

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.

- Navigate to the MyRU portal - <https://my.radford.edu>.
- Select the “Activate Your Account” link located BELOW the login boxes.



RADFORD UNIVERSITY
Secure Login

Username
Password

Login

Effective Oct. 23 users not enrolled in DUO Two-Factor Authentication will be required to enroll before accessing the MyRU portal.

New User? [Activate Your Account](#)
[Forgot Username?](#)
[Forgot/Expired Password?](#)

Need Assistance? Contact Technology Assistance Center.
- Phone: (540) 831-7500
- [Request Computing Assistance](#)
- [IT Security Training](#)

[Radford Main Page](#) [A-Z Index](#)

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.

The screenshot shows the 'Claim My Account' page of the Radford University Password and Account Management Portal. The page has a red header with 'RADFORD UNIVERSITY' and 'Password and Account Management Portal'. Below the header is a grey bar with the title 'Claim My Account'. Underneath, a grey box contains the text: 'Allows you to quickly and securely claim your account as well as set your password.' The main content area is white and features a red circle with the number '1' and the text 'Enter your user information'. There are two input fields: '* Username:' and '* Account Claim Code:'. A 'SUBMIT' button is located below the fields. A small note reads: 'Didn't receive your account claim code? Please contact the Technology Assistance Center at 540-831-7500.' A legend at the bottom left indicates '* Required field'. The footer of the page is red and contains the text: 'Radford University, 801 E. Main St., Radford, Virginia 24142'.

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.

2 Review and accept terms of use

Acceptable Use Policy for University Computers and Information Technology Systems

1. PURPOSE

Access to computer systems and networks owned or operated by Radford University (University) imposes certain responsibilities and obligations upon users and is granted subject to University policies and federal, state, and local laws. This policy outlines the requirements and responsibilities of users to comply with this policy and the consequences of noncompliance.

1. APPLICABILITY

This policy applies to any person assigned a University computer account, or any person using University-owned or leased computers, networks, internet connections, and/or communication systems transmitting data, voice, or video information.

1. DEFINITIONS

User: Any person assigned a University computer account, or any person using University-owned or leased computers, networks, internet connections, and/or communication systems transmitting data, voice, or video information.

1. POLICY

1. Access to University information systems is a privilege that may be revoked for reasons including, but not limited to, violations of this policy. Violations of this policy may be subject to disciplinary action. Violators may also be subject to prosecution under various relevant federal, state, or local laws.
2. Specific requirements and responsibilities of users for access to University information systems are as follows:
 1. Users are responsible for all activity that occurs in or through their accounts and/or their computers or network enabled devices, whether personally or University owned.
 2. Users must not share access to their individually assigned accounts.
 3. Upon notification from the University's IT Security Office or Technology Assistance Center (TAC) that an account has potentially been compromised, users must

DECLINE

ACCEPT

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.


3 User Details

Your User ID is: **gwashington**

Click the Next button to continue configuring your Security Questions, Profile and Password for the first time.

NEXT

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.

4 Manage secret questions



Question 1

 What was your first pet's name? (e.g. Fido)
Click on the  button to select a different question.

.....
Answer 1

.....
Re-type Your Answer 1



Question 2

 What is your fathers birthday? (e.g. May 5th)
Click on the  button to select a different question.

.....
Answer 2

.....
Re-type Your Answer 2

Question 3

 What is your favorite food? (e.g. popcorn)
Click on the  button to select a different question.

.....
Answer 3

.....
Re-type Your Answer 3

CLEAR ALL **SUBMIT** **SHOW ANSWERS**

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.

5 Update personal information

In the next section, configure a security profile with a mobile phone number and/or personal e-mail address so you can quickly unlock your account or change your password if you're ever unable to log in.

