MULTI-FACTOR AUTHENTICATION

How to set up Duo multi-factor authentication (MFA)

Multi-factor authentication adds a second layer of security to your online accounts. Verifying your identity using a second factor (like your phone or other mobile device) prevents anyone but you from logging in, even if they know your password.

A - Configure Pulse Secure to enable a Duo connection

1. Open your Pulse Secure app and add select the add connection icon to add a new profile.

2. Enter a descriptive name. For example, “umanitoba-mfa.”

3. Enter the server address.
   The Server URL is:
   a. vpn.cc.umanitoba.ca/umanitoba-mfa

4. Click Add.
B - Duo multi-factor authentication enrolment

Step One – Install Duo app
1. Download and install the Duo app on your mobile phone.
   a. Find the latest version of Duo Mobile in the App Store.
   b. Find the latest version of Duo Mobile in Google Play.

   Note: Using the app on your mobile phone is recommended. Please contact the Service Desk to learn about other options.

Step Two – Sign in
1. In Pulse Secure, find the new connection and click Connect.
2. In the “Pre Sign-In” Notification window, click Proceed.
3. In the “Welcome” window, enter your username and password and click Sign In. Your username can be in the following formats:
   - first.last@umanitoba.ca
   - UMNetID

4. In the “Protect your University of Manitoba Account” window, click Start setup.

Protect Your UNIVERSITY OF MANITOBA Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

Start setup
Step Three – Choose your authentication device type

5. Choose the type of device you are adding and click **Continue**.

6. Enter your phone number and click **Continue**.
7. Choose the type of phone you are using and click Continue.

8. On your phone, click I have Duo Mobile installed.

**Step Four – Activate Duo Mobile**

9. Activate Duo Mobile to link it to your account. Open the app and scan the barcode with the app’s built-in barcode scanner. Click Continue.

*Note: If you cannot scan the barcode, choose Email me an activation link instead and follow the instructions.*
If you choose “Email me an activation link instead”:
   a. Enter an email address that you can access on your device.
   b. Click Send email.
   c. Open the email from Duo Security on your device.
   d. Tap the activation link provided in the email to add your smart phone or tablet to your Duo Mobile app.
   e. Once you see the University of Manitoba set up on the Duo Mobile app, return to your computer and click Continue.

Step Five – Configure device options (Optional)

If this is the device you’ll use most often with Duo, then you may want to enable automatic push requests by changing your When I log in: option.

10. In the “Configure Device Options” window, change the When I log in: option from "Ask me to choose an authentication method" to "Automatically send this device a Duo Push" or "Automatically call this device" and click Save.

Note: If you do not see the Configure Device Options screen immediately after step 9, select My Settings & Devices in the right menu under the UM logo.
11. Click **Continue to Login** to proceed to the Duo Prompt.

**Congratulations!**

Your device is ready to approve Duo authentication requests.

12. Click **Send Me a Push** or **Call me** to give it a try. All you need to do is tap **Approve** on the Duo login request received on your phone.

Note: Cached credentials are not available in Duo. You will have to enter your username and password every time you log in.