Subject: Upcoming 2-Step Verification Requirement for ConnectCarolina

Beginning on February 15, 2-Step Verification will be required to access the student financial portion of ConnectCarolina. This includes student bill pay and direct deposit account access.

With 2-Step Verification, you protect your account with something you know (your password) and something you have (your phone). Even if a bad guy hacks through your password layer, he'll still need your phone or other second verification method to get into your account information.

How 2-Step Will Change Your ConnectCarolina Experience

How you log in to ConnectCarolina *will not* change – how your access student financial information within ConnectCarolina *will* change. When you click to access that portion of ConnectCarolina you will:

- Be prompted with a button to "Verify with 2-Step."
- Receive a code or notification to your phone via text, mobile app or voice call to confirm your access request.

Get Started with 2-Step

While you will not see 2-Step prompts in ConnectCarolina until February 15, now is the time to get prepared! Visit onyen.unc.edu and click on "Register & Manage 2-Step Verification." The registration process takes just 10 minutes. You will need to have your mobile device and PID available.

We recommend downloading the DUO Security app from your phone's app store for the smoothest 2-Step experience. To learn more, visit: its.unc.edu/2-step/.

Need Assistance?

If you need assistance, please do not hesitate to visit help.unc.edu to chat with a support representative or call the ITS Service Desk at 919-962-HELP.