ArchPass *FAQs*

Protect your accounts with UGA's two-step login solution

What is ArchPass?

ArchPass is UGA's two-step login solution, powered by DUO. Applications protected by ArchPass require you to enter your MyID and password, then verify your ID with a device enrolled in DUO, such as a smartphone, cell phone, landline phone or tablet.

Why is ArchPass required on certain UGA applications, such as eLC and Athena?

There are UGA systems and applications that contain sensitive and restricted data about students, faculty and staff. This data can include Social Security numbers, financial data, health data and FERPA-protected student education records. UGA is obligated to protect this data. Requiring ArchPass to access systems like eLC and Athena helps ensure cyber criminals cannot log in and steal personal data about students, faculty and staff.

I don't have a smartphone or tablet to enroll in Duo. What are my options?

In addition to smartphones and tablets, students, faculty and staff also have the option of enrolling a regular cell phone or a landline phone. Users with these devices can authenticate using numeric passcodes received via SMS text (cell phone) or with a phone call to their device (cell phone or landline).

Students, faculty and staff who do not have access to any phone or tablet should contact the EITS Help Desk at helpdesk@uga.edu for other options.

I am traveling abroad. How do I use Duo while traveling outside the U.S.?

Students, faculty and staff who are traveling outside of the U.S. have several options for using Duo.

Users with smartphones can use the Duo Mobile app to generate numeric passcodes to use for authentication. The Duo Mobile app will generate passcodes even if the phone is not connected to wifi or a cellular network. Users can test this functionality by switching their smartphone into Airplane mode, and then pressing the green key icon in the Duo Mobile app to generate a passcode.

If a student or employee is only leaving the country for a brief period of time, they can use the SMS text option for authenticating. Choosing this option will generate a bank of 10 one-time use codes. Each code is good for 30 days and can be used once when logging in.

If a student or employee has access to an international cell phone or landline, that phone can also be enrolled in Duo and used for authentication. Users can enroll multiple devices, and Duo will work with most international phones.

For more options, please contact the EITS Help Desk at 706-542-3106 or helpdesk@uga.edu.

I need to login and I don't have access to my Duo-enrolled device. What should I do?

If you left your device at home or the battery on your device has died, and you need immediate access to an ArchPass-protected system, such as eLC or Athena, please contact the EITS Help Desk at 706-542-3106 or helpdesk@uga.edu. The Help Desk will ask you your MyID security questions to verify your identity and grant you access to eLC, Athena and other ArchPass-protected systems.

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If your Duo-enrolled device has been lost or stolen, you should contact the EITS Help Desk immediately at 706-542-3106 or helpdesk@uga.edu. The Help Desk can remove this device from your account, so it cannot be used gain unauthorized access to your UGA accounts. Once you have recovered or replaced the device, you can enroll again.

We also recommend you enroll a back-up device, such as another phone or tablet, that can be used in the event you do not have access to your primary device.

My question isn't answered here. Where can I find more information about ArchPass?

You can find more information about ArchPass, including an enrollment guide and more FAQs on archpass.uga.edu. For troubleshooting, please contact the EITS Help Desk at helpdesk@uga.edu or 706-542-3106.