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## ASUB Standard Operating Procedure – 8201

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### Standard Operating Procedure Synopsis

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Title: **DUO FOB REQUEST**

Approval Date: May 4, 2022

Revision Date, if applicable: June 4, 2025

Review Date(s): May 31, 2023; May 8, 2024; May 28, 2025; May 20, 2026

Annual Review Month: May

Responsible Officer (RO): Vice Chancellor for Information Technology

Standard Operating Procedures Manager (PM): Director of Infrastructure

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### A. Purpose and Scope

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The purpose of DUO is to add an additional authentication factor to Arkansas State University-Beebe network security. DUO adds a second way to protect accounts associated with ASU-Beebe. This reduces the risk of hacked accounts substantially.

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### B. Definitions

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*DUO* – A multi-factor authorization tool used to secure ASU-Beebe’s network.

*FOB* – A hardware token used to provide a login code to DUO in place of a smartphone.

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### C. Procedures

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For Current Students/Faculty/Staff:

1. Send an email to [helpdesk@asub.edu](mailto:helpdesk@asub.edu) and ask for a FOB.
2. Be sure to include your full name, asub email address, student/employee ID number, date of birth, phone number, and address if requesting it to be mailed.

3. You will be notified when the FOB is ready to be picked up.

For a New Hire:

1. The supervisor completes the Banner and Network Access form found on the Vanguard Intranet under documents, IT Services, IT Forms.
2. The form automatically routes to ITS.
3. You will be notified when the FOB is ready to be picked up.

For any other instance:

1. Send an email to [helpdesk@asub.edu](mailto:helpdesk@asub.edu) and ask for a FOB.
2. Provide contact information and reason for request.
3. IT Services will reach out to verify the information and need.
4. You will be notified when the FOB is ready to be picked up.

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#### **D. Related Information**

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[ASUB Banner and Network Access Form](#)