

## 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](#)
  - UMNNetID

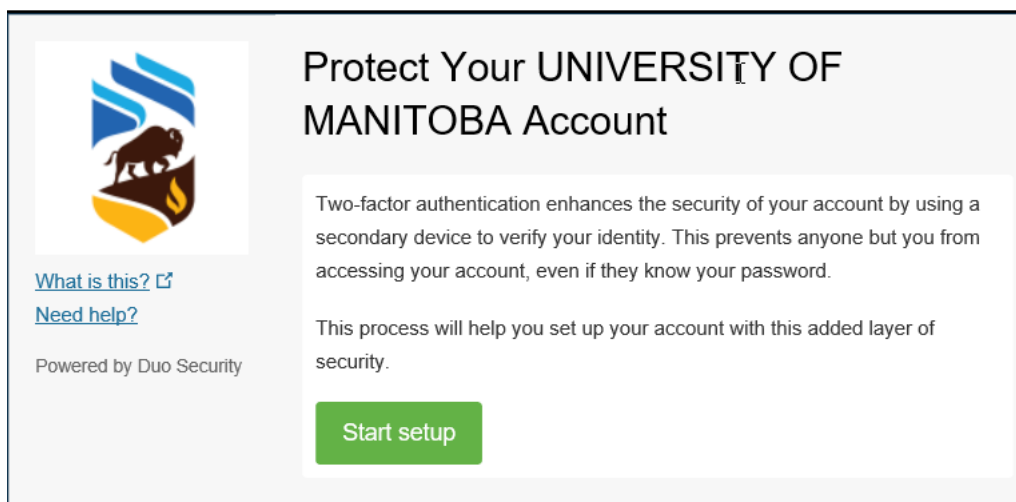
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#### Welcome to the Pulse Connect Secure

username   
password

Please sign in to begin your secure session.

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.

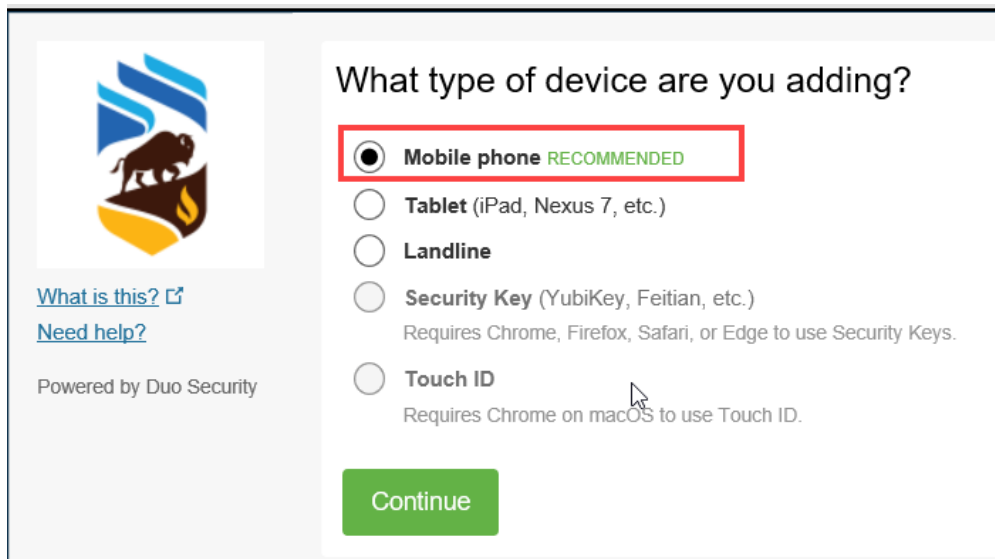
[What is this?](#) [Need help?](#)


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**Start setup**

## Step Three – Choose your authentication device type

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





[What is this?](#) [Need help?](#)

