Dear Bull Marketplace User,

As USF Information Technology communicated yesterday, the multi-factor authentication application for GEMS and FAST is changing. **This will also affect Bull Marketplace. This will be effective after 5PM today, September 30.**

As a reminder, here is what USF Information Technology communicated:

In continuing efforts to upgrade USF’s authentication infrastructure, the multi-factor authentication application currently used for GEMS (HR application) and FAST (Financial application) will change from DUO to Microsoft Multi-Factor Authentication.

This change increases security around your account and USF’s business systems. Microsoft Multi-Factor Authentication (MFA) was implemented earlier this year for all faculty, staff and students for email access. This will allow you to use one single MFA app for email, GEMS and FAST.

The change from DUO to Microsoft MFA will take place on **Wednesday, September 30th.**

(If you have not yet setup MFA, you may do so by visiting: [https://aka.ms/MFAsetup](https://aka.ms/MFAsetup). This process should take no longer than 10 minutes to complete. Now is also a good time to set up an alternate method in addition to the mobile app in the event your phone is temporarily unavailable.)

For a list of frequently asked questions, please visit our website at [https://usf.edu/multifactor](https://usf.edu/multifactor).

Thank you in advance for your support of this important security initiative.

If you have questions before or after the transition, please contact the IT Service Desk using one the methods below:

- Call: 813-974-HELP (4357) immediate attention 7am – 10pm weekdays and 9am – 5pm weekends
- Chat: [https://ITChat.usf.edu](https://ITChat.usf.edu) immediate attention 8am – 5pm M-F only
- Email: help@usf.edu 24 x 7 but may take up to 8 business hours to respond

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