This week’s Did You Know:

**GUEST WIRELESS PROCESS**

Previously, only Pitt faculty and staff were able to create guest wireless accounts for their campus guests, but now students can also create guest wireless accounts. Guests can also request their own accounts, using the name of their university sponsor.

To create a temporary (up to 30-day) account for your guest:

1. Go to my.pitt.edu
2. Log in with your Pitt user name and password
3. Complete the multifactor authentication
4. Choose Guest Access from the My Resources menu
5. Click Access Guest Wireless
6. Click Create New Guest Account (you can also create multiple accounts at one time)
7. Enter all required information, and click Create

It is best to create your guest’s account before your guest arrives at Pitt. Your guest will use the email address entered into the form in the “Guest Email” field as their user name when logging in to the GUEST-WIRELESS-PITNET network on campus. Their password will be sent as a text to their mobile phone.

Your guests can also create their own accounts by going to guestwireless.pitt.edu. If you would like more information about setting up guest wireless accounts, or would like to send information to a guest, go to technology.pitt.edu/help-desk/how-to-documents/pitnetwireless-guest-wireless-access.

**MULTIFACTOR WITH NO CELL/INTERNET ACCESS?**

If you don’t have cell service or a registered land line, you can still generate a valid six-digit numeric code one of two ways:

- Open the Duo Mobile app on your phone. To generate a code, press the key button in the mobile app and a six-digit code will be generated, even with no cell or wi-fi service:

![Duo Mobile App](image)

- Press the green button on your hardware token to generate the code. Faculty and staff can get a hardware token free by inquiring at Tech Row in the Pitt Bookstore on Fifth Avenue.

You can see all of the steps and view frequently asked questions at http://technology.pitt.edu/multifactor. Contact Katz IT at 412-648-1601, or at it@katz.pitt.edu with any questions. If you have trouble with multifactor authentication when Katz IT is closed, call CSSD’s Help Desk at 412-624-HELP [4357]. CSSD is available 24 hours a day, seven days a week.

If you do not have any devices available but need to log in, call CSSD’s Help Desk at 412-624-HELP [4357]. They will generate a one-time bypass for you after confirming your identity.

**And don’t forget:**

We strongly recommend you configure as many devices as possible for multifactor authentication. Set up your desk phone, your cellular phone, your tablet at home and get a hardware token.