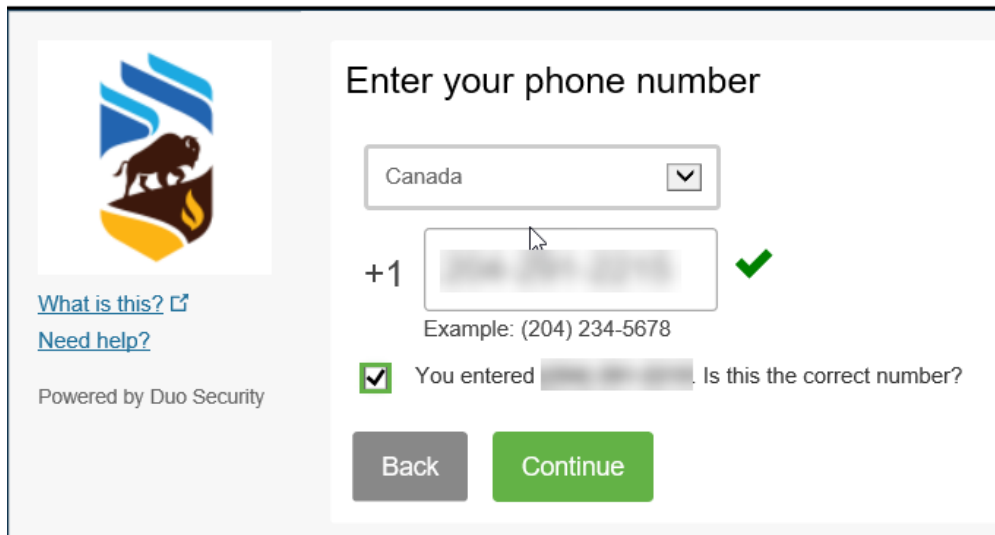
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### What type of device are you adding?

- Mobile phone** RECOMMENDED
- Tablet** (iPad, Nexus 7, etc.)
- Landline**
- Security Key** (YubiKey, Feitian, etc.)  
Requires Chrome, Firefox, Safari, or Edge to use Security Keys.
- Touch ID**  
Requires Chrome on macOS to use Touch ID.

**Continue**

6. Enter your phone number and click **Continue**.





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### Enter your phone number

Canada

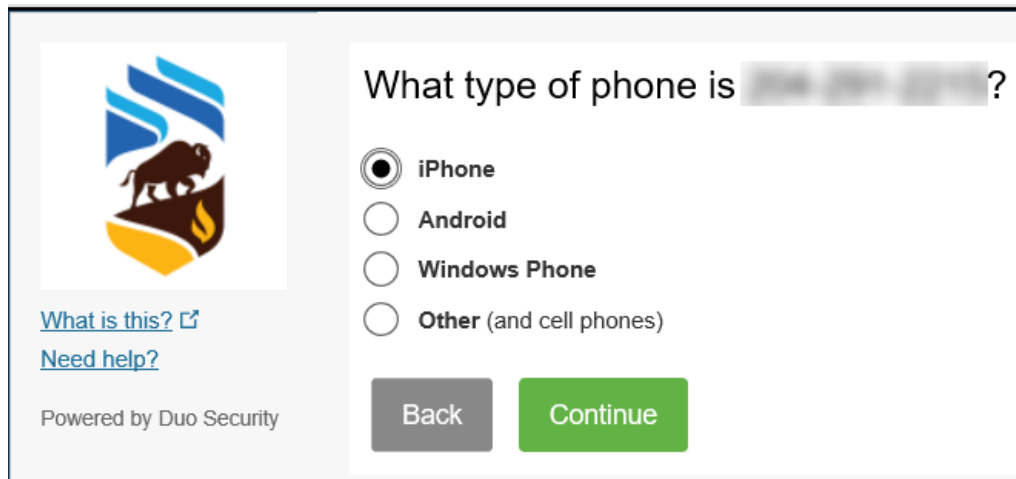
+1  ✓

Example: (204) 234-5678

You entered . Is this the correct number?

