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:
   - vpn.cc.umanitoba.ca/umanitoba-mfa

4. Click Add to create a new connection to access Duo multi-factor authentication.
B - Duo multi-factor authentication enrolment

Using the Duo app on your mobile phone is recommended authentication device type for the second login step.

Accessibility and usability

A hardware token that reads out a passcode may be the best option for you. To request a hardware token or learn about other authentication options, please contact the IST Service Desk at 204-474-8600.

Install the Duo Mobile 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.

Sign in to your Duo connection in Pulse Secure

1. In Pulse Secure, ensure you are disconnected from all connections.
2. In Pulse Secure, find the new connection you created (umanitoba-mfa) and click Connect.
3. In the “Pre Sign-In Notification” window, click Proceed.

4. In the “Welcome” window, enter your username and password and click Sign In. Your username can be entered in the following formats:
   a. first.last@umanitoba.ca
   b. UMNetID

5. In the “Protect your University of Manitoba Account” window, click Start setup.
Choose your authentication device type

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

Note: If you choose Tablet, you must install Duo Mobile on your tablet. If you choose Landline, you must enter a phone number that will be called every time you authenticate.

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

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

10. 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.

<table>
<thead>
<tr>
<th>Activate Duo Mobile for iOS</th>
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<tbody>
<tr>
<td>1. Open Duo Mobile.</td>
</tr>
<tr>
<td>2. Tap the &quot;+&quot; button.</td>
</tr>
<tr>
<td>3. Scan this barcode.</td>
</tr>
<tr>
<td>Email me an activation link instead.</td>
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</table>

Note: If you cannot scan the barcode, choose Email me an activation link instead and follow the instructions below.

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 Dup Mobile app, return to your computer and click Continue.
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.

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

**Congratulations!**

Your device is ready to approve Duo authentication requests.

13. 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.