First Name:	<input type="text" value="George"/>	Middle Name:	<input type="text" value="B"/>	Last Name:	<input type="text" value="Washington"/>
Nick Name:	<input type="text"/>	Birth Date:	<input type="text" value="07/04/1950"/>		
Preferred First Name:	<input type="text"/>	Username:	<input type="text" value="gWASHINGTON"/>		
RUID:	<input type="text"/>	Home Phone:	<input type="text"/>	Street:	<input type="text" value="123 Tree Farm Ln"/>
Radford Email:	<input type="text" value="gWASHINGTON@radfordtest.or"/>	Mobile Phone:	<input type="text" value="555-555-9999"/> ⓘ	City:	<input type="text" value="Blacksburg"/>
Personal Email:	<input type="text" value="george.wASHINGTON@cc"/> ⓘ			State:	<input type="text" value="VA"/>
				Zip Code:	<input type="text" value="24060"/>

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.

6 Create and confirm your new password

* New Password:

Password Strength: *Weak*

* Re-type Password:

RESET PASSWORD

Password Rules	Radford Username
Mandatory	
Length: Minimum	8
Length: Maximum	128
Letters: Minimum	1
Letters: Maximum	128
Dictionary: Disallow contain word	Yes
First Name: Disallow contain	Yes
Last Name: Disallow contain	Yes
Invalid characters	-<>
Identity User ID: Disallow contain	Yes
Conditional	
Conditional rules to be satisfied	3 out of 4
Letters: Minimum upper case	1
Letters: Minimum lower case	1
Special characters: Minimum	1
Numbers: Minimum	1

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.

6 Create and confirm your new password

* New Password:

Password Strength:

* Re-type Password:

RESET PASSWORD

View Policy Violation View Policy

Your password was not accepted. Please try again after correcting the errors (**X**) below.

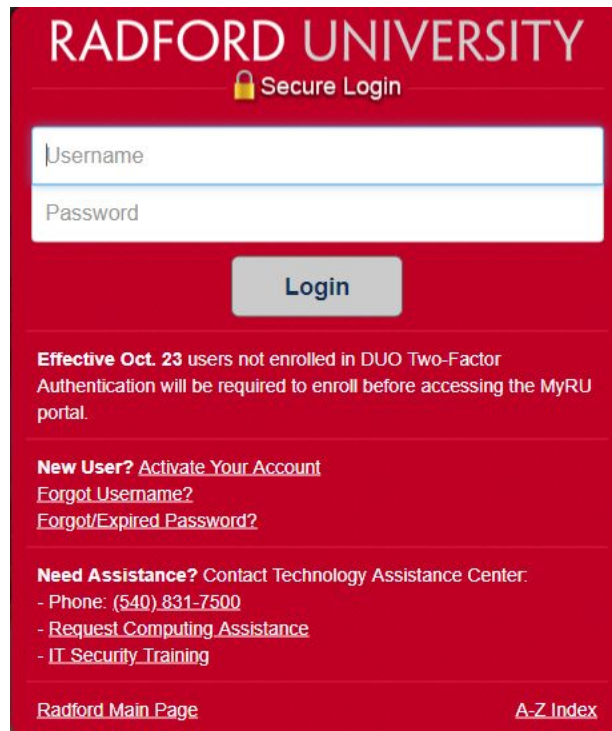
Radford Username	
Mandatory	
X	Cannot Be Shorter Than 8 Characters.
✓	Cannot Be Larger Than 128 Characters.
✓	Cannot contain a word in the dictionary.
✓	Requires a minimum of 1 letters.
✓	Can have a maximum of 128 letters.
✓	Cannot use First Name.

After an acceptable password has been submitted, you will receive the Success message below.

Click the **OK** button.