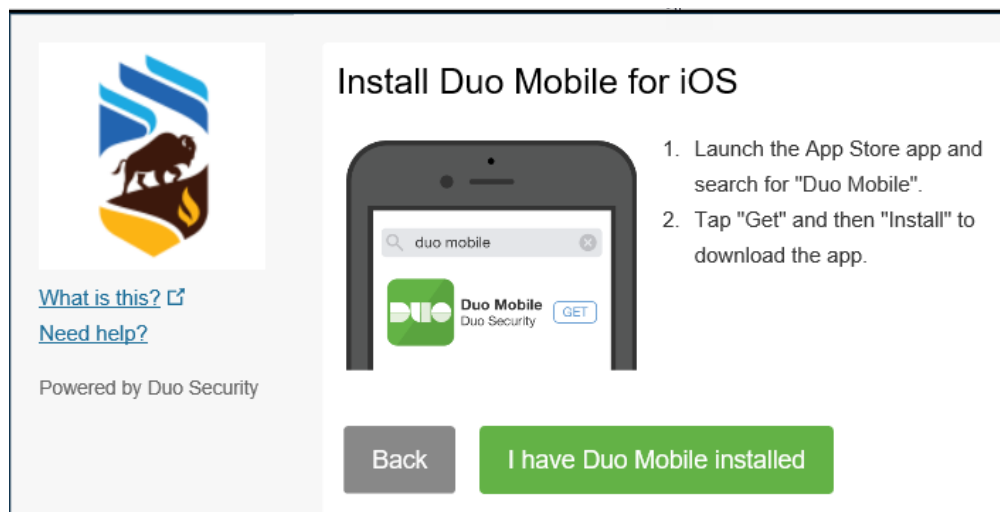
**Back** **Continue**

7. Choose the type of phone you are using and click **Continue**.



The screenshot shows a web interface for Duo Mobile setup. On the left is the University of Manitoba logo. The main heading is "What type of phone is [redacted]?". Below this are four radio button options: "iPhone" (selected), "Android", "Windows Phone", and "Other (and cell phones)". At the bottom are "Back" and "Continue" buttons. On the left side, there are links for "What is this?" and "Need help?", and text indicating it is "Powered by Duo Security".

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

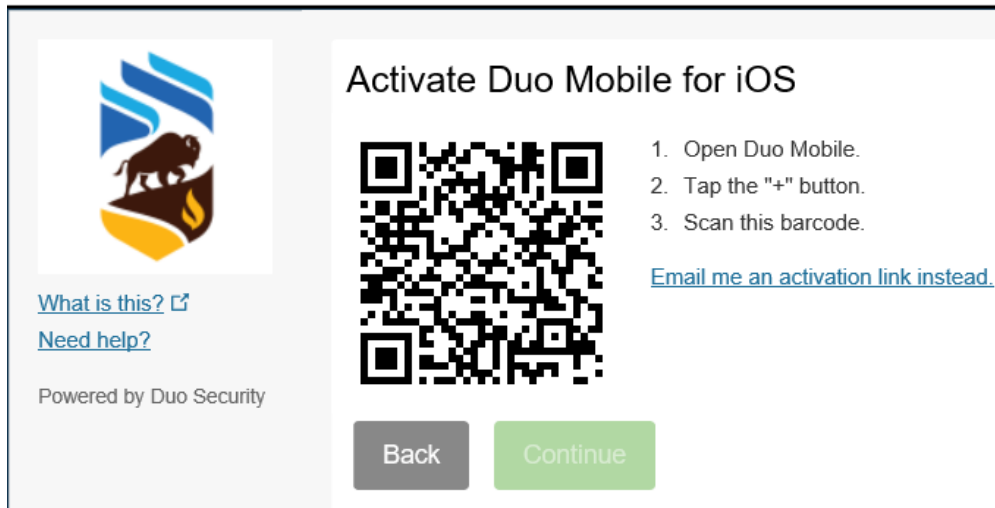


The screenshot shows a web interface for Duo Mobile setup. On the left is the University of Manitoba logo. The main heading is "Install Duo Mobile for iOS". Below this is an illustration of an iPhone displaying the Duo Mobile app in the App Store search results. To the right of the illustration are two numbered instructions: "1. Launch the App Store app and search for 'Duo Mobile'." and "2. Tap 'Get' and then 'Install' to download the app." At the bottom are "Back" and "I have Duo Mobile installed" buttons. On the left side, there are links for "What is this?" and "Need help?", and text indicating it is "Powered by Duo Security".

