MULTI-FACTOR AUTHENTICATION

How to enrol in 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 – Request MFA

1. Contact the IST Service Desk at to request multi-factor authentication. When your MFA license is ready, you will receive an email notification from Duo with a link to complete your enrolment process.

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 accessibility needs. 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. iOS: Find the latest version of Duo Mobile in the App Store.
   b. Android: Find the latest version of Duo Mobile in Google Play.
Find the email notification you received from Duo and click on the link to begin the enrolment process.

Hello,

Your organization is now rolling out Duo Security, a friendly and secure way for you to log into your applications. Your administrator has invited you to set up your account for Duo so you can start logging in.

To begin, click this link to enroll a phone, tablet, or other device:

https://api-de2e1182.duosecurity.com/portal?code=d34745cda13d41e8&akey=DA4D9C9FHMGW01WC36TS

Duo Security is a two-factor authentication service that strives to be easy to use and secure. To learn more about Duo authentication, visit the guide here:

https://guide.duo.com/enrollment

*Figure 1- Duo email notification*
1. Choose the type of device you are adding and click **Continue**.

![What type of device are you adding?](image)

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]

**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.

2. If you selected mobile phone, enter (and confirm) your number, then click **Continue**.

![Enter your phone number](image)

Enter your phone number

Canada

+1 [redacted]

Example: (204) 234-5678

You entered [redacted]. Is this the correct number?

[Back] [Continue]
3. Choose the type of mobile phone you are using and click Continue

![Choose phone type](image)

What type of phone is yours?

- [ ] iPhone
- [ ] Android
- [ ] Windows Phone
- [ ] Other (and cell phones)

Back  Continue

4. Ensure you have Duo installed on your phone, then click I have Duo Mobile installed.

![Install Duo Mobile for iOS](image)

Install Duo Mobile for iOS

1. Launch the App Store app and search for “Duo Mobile”.
2. Tap “Get” and then “Install” to download the app.

Back  I have Duo Mobile installed
Activate Duo Mobile

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

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.

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

6. In the “Configure Device Options” window on your computer, 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.

7. Click Continue to Login to proceed to the Duo Prompt.

Congratulations!

Your device is ready to approve Duo authentication requests.

8. 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.