

RETURN TO CAMPUS // IT GUIDE



MULTI-FACTOR AUTHENTICATION

All employees will be automatically enrolled in the new DUO Multi-Factor Authentication solution by August 2021 for enhanced security.

[Learn more about DUO MFA.](#)



DEVICES & EQUIPMENT

- Plan to perform system updates before using on-campus desktops
- Transfer over any desktop files from personal or loaned device
- Return borrowed equipment as necessary
- Reconnect to printers as local IP addresses may have changed



CALL FORWARDING

Be sure to turn off all forwarding features on your office phone as needed. If you require additional assistance with setting up your phone, visit the [Voice Services webpage](#) or [contact IT@DU](#).



INTERNET CONNECTIVITY

University-managed devices and personal devices/mobile phones should be connected to eduroam wifi. New device or trouble connecting?

Follow [connection instructions](#).



MEETINGS

Departments may continue using [Zoom](#) or [Microsoft Teams](#) for meetings. Ensure your workstation is setup properly (webcam, headphones, etc.).



NEED HELP?

To request assistance, submit a ticket at support.du.edu or call the IT Help Center at 303-871-4700.