



Campus VPN Requires Multi-Factor Authentication

To access Oracle e-Business Suite, shared drives, and other online university resources, users are required to be connected to Ohio University's secured network or connect through Campus VPN. Campus VPN requires Multi-Factor Authentication (MFA). This guide outlines the required steps to modify MFA settings to allow authorized users working off campus to access university online resources. Please refer to the [Financial Systems Remote Access Campus VPN Quick Reference Guide](#) for additional information about Campus VPN.

Enable Multi-Factor Authentication for All Eligible Services

If you have not previously done so, enable Multi-Factor Authentication for all eligible services. This enables MFA for all university systems and provides the best protection against email and password scams.

1. Login to <https://account.ohio.edu> with your full **@ohio.edu** email address and your **OHIO password**.
2. Select **Manage Account**
3. Select **All eligible services (recommended)**
4. **Save**

Enable Multi-Factor Authentication for All eligible services (recommended)
Best protection against email and password scams.

Only services that require it

SAVE

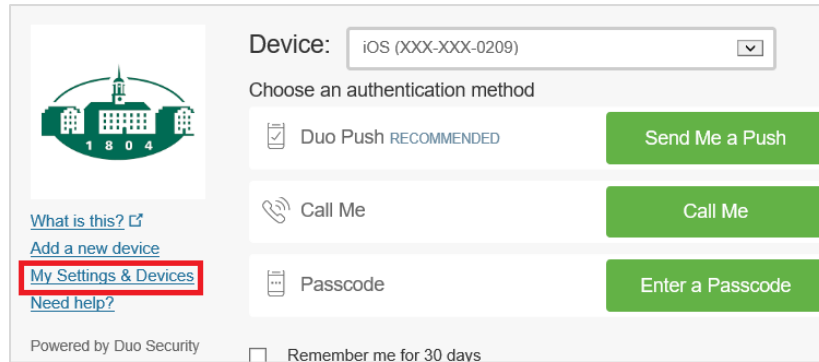
Multi-Factor Authentication: Off Campus Phone/Device Required

Important: These steps must be completed while on campus if your Multi-Factor Authentication method is set up to call your office phone. If you already have the Duo Mobile App installed, no changes are required.

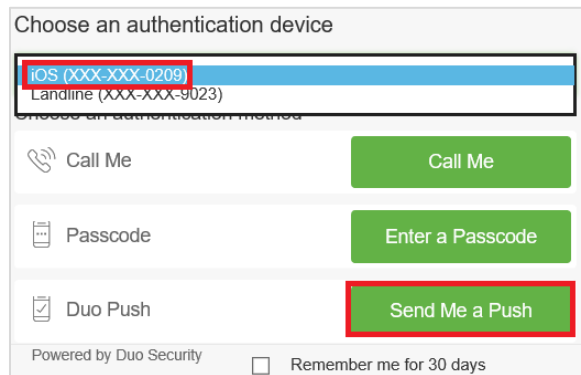
1. If your default Multi-Factor Authentication (MFA) method is to call your office phone, you will need to install the Duo Mobile app on your personal device (this is the preferred method) or add an alternate phone number since Campus VPN requires MFA.
2. To change your MFA settings, you will need to first clear your web browser's cache if you have it set to remember you for 30 days. For instructions on how to clear your cache, visit <https://www.ohio.edu/oit/services/device/managed-pcs/how-clear-your-browsers-cache>.
3. Next, using the same browser used in step 2, go to <https://ebiz.ohio.edu/> (or any application that will prompt you for MFA login).