## 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**”:

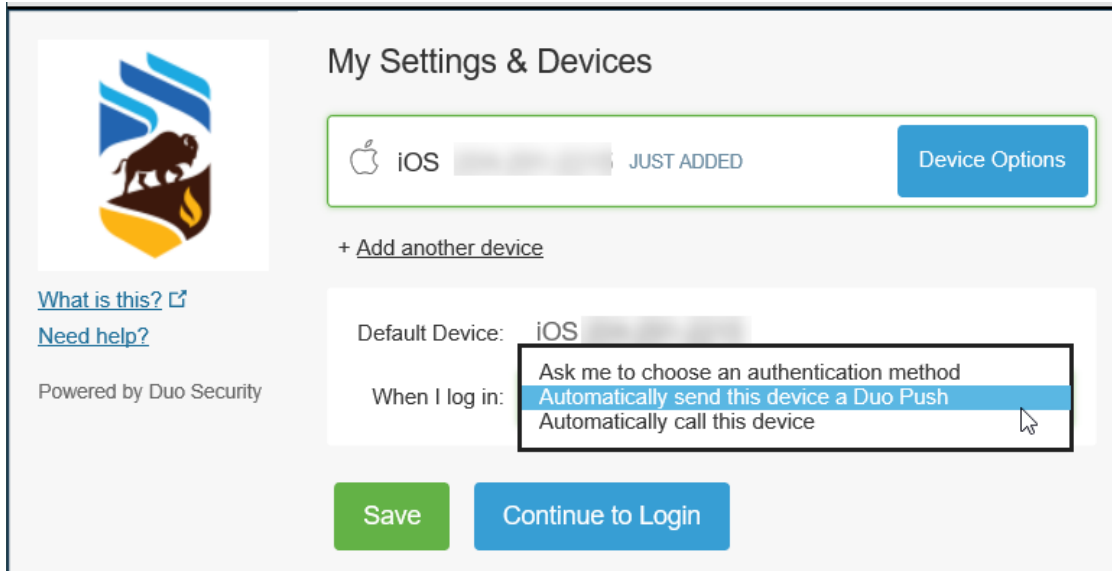
- a. Enter an **email address** that you can access on your device.
- b. Click **Send email**.
- c. Open the **email** from Duo Security on your device.
- d. Tap the **activation link** provided in the email to add your smart phone or tablet to your Duo Mobile app.
- e. Once you see the University of 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.*

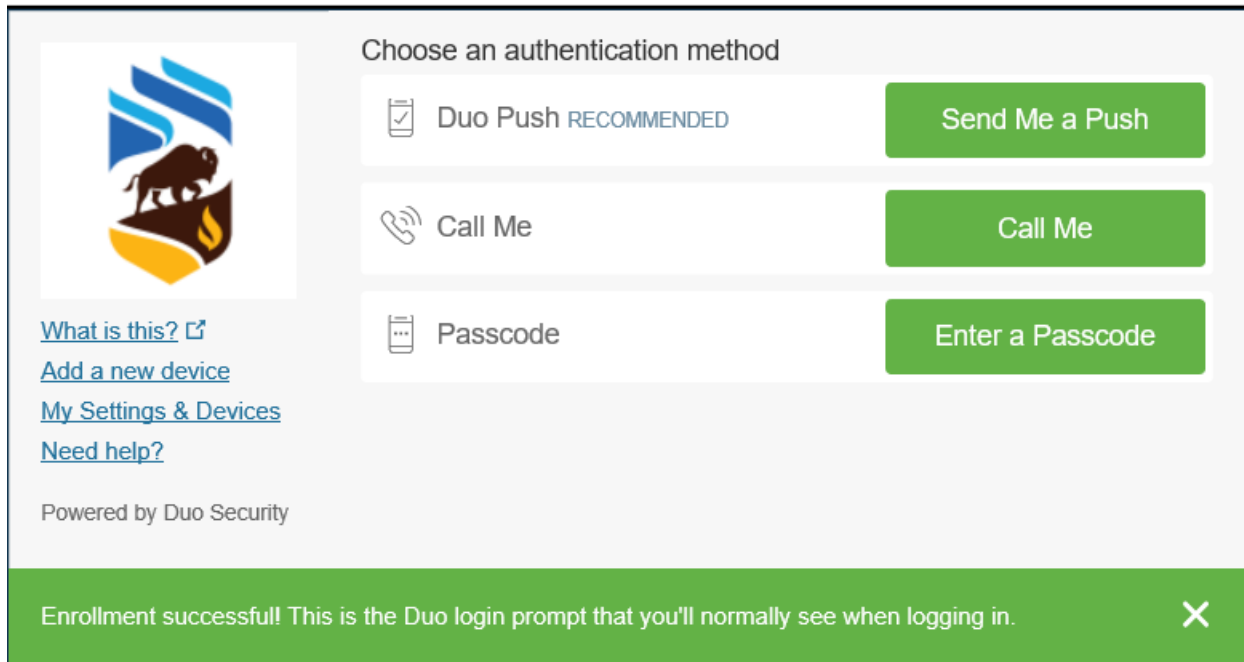


11. Click **Continue to Login** to proceed to the Duo Prompt.

## 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.*