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.

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.

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.

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.

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

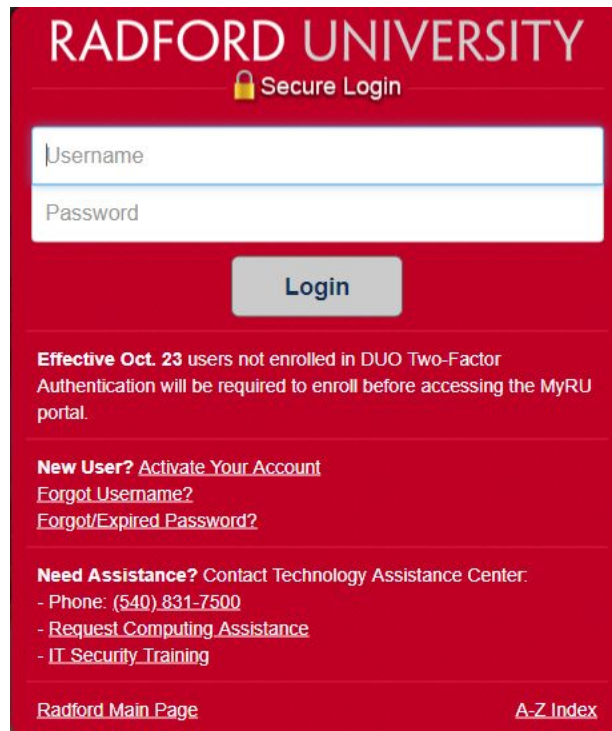Your password was not accepted. Please try again after correcting the errors (✖) below.

Radford Username
Mandatory

✖ 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.

Information

You have successfully reset the password for the selected accounts/groups.

OK

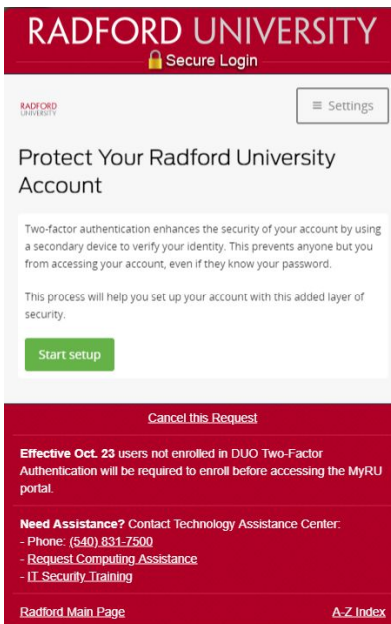You will be returned to the MyRU portal login screen. To log into the MyRU portal, enter your username and password.

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

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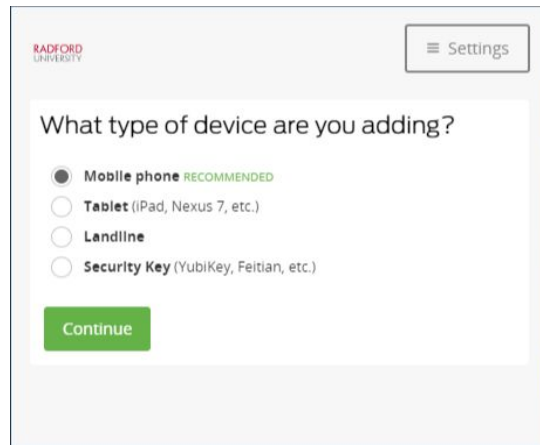
NOTE: *If you exit before enrolling a device, you will be required to complete this enrollment at your next MyRU login. You will not be allowed to login to the MyRU portal or any Radford system requiring 'Single Sign On' until you complete the setup.*

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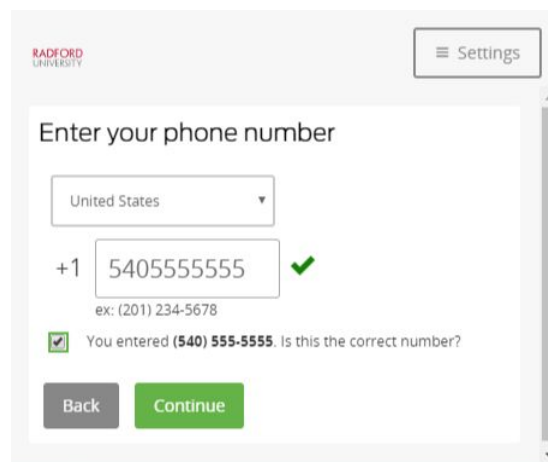
2. Select the type of device you are adding and then click the **Continue** button.

