CSUDH | INFORMATION TECHNOLOGY

DUO – MFA (Multi Factor Authentication) Tech Bytes

Information Security & Compliance

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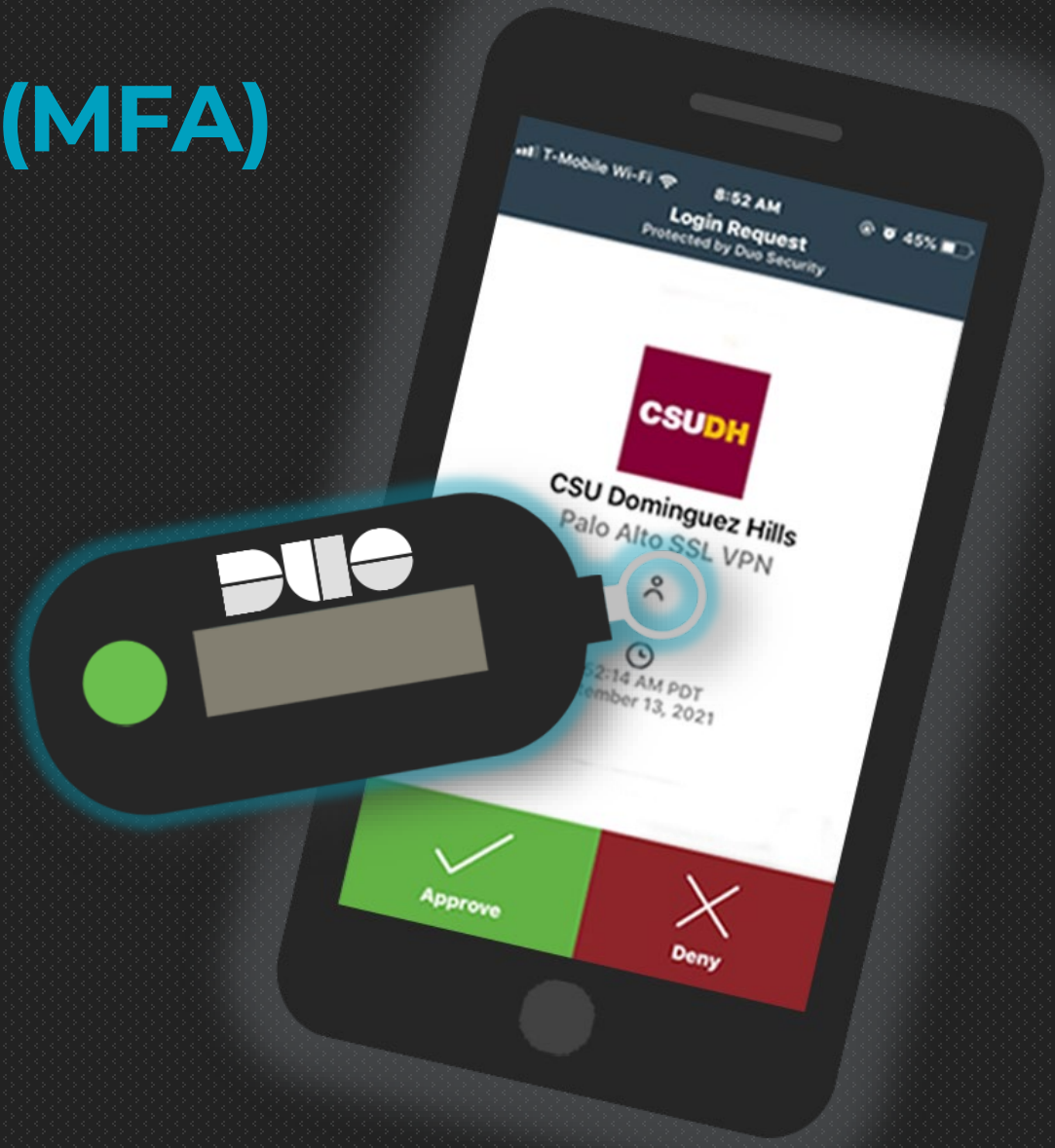
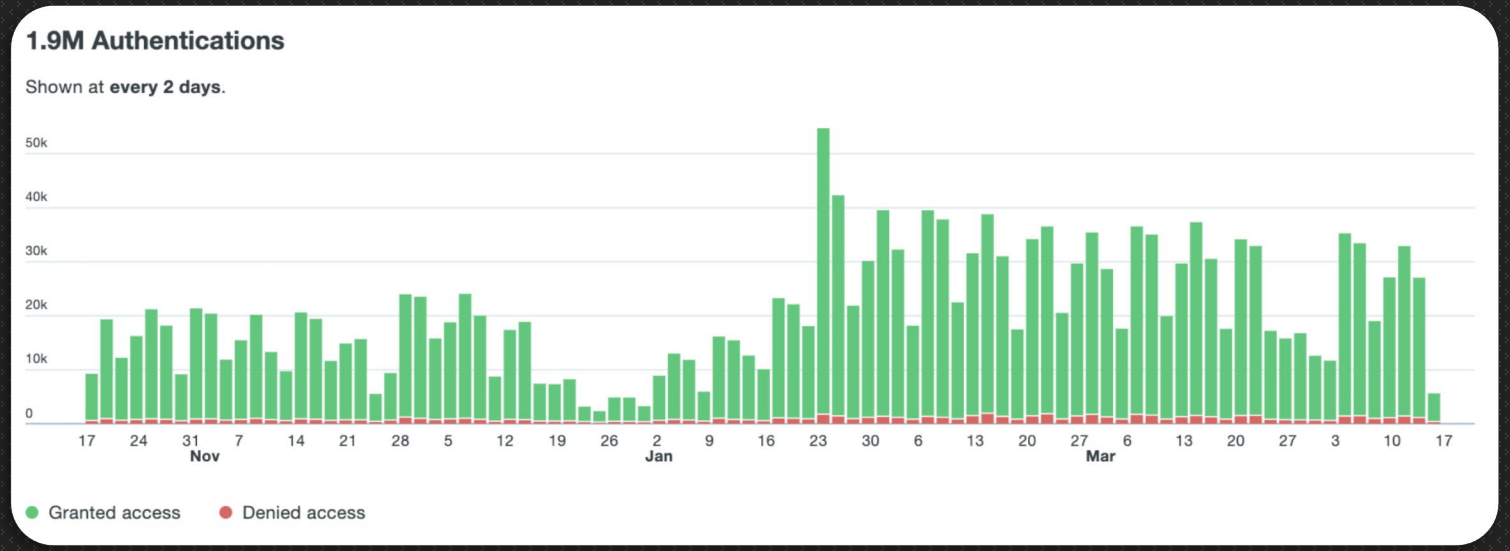
Multi-Factor Authentication (MFA)

