

Can I Get a Hardware Token?

Hardware tokens are small devices that issue a code used in Duo authentication.



CAS and EPCS users can use a hardware token instead of a phone or tablet. Tokens are not provided for any other applications. Tokens should only be requested when no other options are available, and will only be issued after other options have been shown to be impractical.

Tokens have disadvantages.

1. There are no self-service options for tokens. Tokens must be ordered and manually entered into the Duo system by IT staff. This creates delays of up to 10 days in obtaining or replacing a token.
2. Tokens have a limited battery life and must be replaced at least every two years.
3. Tokens have to be picked up in person at the walk-up site in ASB.
4. Tokens can only be assigned to one Duo system. UC Davis has two Duo systems, one for University Campus applications and one for Health System applications. If you use applications on both systems, you will need to carry two different tokens and remember which is which.
5. Approving a session using a token is more difficult. Instead of clicking "Approve" on a pop-up notification, you must enter a passcode from the token into the passcode field and submit it before the code expires.
6. Hardware tokens occasionally fall out of sync with the system and have to be resynchronized. There is no self-service resynchronization. A ticket must be opened with the TOC.
7. The token is one more thing to carry around and take care of, and loss of a token needs to be reported.

There are other options if you don't carry a smart phone.

1. You can register a regular cell phone to be called or sent an SMS message when authenticating.
2. You can register a land line to be called when authenticating.
3. You can register iOS or Android Tablets with the Duo app.
4. You can register newer iOS or Android music players with the Duo app.

There are other options if you work in an area that does not have Cellphone or Wi-Fi coverage.

1. The Duo application has a built in soft token that provides the same passcode as a hardware token. This works even with no network connectivity.
2. Desk and wall phones can be used to authenticate in areas with no cell or Wi-Fi coverage.

If a hard token is your only real option, you can request one using the Token Request Portal

<https://hsmfa.ucdmc.ucdavis.edu/token.htm>