Mobile phone (recommended and used in this example)

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

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

5. Follow the phone-specific instructions on the screen to install Duo Mobile.
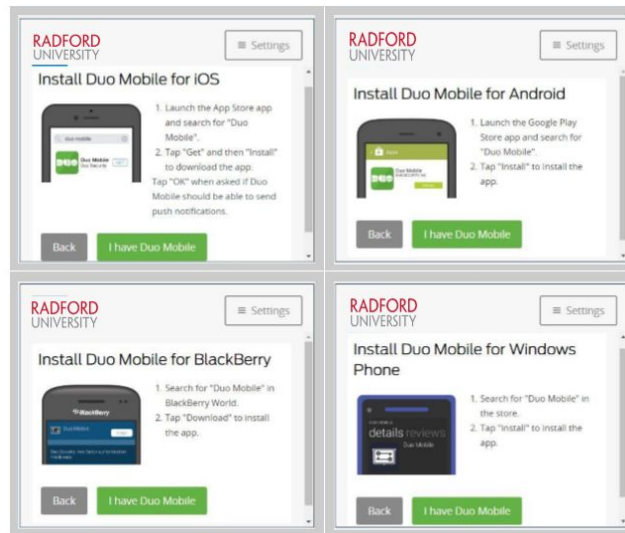
After installing the app on your device, return to the enrollment window and click **I HAVE DUO MOBILE**.
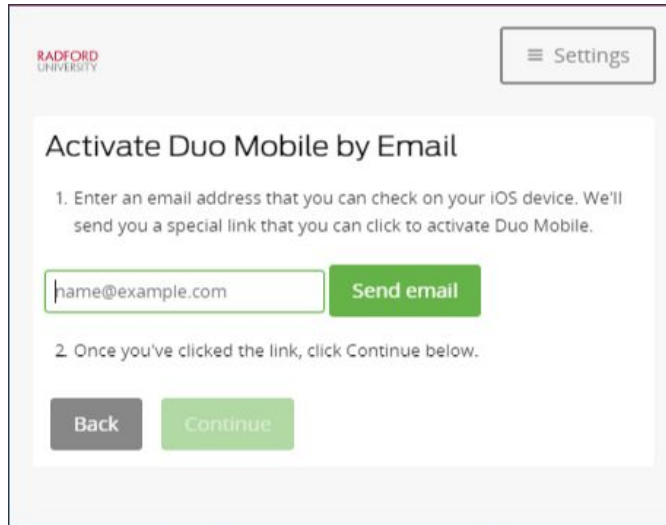
6. Activate the phone using the barcode or with an activation link.

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.
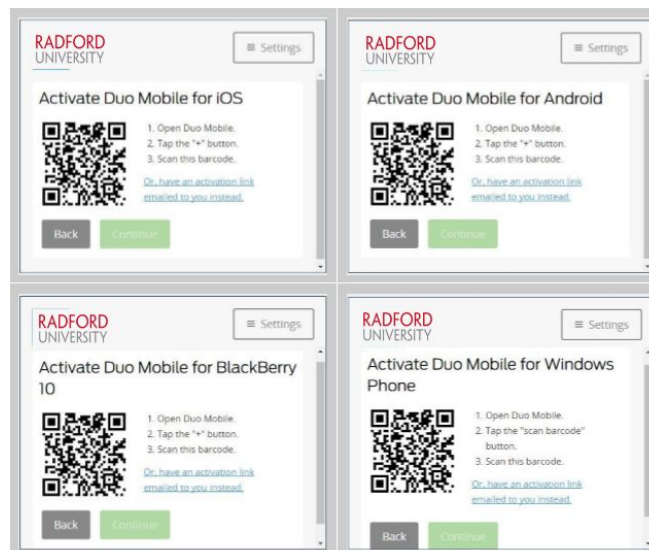
If you cannot scan the barcode: Click on the link **"Or, have an activation link emailed to you instead"**.

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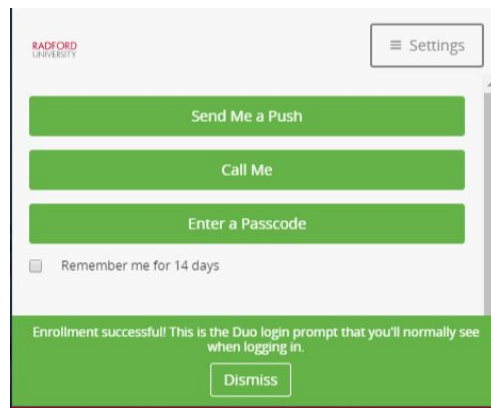
Note: it could take up to 15 minutes after enrollment before you will be prompted for Duo on the next login to the portal.

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.*
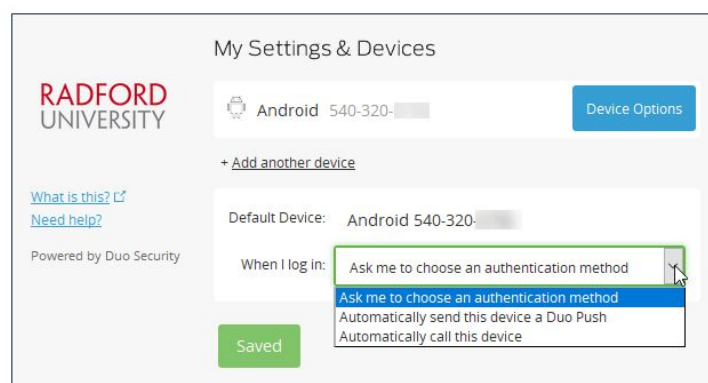
For more Duo information and instructions, go to www.radford.edu/2fa.

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.