Claim/Activate My Account

Overview:

This graphic guide provides the steps for Radford University users to easily Claim/Activate Accounts and enroll in Duo Two-Factor Authentication.

If you have not already claimed your Radford University account, please follow the steps below. If you experience issues or have any questions regarding the account claim/activation process, please email impactteam@radford.edu or call 540-831-7168.

- Select the “Activate Your Account” link located BELOW the login boxes.
Step 1: On the Claim My Account screen, enter your Username and Account Claim Code. Your Username and Account Claim Code were sent to you via your personal email address that is already on file as part of your university record.

Click the SUBMIT button to continue.

Note: If you did NOT receive your username and claim code via email, please contact the IMPACT team by emailing impactteam@radford.edu to request a new notification.

Step 2: Review the Acceptable Use Policy for University Computers and Information Technology Systems. This policy outlines your responsibilities as an account holder.

Click the ACCEPT button to continue.
Click the DECLINE button if you do not wish to continue with the account claim process.
Step 3: This step confirms the **Username** assigned to you. Your username will be used to log into the learning management system, and will be the first part of your email address.

For this example, the username is gwashington, and the email address will be gwashington@radford.edu.

Click the **NEXT** button to continue.
Step 4: This step sets up your **Secret Security Questions**. Security Questions may be used to reset a password, or confirm your identity when you forget your username or password. The Security Questions you are asked may be different from the ones provided in the example above.

- Click the Pencil icon to the left of the question if you would like to replace a question with a different option.

Provide unique answers to all three Security Questions. These responses should be easy to remember for you, but not something you would post in social media or otherwise share.

Click the **SHOW ANSWERS** button at the bottom of the screen if you would like to see your answers as you type.
Click the **CLEAR ALL** button if you would like to reset all three questions and re-enter.
Click the **Submit** button to continue.
**Step 5**: This step allows you to view your profile information, and change your Mobile Phone number or Personal Email address.

Click the **SUBMIT** button to continue.

![Update personal information form]

**Step 6**: This step allows you to set your Account Password. A couple of features to note:

As you enter your password, the **Password Strength** indicator shows whether you are entering a Weak, Good or Strong password. Always strive for STRONG PASSWORDS!

The **Password Rules** box shows all the requirements for an account password. For example, you cannot use any part of your name, your Radford username, or common dictionary words as part of your password. Per the rules, you must have 3 of the 4 conditional requirements included (1 uppercase letter, 1 lower case letter, 1 special character or 1 number).

Passphrases may be used and are encouraged, but must still contain 3 of the 4 conditional requirements.

Click the **RESET PASSWORD** button to submit your entry.
If your password does not pass the rules, you will receive the Error box below, and you will be returned to the password screen to re-enter another password in Step 6.

Error

Your password was not accepted. Please try again after correcting the errors.

OK

The screen will identify which rules you failed on the previous attempt.
After an acceptable password has been submitted, you will receive the Success message below.

Click the OK button.

![Information](image)

You will be returned to the MyRU portal login screen. To log into the MyRU portal, enter your username and password.

![Login Screen](image)
Accounts that require Duo Two-Factor authentication will be prompted to complete the following steps after login.

**DUO Enrollment Steps:**

After you have successfully entered your Radford username and password, you will be prompted to set up Duo. During the enrollment process, you **will register a primary device**, which can be a smartphone, cell phone, tablet, or landline. You **will need your primary device available** during enrollment to confirm your identity and finish the setup.

1. Click on the **Start setup** button.

![DUO Enrollment Image](image)

**NOTE:** If you exit before enrolling a device, you will be required to complete this enrollment at your next MyRU login. You will not be allowed to login to the MyRU portal or any Radford system requiring ‘Single Sign On’ until you complete the setup.

Continue to step 2.
2. Select the type of device you are adding and then click the **Continue** button.

   *Mobile phone (recommended and used in this example)*

   ![Image of mobile phone selection screen]

3. Enter your phone number and click the **Continue** button.

   ![Image of phone number entry screen]

4. Select the type of phone and click **Continue** button.
5. Follow the phone-specific instructions on the screen to install Duo Mobile.

After installing the app on your device, return to the enrollment window and click I HAVE DUO MOBILE.

6. Activate the phone using the barcode or with an activation link.

To use the barcode method: On an iPhone, Android, or Windows Phone, activate Duo Mobile by scanning the barcode with the app's built-in barcode scanner. Follow the phone specific instructions.

If you cannot scan the barcode: Click on the link "Or, have an activation link emailed to you instead".
Enter your email address and click "Send email." Open the email on your phone and tap the activation link to add your account to Duo Mobile.

Scroll down and click the Continue button.

7. Click on the Continue to Login button to complete enrollment:
8. You will receive this window with an “Enrollment successful!” message at the bottom.

9. If you want to change your settings or add more devices, click on the Duo Icon on the MyRU portal. In “My Settings & Devices” in the Duo Device Management Portal, you can add devices, change the names of your devices, or update the default authentication method each time you log in to one of the following:

   a. Ask me to choose an authentication method
   b. Automatically send this device a Duo Push
   c. Automatically call this device

   **NOTE:** The recommended method is "Ask me to choose an authentication method," so you can select "Remember me for 14 days" at login. This option only applies to the current browser.

For more Duo information and instructions, go to [www.radford.edu/2fa](http://www.radford.edu/2fa).

If you experience issues or have any questions regarding the account claim/activation or Duo enrollment process, please contact the IMPACT team by emailing [impactteam@radford.edu](mailto:impactteam@radford.edu) or calling 540-831-7168.