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

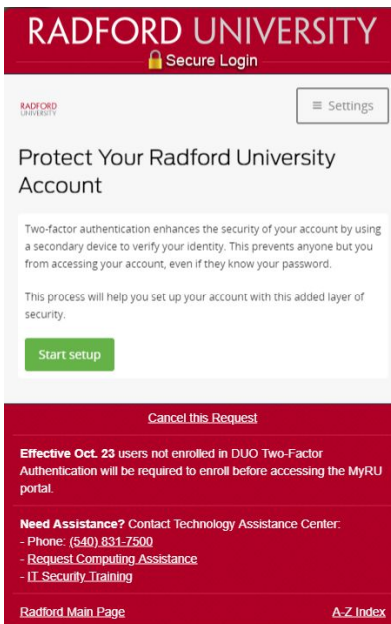


Accounts that require Duo Two-Factor authentication will be prompted to complete the following steps after login.

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.

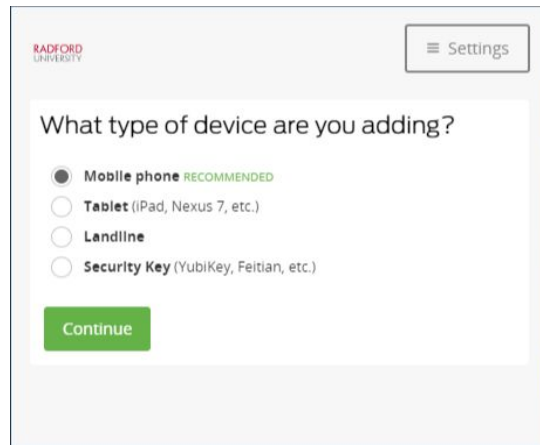


NOTE: If you exit before enrolling a device, you will be required to complete this enrollment at your next MyRU login. You will not be allowed to login to the MyRU portal or any Radford system requiring 'Single Sign On' until you complete the setup.

Continue to step 2.

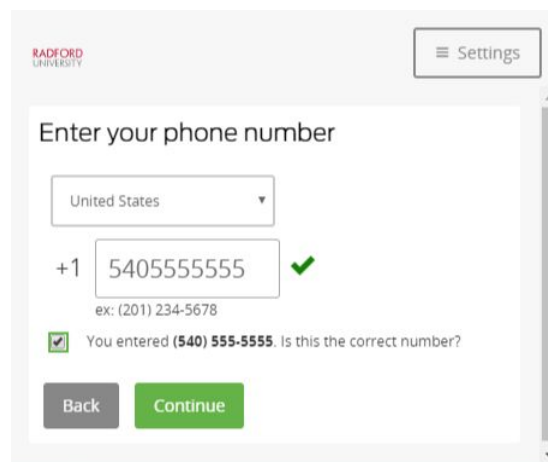
2. Select the type of device you are adding and then click the **Continue** button.

Mobile phone (recommended and used in this example)



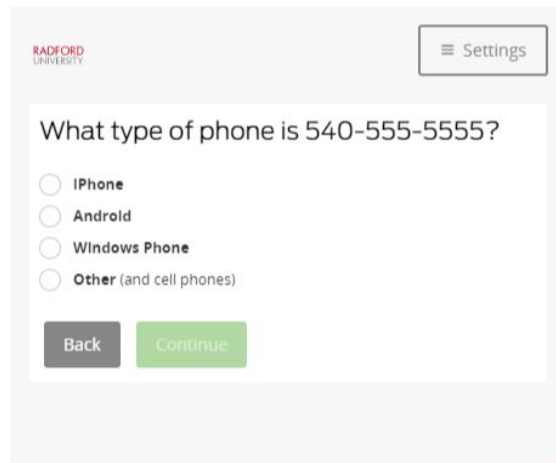
The screenshot shows the Radford University logo in the top left and a 'Settings' button in the top right. The main heading is 'What type of device are you adding?'. Below this, there are four radio button options: 'Mobile phone RECOMMENDED' (which is selected), 'Tablet (iPad, Nexus 7, etc.)', 'Landline', and 'Security Key (YubiKey, Feitian, etc.)'. A green 'Continue' button is located at the bottom of the selection area.

