



LOYOLA UNIVERSITY MARYLAND

— 1852 —

Policy for Issuing Duo Hardware Tokens

As part of the Duo Security Two Factor Authentication system (“2FA”), Technology Services has the ability to issue a Duo “Hardware Token” to users for use in 2FA. These tokens can replace the use of a smartphone, mobile phone, landline, or tablet as the second factor for authenticating. As there is additional cost associated with the issuance and use of these tokens, and as the physical devices themselves are sensitive pieces of Loyola’s IT Security architecture, Technology Services has established the following policy for their issuance and use.

1. Eligibility for Tokens
 - a. An employee is eligible for issuance of a token if:
 - i. They do not have regular access to another Second Factor (a landline, smartphone, or tablet) at the locations from which they will be required to work.
2. Cost of Tokens / Replacing Tokens
 - a. Each Token costs \$20. The University will cover the cost of issuing the first Token for eligible employees. Employees who are not eligible for the waiver have the option of purchasing a token for a non-refundable fee of \$20. Interested employees should contact the Help Center (410-617-5555 or ots@loyola.edu) for more information.
 - b. Should an employee lose a Token, he or she will be responsible for the cost of replacing the Token, which must be paid before a replacement Token will be issued to the employee.
3. Reporting loss of Tokens
 - a. When taking possession of a Token, each employee acknowledges that they must report loss of theft of a Token as soon as is practically possible after the discovery of the theft or loss so that the Token can be de-activated by Technology Services.
4. Procedure for requesting a Token.
 - a. In order to request a Token, the employee’s supervisor must submit a written request to the Office of Technology Support that includes:
 - i. The employee’s name and position
 - ii. A statement that the employee will be required to work from locations where they do not have regular access to another Second Factor (a landline, smartphone, or tablet)
 - b. Upon approval, the user must come to the Help Center (Knott Hall 107) in order to pick up their Token, and will be required to sign a form acknowledging receipt of the Token and their responsibility for reporting loss or theft.