Using Multi-Factor Authentication without Cellular Service

In preparation for hurricane season, we’d like to inform you about how to authenticate using Multi-Factor Authentication (MFA) if you lose cell service. There are several ways to ensure you are able to connect if you lose service.

1) Enable the “Remember me for 30 days” Option
   To enable the “Remember me for 30 days” option, log in to a UFIT account at https://myfit.ufl.edu or https://uitb.ufl.edu, using your UITB account credentials. Your UITB account will be prompted for MFA verification. Check the “Remember me for 30 days” box before choosing a verification method. You will be remembered on that device and browser, and you will not need to confirm your identity with MFA verification again for 30 days.

If you have previously selected “Remember me for 30 days” and do not know how many days are left in your 30-day cycle, you will need to clear your Internet browser cache (Firefox: Preferences > Privacy & Security). Then, follow the instructions above to enable the “Remember me for 30 days” option.

If you are unable to check the “Remember me for 30 days” box, you may need to disable your default device setting from sending an automatic push authentication notification. You can turn this off in your browser settings before the device is used.

2) Utilize the Landline Option
   You don’t need a smartphone to use MFA. You can use a landline to verify MFA. For more information, review our documentation via this link.

3) Generate a Passcode via the Duo Mobile app
   To generate a passcode using the Duo Mobile app, select “Enter a Passcode” on the authentication screen.

Then, open your Duo Mobile app on your device and select the green key icon which will generate a six-digit passcode.

Enter the six-digit passcode into the authentication screen and select “Log In.”

If you have trouble authenticating with MFA or have any questions or concerns, please contact the UFIT Service Desk at: (352) 294-6500 or email help@ufl.edu.

Thank you.