

# ArchPass FAQs

## What systems require the use of ArchPass?

System	Enrollment Options	Notes
CAS2 Central Authentication Service	Self service at logon or Self-Service Portal	ArchPass is enabled for select applications using CAS2.
Remote Access VPN	Self-Service Portal Only	02 Restricted VPN group requires additional authorization for access.
vLab	Self service at logon or Self-Service Portal	ArchPass is not required from on-campus locations
eLC	Self service at logon or Self-Service Portal	The non-MyID login will not require ArchPass for access
Employee Self-Service site (employee.uga.edu)	Self service at logon or Self-Service Portal	Users are no longer be prompted for their secret questions to access pay stubs and W2 forms.
Athena	Self service at logon or Self-Service Portal	
OmniUpdate	Self-service at logon or Self-Service Portal	
UGAMail and UGAMail Calendar	Self-Service Portal	
OneDrive for Business	Self-Service Portal	
Sharepoint Online	Self-Service Portal	
SendFiles	Self-Service Portal	

## How do I log in to an 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 for smartphones \(PDF\)](#)

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### Central Authentication Service

**Username:**

**Password:**

**LOGIN** CLEAR

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Trouble logging in?

[About CAS](#) | [About Us](#)

Multifactor Authentication is in progress...



Settings

Device:

Send Me a Push

Call Me

Enter a Passcode

[Not you?](#)

You can find further instructions on using all of the authentication methods on [Using ArchPass Two-Step Login](#).

**How do I save my ArchPass login information on my browser or device?**

For web-based ArchPass logins (vLab or CAS-protected applications), you will have the option to have your browser remember your ArchPass login for 14 days. Before you verify your ID, click "Remember Me for 14 days." After 14 days, or if you switch to different device or web browser, you will have to login with ArchPass again.

ArchPass FAQs - Help Desk Support (HDS) - EITS - Confluence

Multifactor Authentication is in progress...

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Settings

Device: iOS (XXX-XXX-4681)

Send Me a Push

Call Me

Enter a Passcode

Remember me for 14 days

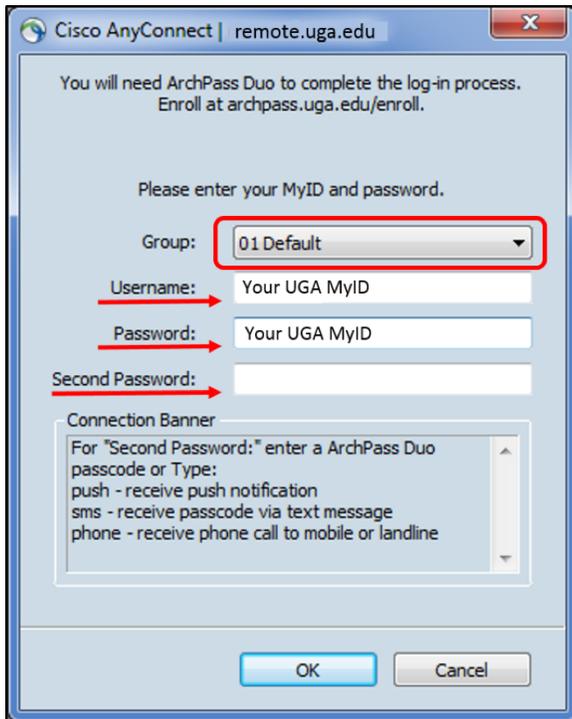
Not you?

The "Remember Me" option is currently not available when accessing eLC or Athena through the UGA mobile app, due to Apple's security settings.

## 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](https://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.



You can find further instructions on [Using ArchPass to access the VPN](#).

## 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 down arrow 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.

You can find further information on [Using ArchPass Two-Step Login](#).

## 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.

You can find further information on [Traveling with ArchPass](#).

## 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](mailto:helpdesk@uga.edu) for other options.

You can find further info on [Using ArchPass Two-Step Login](#).

## 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](mailto: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.

In advance, you can also generate a list of 10 passcodes via SMS texting to keep, in the event you don't have your phone. Each passcode can only be used once. Each bank of passcodes is only good for 30 days.

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. If you do not have another device you can use for back-up, you can request a keychain token from the Help Desk.

## 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](mailto: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.

## I can't use a phone during my class.

If you are not allowed to use a phone during your class, and need to log in to eLC, we recommend you log in before class or at the very beginning of your class, before you shut your phone off. You can select the "Remember Me for 14 days" option when logging in, so your browser will remember your ArchPass login.

Alternatively, you can use the SMS text option to generate a bank of 10 passcodes to keep, in the event you can't use your phone. Each passcode can only be used once. Each bank of passcodes is only good for 30 days.

You can also request a keychain token from the Help Desk at [helpdesk@uga.edu](mailto:helpdesk@uga.edu) or 706-542-3106 if you do not want to use your phone.

## 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. You can find complete instructions [here](#).

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](mailto: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](http://remote.uga.edu). What should I do?

If you experience any problems downloading the VPN from [remote.uga.edu](http://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](mailto: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](#). You can find instructions on [Change Your Duo Options and Settings](#).

If you have only one device enrolled, you may wish to enroll a backup device prior to deactivation to continue using Duo.

## How do I add a back-up device?

If you want to enroll additional devices, go to the [Duo Self-Service Portal](#). You can find instructions for adding another device on [Change Your Duo Options and Settings](#).

## 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.

The screenshot shows the Duo Self-Service Portal interface. On the left is the University of Georgia logo and navigation links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". Below the logo, it says "Powered by Duo Security". The main area has a "Device" dropdown menu with "iOS (XXX-XXX-4681)" selected and "Landline (XXX-XXX-3678)" as an option. Below the device selection is the heading "Choose an authentication method" and 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.

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.

### I'm a new incoming student for summer 2018 or fall 2018, and cannot enroll through the Self-Service Portal. What should I do?

Students enrolling at UGA for the first time in summer 2018 or fall 2018 are not required to use ArchPass until August 3. **You will not be able to enroll devices until this date.**

On August 3, you will be able to visit the Self-Service Portal or one of the applications protected by ArchPass to enroll.

### My browser won't allow me to choose "Remember Me for 14 days" when I log in.

There are several reason why you may not see the "Remember Me" option when you log in with ArchPass

- Are you accessing eLC, Athena or other applications on an iPhone or iPad? Due to Apple's security settings, you will not be able to select "Remember Me" for your ArchPass login on your iPhone or iPad at this time.
- Do you have any browser add-ons, such as an ad blocker or private browsing option? If so, you may not be able to select the "Remember Me for 14 days" option.
- Have your set up your Duo-enrolled device to automatically call you or send you a push notification? If so, you will not see the second step of the login process, which allows you to remember your device and choose an authentication option.

To fix this, you should visit the Duo Self-Service portal at [archpass.uga.edu](http://archpass.uga.edu). Once you have authenticated, you should see the My Settings and Devices screen. Go to When I log in, and select Ask Me to Choose an authentication method. Then click Save.

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

Powered by Duo Security

### My Settings & Devices

phone 706-555-1234 [Device Options](#)

phone2 706-542-0000 [Device Options](#)

iPad [Device Options](#)

+ Add another device

Default Device: phone 706-555-1234

When I log in: Ask me to choose an authentication method

[Saved](#)

Now, each time you log in, you will be prompted to choose an authentication method (Call Me, Enter a Passcode or Send Me a Push). You will also be able to select "Remember Me for 14 days".

### Where can I find information about ArchPass, powered Duo?

You can more information on the main [ArchPass](#) site.