CSUDH DUO is live - a third-party app that sends a push notification to your smartphone or token when you log into any CSUDH account.

- You can choose to use DUO on your smartphone or with a token.
- If you are choosing a token as your method of authentication, you can order one today. Shipping is free or you can pick it up on campus.



MFA – Success Measures (180 Days)



Authentication Methods

Top authentication methods being used to access applications.

Duo Push	**1,055,264** (93.5%)
Duo Mobile Passcode	**40,680** (3.6%)
Hardware Token	**25,498** (2.3%)
Invalid Passcode	**3,624** (<1%)
Bypass Status	**3,476** (<1%)

WHO ?

Employee Type Network Accounts

- Employees
- Persons of Interests
- Students Assistances
- Vendors
- Emeriti
- Auxiliaries
- Department Accounts
- Anyone

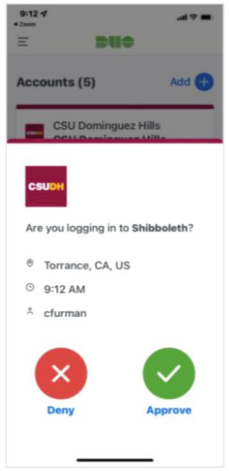
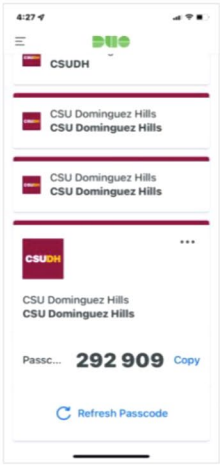
Students Type Network Accounts

- Enrolled Students
- Former Students
- Alumni

- NOT applicants

Multi-Factor Authentication

HOW ?

