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 the Pulse Secure app on your computer and select the plus icon to add a new profile.

2. TYPE: Select Policy Secure (UAC) or Connect Secure (VPN)

3. NAME: Enter a descriptive name. For example, “umanitoba-mfa”.

4. SERVER URL: Enter the server address:
    
    vpn.cc.umanitoba.ca/umanitoba-mfa

5. 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 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.

Sign into your Duo connection in Pulse Secure

1. In Pulse Secure on your computer, ensure you are disconnected from all connections.
2. 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 either of 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**.

![Image of device selection options]

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

![Image of phone number entry]

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

![Choose your phone type](image)

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

![Install Duo Mobile for iOS](image)
Activate Duo Mobile

10. 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 Duo Mobile app, return to your computer and click Continue.

Figure 1- Example of Duo email
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 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.*

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.
Choose an authentication method

- Duo Push [RECOMMENDED]  
- Call Me
- Passcode

Send Me a Push

Call Me

Enter a Passcode

**Enrollment successful! This is the Duo login prompt that you'll normally see when logging in.**

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