

# 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](https://support.du.edu) or call the IT Help Center at 303-871-4700.