already own or have access to.

My phone battery died/I left my phone at home. What should I do?

If you left your device at home or the battery on your device has died, and you need immediate access to an ArchPass-protected system, such as eLC or Athena, please contact the EITS Help Desk at 706-542-3106 or helpdesk@uga.edu. The Help Desk will ask you your MyID security questions to verify your identity and grant you access to eLC, Athena and other ArchPass-protected systems.

We also recommend you enroll a back-up device, such as another phone or tablet, that can be used in the event you do not have access to your primary device.

My enrolled phone or tablet has been stolen. What should I do?

If your Duo-enrolled device has been lost or stolen, you should contact the EITS Help Desk immediately at 706-542-3106 or helpdesk@uga.edu. The Help Desk can remove this device from your account, so it cannot be used gain unauthorized access to your UGA accounts. Once you have recovered or replaced the device, you can enroll again.

We also recommend you enroll a back-up device, such as another phone or tablet, that can be used in the event you do not have access to your primary device.

How can I switch Duo authentication to a new device if I get one?

If the phone number for your device has not changed, you can reactivate the device using the Duo Self-Service Portal. Login with your MyID, use the “Call Me” option to authenticate, and select the device you wish to reactivate.

If the phone number for the device has changed or you need assistance in activating Duo on a new device, please contact the EITS Help Desk at 706-542-3106 or via email at helpdesk@uga.edu.

My Duo account has been locked out because of excessive authentication failures, what do I do?

Duo will lock users out of their accounts after 5 failed attempts.

Accounts will automatically unlock after 60 minutes.

You may email the EITS Help Desk or call them at 706-542-3106 to request your account be unlocked.
My device stopped getting push notifications, what do I do?

Your device may be having trouble deciding whether it should use a Wi-Fi or cellular data connection.

Most of the time you can resolve this issue by putting your phone into airplane mode, waiting a few moments and switching back to standard mode. You may also resolve the problem by turning off the Wi-Fi to use cellular data only.

If you are still having trouble, try using another method such as text message or generating a passcode.

If you continue to be unable to use your device, make sure the time and date on your phone are set correctly.

Which versions of Android does Duo Mobile support?

Duo offers information on supported Android devices.

Which versions of iOS does Duo Mobile support?

Learn which versions of iOS are supported by Duo.

I cannot download the VPN client from remote.uga.edu. What should I do?

If you experience any problems downloading the VPN from remote.uga.edu, we suggest you download the standalone client from the Office of Information Security's Remote Access VPN webpage.

If you need assistance with the VPN client, contact the EITS Help Desk at 706-542-3106. You can also email them at helpdesk@uga.edu.

Why do I keep getting disconnected from the VPN?

The VPN is set up to disconnect if you are idle, or not using it, for 30 minutes. For example, if you logged on in the morning and had to attend a long meeting you will probably be disconnected from the VPN while you are away from your desk.

The VPN will also disconnect you if you are logged in and working too long. The maximum connection time for the VPN is 19 hours.

How do I deactivate my device?

You deactivate a device at the Duo Self-Service Portal. If you have only one device enrolled, you may wish to enroll a backup device prior to deactivation to continue using Duo.

Please contact the EITS Help Desk if you need assistance when deactivating a device. You can reach the EITS Help Desk by calling 706-542-3106 or emailing helpdesk@uga.edu.

How do I add a backup device?

If you want to enroll additional devices, go to the Duo Self-Service Portal.

Log in to the portal. Locate the "+ Add Another Device" link (below the list of devices you have already enrolled) on the "My Settings and Devices" screen. Follow the steps provided.

Contact the EITS Help Desk for assistance if you need help adding a backup device. You can reach the EITS Help Desk by calling 706-542-3106 or via email at helpdesk@uga.edu.

How do I use my backup device?

First, add one or more backup devices using the Duo Self-Service Portal.
If you are trying to log into a CAS application protected by ArchPass, such as eLC, Athena or the vLab, choose your back-up device from the drop-down menu. Then select your authentication method.

If you are trying to log in to the VPN, you will need to type the login method and a number in the second password field.

For example, if you want to log in with your backup telephone, you can type "phone2". You will then get a call on your backup phone. If you prefer to get push notifications, simply type "push2" in the second password field to get a push notification to your second device.

Can I add multiple landlines for two-step login?

If you wish to add additional landlines, you can do so by going to the Duo Self-Service Portal.

After you have additional landlines, you may specify which phone you use each time you login by typing "phone" to use your first phone, or "phone2" to use your second phone, or "phone3" to call your third phone, etc.

If you need help adding multiple landlines to use when logging in, contact the EITS Help Desk. You can reach the EITS Help Desk by phone at 706-542-3106 or by emailing helpdesk@uga.edu.

Where can I find information about ArchPass, powered Duo?

You can find instructions for setting up and using Duo on your devices on the main ArchPass site.