	SMARTPHONE OR TABLET	SMARTPHONE OR TABLET	TOKEN
DUO OPTION	APP NOTIFICATION 	APP PASSCODE 	PASSCODE
DESCRIPTION	Duo sends a login request to your device. Press Approve to log in.	Generate a passcode with the Duo app.	Hardware tokens generate a passcode
TYPE OF SERVICE	Smartphone, tablet or paired smartwatch.	Smartphone, tablet, or paired Apple Watch	Token
DATA USAGE	Each notification only 2KB of data	No Connectivity needed	Available from Tech Checkout
REQUIRES CONNECTION?	**YES** (Cellular or WiFi)	**NO**	**NO**

Type	Faculty	Non-Faculty	Students	Alumni
Eligible 56K	1557	1641	35690	17182
Enrolled 15K	1213	1315	11159	1036
Completion Percentage	78%	80%	31%	6%

MFA enforcement status:

- All Employees are enforced MFA, but 21% still don't have devices enrolled.
- 60% Students are either turned on countdown page or enforced MFA, 10% enforced students still don't have devices enrolled.
- All Alumni are enforced MFA by (7/8), 94% Alumni still don’t have devices enrolled.

	Total Users in DUO	Countdown Page On	MFA enforced	Enforced Users with no device
Students	35690	8702	12439	1281
Employees	3198	8	3190	659
Alumni	17182	39	17029	15993

Multi-Factor Authentication

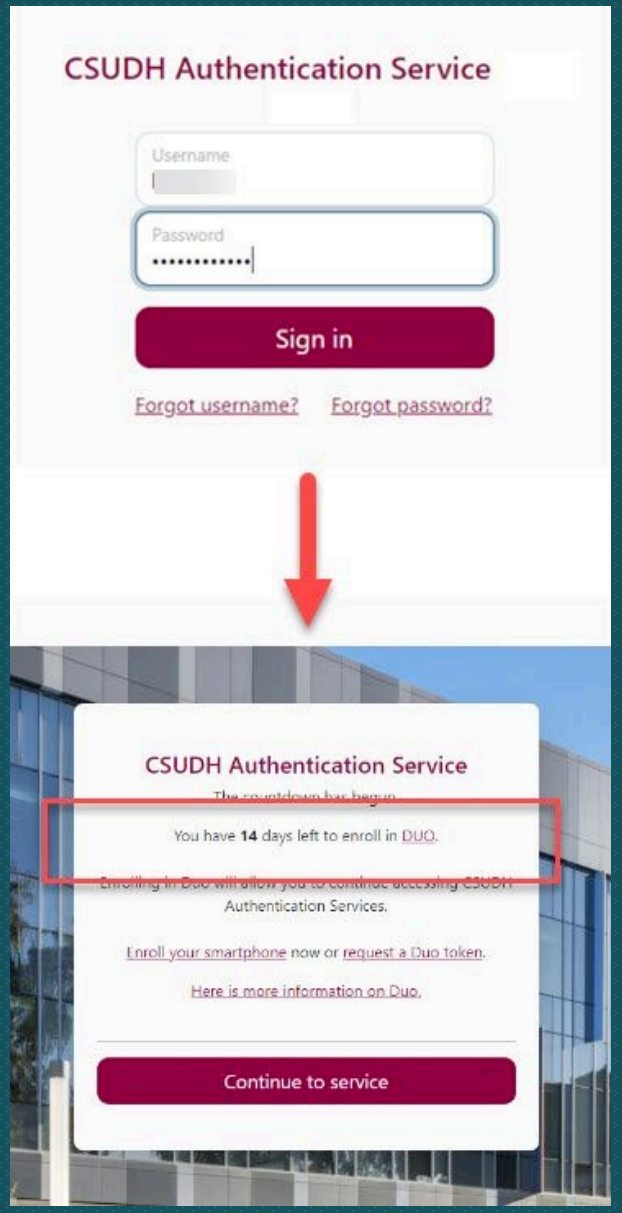
MFA – Enforcement

Employee Type Network Accounts

14 Days from the activation day

Students

28 Days from the day that they enroll in their first class.



Multi-Factor Authentication

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MFA Enforcement Timeline

MAY (1st Week)

New Employees (Account Creation Notification Update)

MAY (2nd Week)

50 Employees a business Day

June (1st Week)

New Students & Alumni

June (2nd Week)

200 Students a Business Day

July

Students (Cont.)

August

Students (Cont.)

September

Students (Cont.)

ready

to launch

Thank you!

I.T. Call Center (310) 243-2500

Hours:
M–F 8AM-6PM &
SS 9AM-6PM