Financial Systems Remote Access—Multi-Factor Authentication

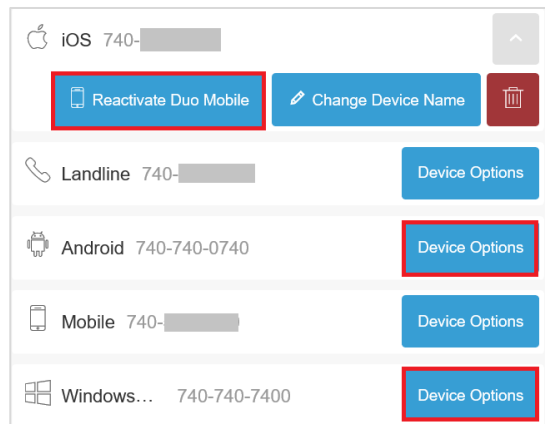
4. Select **My Settings & Devices** to add a new device/phone number or to change your default device



5. MFA will require you to validate that it's really you and will ask you to select an authentication method to continue. Select a device, then choose the authentication method.



6. Modify your device options and defaults as appropriate or select the **+Add another device** link to add a new device/phone number.
7. Follow the prompts on the screen if adding a new device. Instructions will be provided for downloading the Duo Mobile app in this screen as well.
8. If your cell phone was previously added, you can reactivate the Duo Mobile push notifications by selecting **Device Options** and then **Reactivate Duo Mobile** (note this only works for devices saved as iOS, Android, or Windows Phone). Follow the prompts on the screen to complete the process.

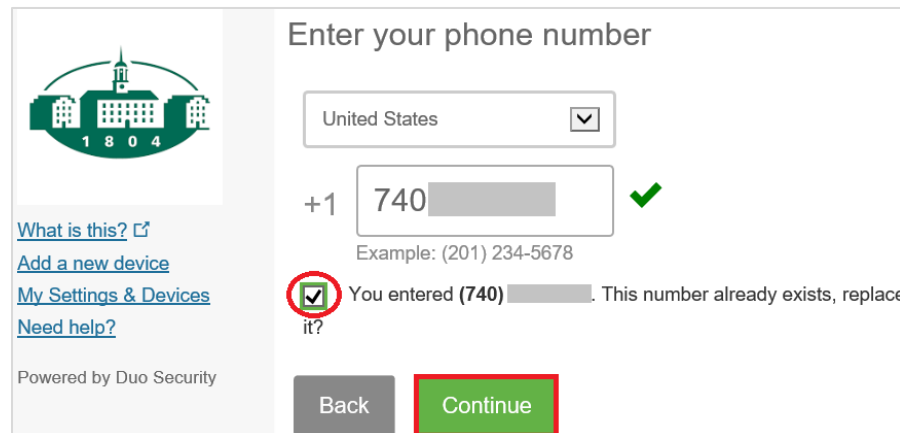


Financial Systems Remote Access—Multi-Factor Authentication

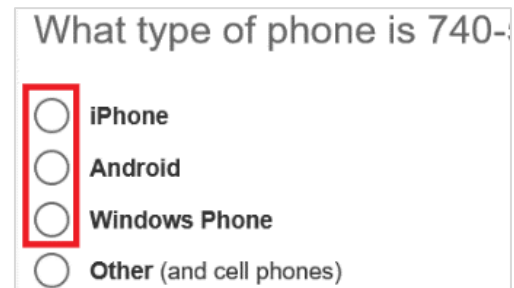
Note: If your device was saved as “Mobile”, you will not see an option to reactivate Duo Mobile (see instructions below)



- To add Duo Mobile to a device saved with the type of “Mobile”. Select **Add a New Device** instead.
- Then, select **Mobile Phone *recommended***, and press **Continue**
- Enter your cell phone number, check the box to replace it, and then press **Continue**



- Select **iPhone**, **Android**, or **Windows Phone** as appropriate. Note: Duo Mobile cannot be added to devices with a type of “**Other (and cell phones)**”. Devices registered as this type will only receive texts/phone calls.



FAQs

For more information about Multi-Factor changes, visit: <https://www.ohio.edu/oit/services/accounts/multi-factor/help>.

FAQs can be found on OIT’s website at <https://www.ohio.edu/oit/services/accounts/multi-factor/help>. If you have questions that are not addressed in these FAQs, please contact the IT Service Desk at 740-593-1222 or servicedesk@ohio.edu.