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



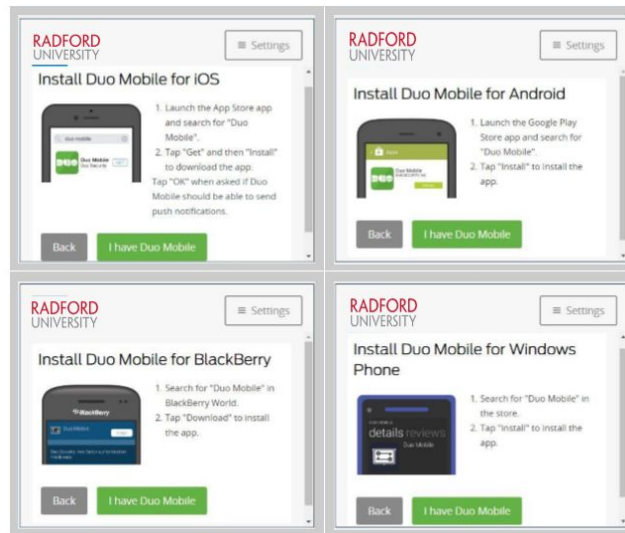
The screenshot shows the Radford University logo and 'Settings' button. The heading is 'Enter your phone number'. There is a dropdown menu for 'United States'. Below it, a text input field contains '+1 5405555555' with a green checkmark to its right. Below the input field, it says 'ex: (201) 234-5678'. A checkbox is checked, and the text reads 'You entered (540) 555-5555. Is this the correct number?'. At the bottom, there are 'Back' and 'Continue' buttons.

4. Select the type of phone and click **Continue** button.



The screenshot shows the Radford University logo and 'Settings' button. The heading is 'What type of phone is 540-555-5555?'. Below this, there are four radio button options: 'iPhone', 'Android', 'Windows Phone', and 'Other (and cell phones)'. At the bottom, there are 'Back' and 'Continue' buttons.

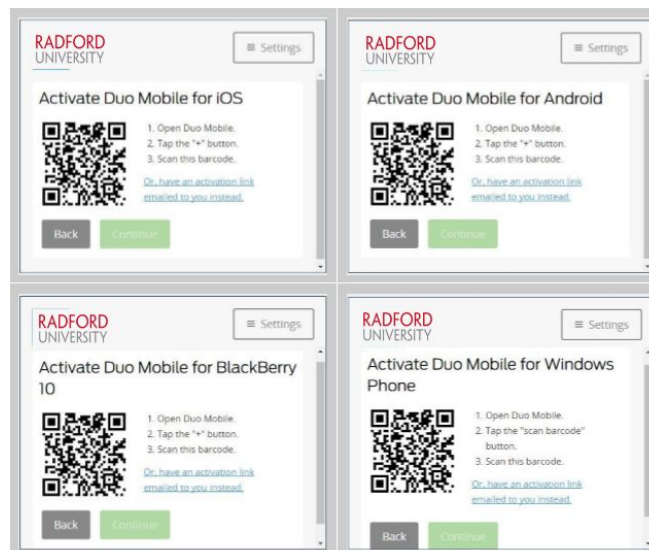
5. Follow the phone-specific instructions on the screen to install Duo Mobile.



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

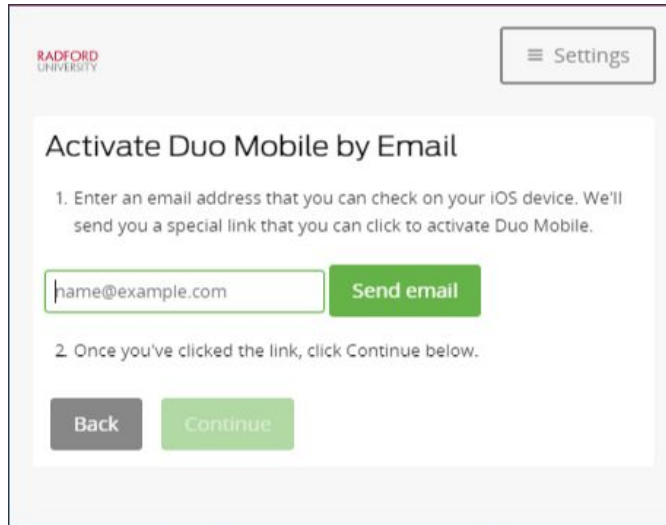
6. Activate the phone using the barcode or with an activation link.

