

To Our MyResearch Community,

In accordance with guidance from the UCSF security team, UCOP recommendations, and contemporary best practices, the UCSF MyResearch platform will require two-factor authentication **starting Friday, August 30, 2019.**

After that time, users logging in to MyResearch applications from outside UCSF's secure networks will be prompted to authenticate with a secondary method using Duo when connecting to remote applications. Users attempting to log in from within the perimeter of UCSF's secured networks location - wired, VPN, or on the UCSFwpa wireless network - will log in as before, with a single username and password.

****Mac users**** Due to a vendor limitation with the DUO two-factor implementation, Mac users will be prompted twice in the DUO smartphone application when launching MyResearch applications.

All users accessing MyResearch from the internet ***must*** have a smartphone or tablet device configured with DUO with the push ability. There are no other alternative methods the technology can use such as email, text or typing pins. Instructions to register your devices with DUO will be sent out in a future notification.

If you are already enrolled in UCSF's Duo for two-factor authentication (for example, for VPN access), you will be able to authenticate to MyResearch using your existing Duo configuration. For external collaborators who need to enroll in UCSF's DUO we have setup an application to walk you through the process.

1. If you have an Android or Apple smartphone, go to the app store and download the "Duo Mobile" app. This is a certified app that will display secondary authentication codes once linked with the UCSF Duo server.
 1. Open <https://redcap-test.ucsf.edu> in a browser
 2. Log in using your username only e.g. "joe_bloggs" Note there is no domain name.
 3. Select the 'Duo' verification option
 4. When the smaller Duo window displays, follow the directions to set up your new Duo configuration.
 - If you have the Duo Mobile app: If you choose to set up a smartphone/tablet, you will need to open the Duo Mobile app on your device to scan a QR code from the Duo signup page.

External collaborators who want to avoid using DUO with MyResearch (but is still required for VPN) will have to register through the UCSF affiliate program via your UCSF PI's department HR generalist to gain VPN access. Note: This access can take some time to be processed, if you want to take this option please start the process ASAP.

Thank You,

The ARS Support Team
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