Simple. Fast. Secure. Make the switch to Duo Push.

MONTCLAIR STATE UNIVERSITY | Information Security

Whether you're logging in from campus, the airport, or halfway across the world — **Duo Push** is the fastest, most reliable way to secure your university account.

Why Should I Use Duo Push?

Phone calls and texts may seem convenient, but they come with real risks — especially if you're traveling abroad or have limited cell service. **Duo Push** sends a secure notification to your phone via the Duo Mobile app — there's no need for a signal.

Why Duo Push is the better choice:

- **More Secure**: Phone and SMS methods are more vulnerable to scams and interception.
- **More Convenient**: No waiting on texts or calls — just open the app, enter your code, and go.
- **More Reliable When Traveling**: Duo Push works even when your device is offline.
- **Better for Everyone**: Every secure login helps protect the entire university — not just your account.

New to Duo? Set Up Duo Push from the Start

First time enrolling in Duo? Select **Duo Push**—it's secure and easy to use, with a code sent straight to the app (no waiting on calls or texts).

If you've **already set up Duo** with phone or SMS, reach out to the **IT Service Desk** for assistance.

Follow these steps to set up Duo Push:

1. Install the Duo Mobile app
   Download Duo Mobile from the **App Store (iOS)** or **Google Play (Android)**.
2. Visit **Nest** or **Workday** to start the setup
3. Enter your login credentials **(NetID & Password)**
4. Choose "Duo Push" when asked for your preferred method
5. Scan the QR code with the **Duo Mobile app** when prompted
6. Set up an additional device! You can use a tablet or backup phone number in case your primary device is unavailable

If you accidentally skip this step or selected a different method, contact the **IT Service Desk** at **itservicedesk@montclair.edu** to re-enroll and switch to Push.

How to Get Duo Push

If you're currently using **phone calls or text messages**, you **won't be able to switch to Duo Push on your own**. This is due to how your device was set up during initial enrollment.

But don't worry — the **IT Service Desk** can get you sorted quickly.

Here's what to do:

1. Contact the **IT Service Desk**
   a. **Email**: **itservicedesk@montclair.edu**
   b. **Phone**: 973-655-7971
2. Let them know you want to **switch to Duo Push** as your authentication method.
3. A ServiceNow ticket will be created and handled accordingly.
4. Once re-enrolled, you'll get login prompts via push notifications — no more phone calls or texts.

   Tip: After switching, make sure push notifications are allowed for the Duo Mobile app in your phone settings.

Final Thought

Making the switch to Duo Push isn't just about making your life easier — it's about **keeping the university safe**. Every time you approve a login with Duo Push, you're helping protect sensitive data, research, and resources that matter to all of us.