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.



RADFORD UNIVERSITY Settings

Activate Duo Mobile by Email

1. Enter an email address that you can check on your iOS device. We'll send you a special link that you can click to activate Duo Mobile.

Send email

2. Once you've clicked the link, click Continue below.

Back Continue

Scroll down and click the **Continue** button.



RADFORD UNIVERSITY

[What is this?](#) [Need help?](#)
Powered by Duo Security

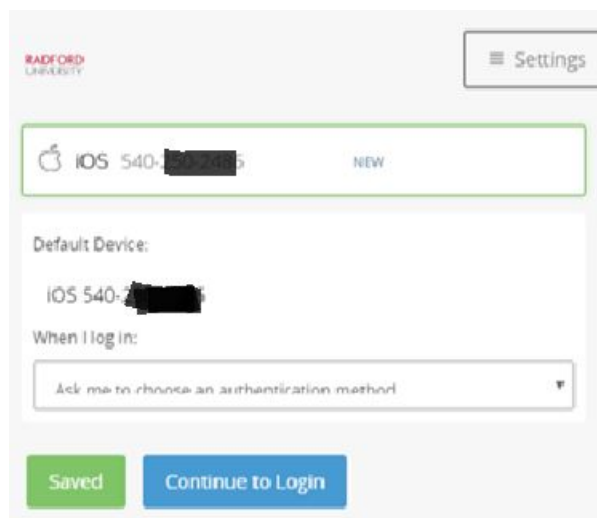
1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Or, have an activation link emailed to you instead.](#)

Back Continue



7. Click on the **Continue to Login** button to complete enrollment:



RADFORD UNIVERSITY Settings

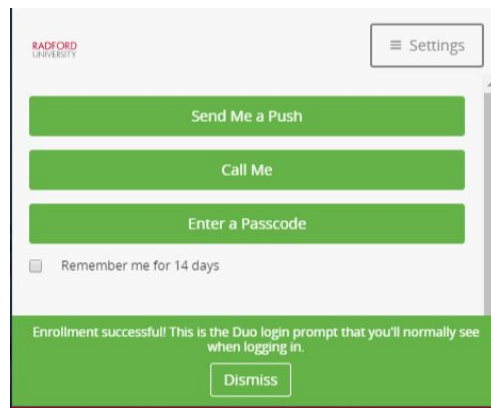
NEW

Default Device:
iOS 540- [redacted]

When I log in:

Saved Continue to Login

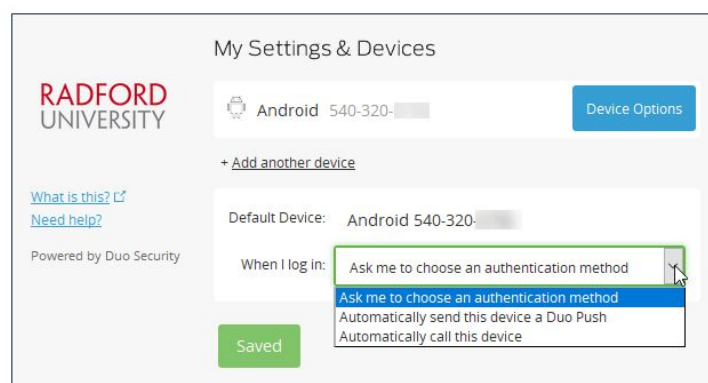
8. You will receive this window with an “Enrollment successful!” message at the bottom.



Note: it could take up to 15 minutes after enrollment before you will be prompted for Duo on the next login to the portal.

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.

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 or calling 540-831-7168.