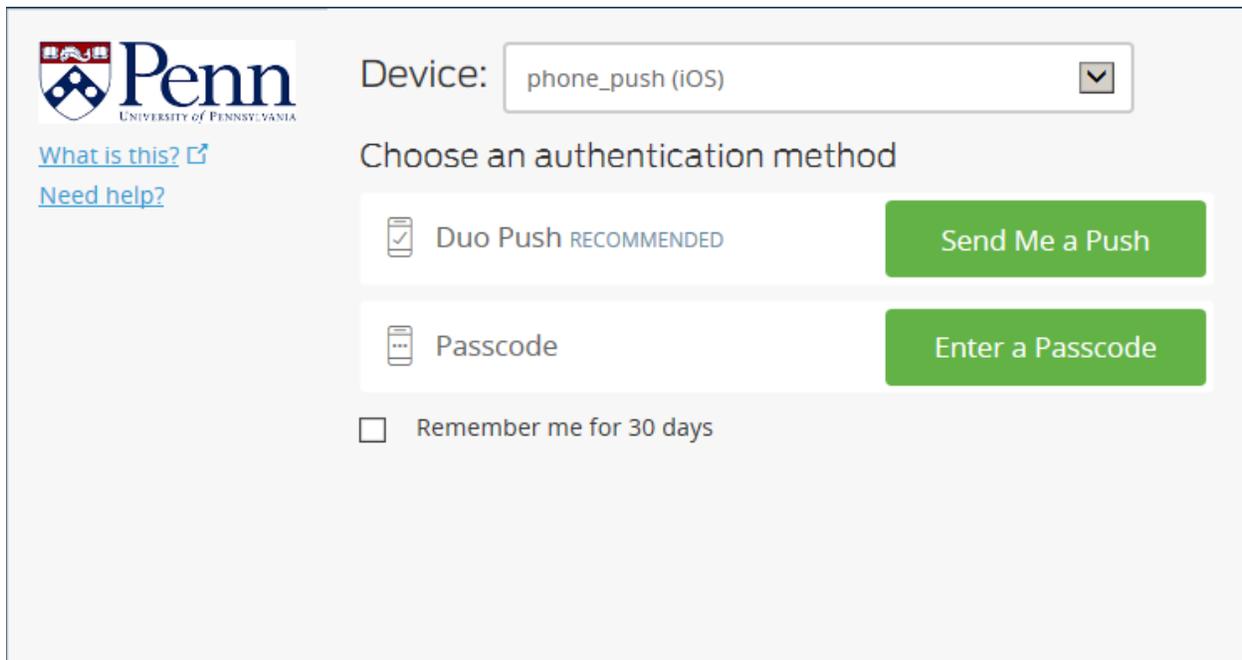


Logging into PennO365 using Two-Step Verification

Logging into PennO365 using Two-Step Verification is very similar to using Two-Step with Weblogin-protected web sites. The first thing a user will need to do is log into their PennO365 account on the website or client software.

Upon logging in with a PennO365 login and password, Two-Step-supported clients or web browsers will display a window similar to the following image:



The screenshot shows the PennO365 login interface. On the left is the University of Pennsylvania logo and links for "What is this?" and "Need help?". The main area features a "Device:" dropdown menu set to "phone_push (iOS)". Below this is the heading "Choose an authentication method". There are three options: "Duo Push RECOMMENDED" with a "Send Me a Push" button, "Passcode" with an "Enter a Passcode" button, and a "Remember me for 30 days" checkbox which is currently unchecked.

Options on this page will differ based on the selection from the “Device:” drop-down menu.

- 1) **Send me a Push** to send a Push notification to a smartphone with the Duo app installed and configured for use with Two-Step Verification.
- 2) **Enter a Passcode** from a text message, one-time-use code, authenticator app, or a SafeID fob.
- 3) **Call me** to send an automated phone call to the selected phone number.

When checked, the **Remember me for 30 days** check box will remember the browser or client for 30 days before requiring use of Two-Step again.

Important note: Clicking the “remember me” checkbox works per client, not per device. A user with both Microsoft Office and Skype for Business on their device will need to use Two-Step verification to log into each program separately.

Once the user approves the push/call or enters a passcode, the client should log in as usual.

Important note: The only clients supported for PennO365 with Two-Step Verification are supported web browsers and Office 365-specific clients such as Office 365, (formerly known as “click-to-run” Office),

Teams, Skype for Business, etc. Volume-licensed versions of Office such as Office 2017 and 2019, or third-party clients like Apple Mail or the native Android Mail app are **not** supported! Users may not be able to log in at all with an unsupported client if they have Two-Step Verification for PennO365 enabled.

Frequently Asked Questions:

How does PennO365 with Two-Step Verification differ from Two-Step Verification for websites?

PennO365 uses the same system for multi-factor login that PennWeblogin uses. The interface is slightly different, and users will log in using their PennO365 credentials and not their PennKey, but otherwise the process is the same. Any changes that users make to their Two-Step Verification profile will be reflected in both PennO365 with Two-Step and PennWeblogin with Two-Step.

How should users who lose their second factor log into PennO365?

Recovery options for Two-Step Verification when using PennO365 are the same as those for PennWeblogin-protected websites. Should none of a user's Two-Step Verification lifelines be available, users can call the Two-Step emergency hotline to receive a one-time code. Please see the Penn Two-Step FAQ at <https://www.isc.upenn.edu/how-to/two-step-faq> for further information.

What clients and operating systems has ISC tested with PennO365 using Two-Step Verification?

ISC has tested all four major operating systems (Windows, MacOS, iOS, and Android) with recommended O365 clients, (Microsoft Office 365 Click-to-Run, Skype for Business, Teams) and supported browsers (Chrome, Firefox, IE, Edge, and Safari) using all currently supported methods of two-factor authentication (push notifications, text messages, codes, and phone calls). The experience was found to be largely consistent across platforms, applications and browsers. Several unsupported configurations and clients were tested as well; performance and behavior was much less consistent in those instances and are strongly discouraged for general use.

What should I do if I run into an issue with Two-Step Verification using PennO365?

If you experience an issue using Two-Step Verification with PennO365, please contact servicedesk@nursing.upenn.edu.