Duo Opt-In FAQs

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**What is Duo 2FA?** Passwords are essential for security and privacy, but they are often not enough. Two-factor authentication requires something you know (your Clemson password) and something you have (like a mobile phone, landline phone or the Duo smartphone app) as an added layer of security to prevent anyone else from accessing your account. Two-factor authentication is the most effective method of account takeover prevention, helping to protect both you and the Clemson community.

**Why do I need Duo on my email and Office 365 account?** Implementing Duo on Office 365 and email can help prevent unauthorized access to your email and files, even if your password has been compromised. Sophisticated phishing attacks that successfully steal your credentials can automatically login to your Office 365 account from the attacker’s location. The attacker would be unable to complete the Duo authentication and your Office 365 account would be protected from compromise.

**Will this affect what email client I can use?** As long as you are using the current versions of Outlook or Apple Mail on your laptop or desktop and Outlook for iOS/Android or Mail for iOS 11+, or native Android mail, you will still be able to use your email normally. Clients using POP/IMAP and SMTP are not supported.

**When will I get the Duo prompt for Office 365?** You should only be prompted for Duo authentication when not connected to a Clemson wired, wireless (eduroam), or VPN network and attempting to connect to an Office 365 application or email for the first time via phone, tablet, or computer. You may also be prompted for Duo if your device has not recently connected to an on-campus network.

**What happens if I get the Duo prompt and I’m on-campus and not trying to login to my email or an Office 365 app?** If you receive a Duo authentication prompt (push, text, or phone call) on your device without logging into a corresponding service that requires Duo, decline the Duo prompt (marking it as fraud) and immediately change your Clemson password. This is an indication that your credentials have been compromised and attackers are attempting to login to your Duo-protected account. Contact the CCIT Service Desk for further instructions.

Click here for more information about Clemson Duo. Click here to manage your Clemson Duo account.

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