

MULTI-FACTOR AUTHENTICATION

How to enrol your second-factor device in Duo 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.

The Duo Mobile app on your mobile device is the recommended authentication method for the second login step.

Accessibility and usability

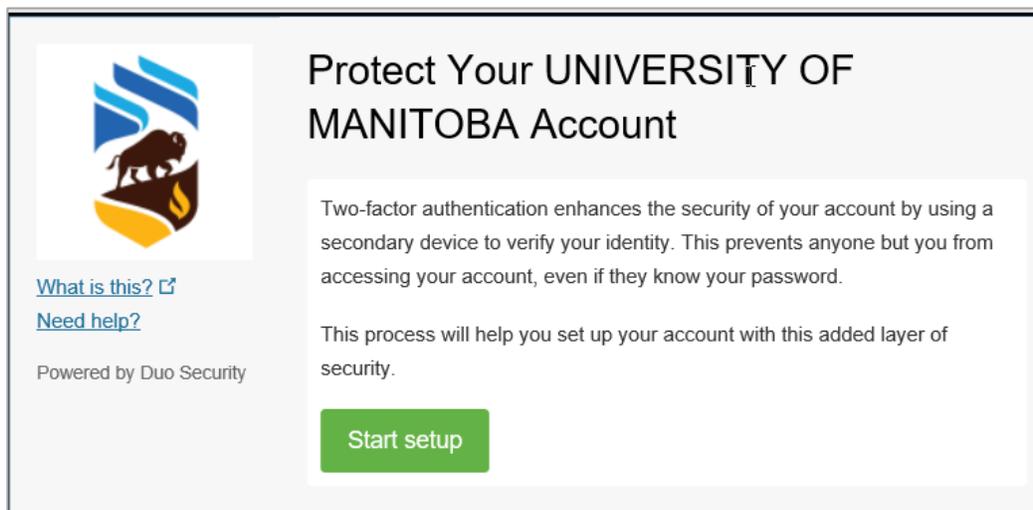
A hardware token that reads out a passcode may be the best option for accessibility needs. To request a hardware token or learn about other authentication options, please contact the IST Service Desk at 204-474-8600.

Install the Duo Mobile app

1. Download and install the Duo app on your mobile device.
 - 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](#).

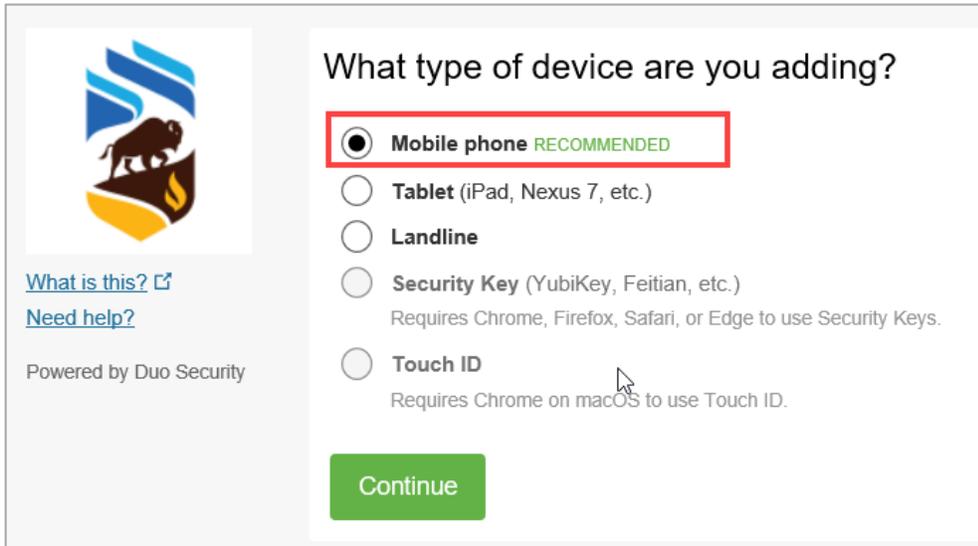
Enrol your second-factor device

2. Click **Start setup** to begin enrolling your device.



The screenshot shows a web page titled "Protect Your UNIVERSITY OF MANITOBA Account". On the left is the University of Manitoba logo, which features a bison silhouette on a shield with blue and yellow waves. Below the logo are links for "What is this?" and "Need help?", and the text "Powered by Duo Security". The main content area contains the heading "Protect Your UNIVERSITY OF MANITOBA Account" and two paragraphs of text explaining that two-factor authentication enhances security by using a secondary device. At the bottom of the content area is a green button labeled "Start setup".

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



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.

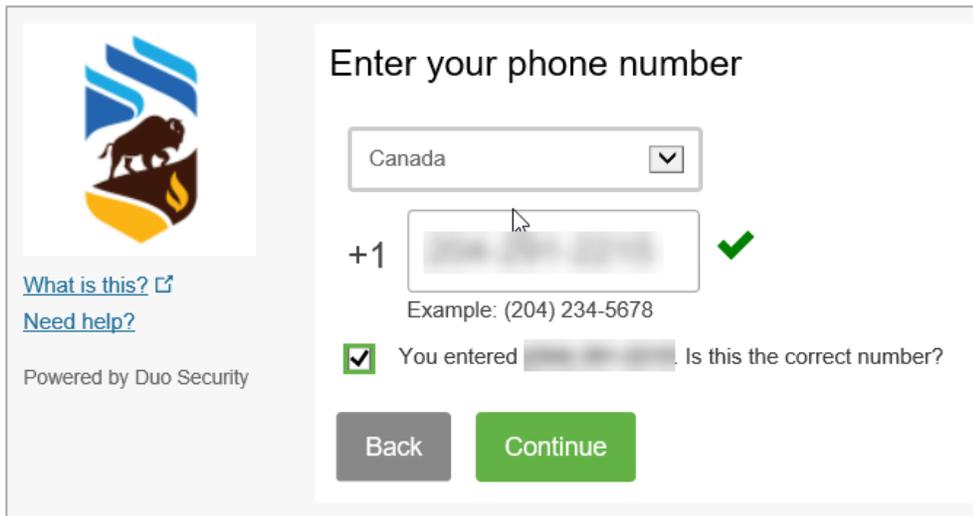
[What is this?](#) [Need help?](#)

Powered by Duo Security

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.*

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



Enter your phone number

Canada

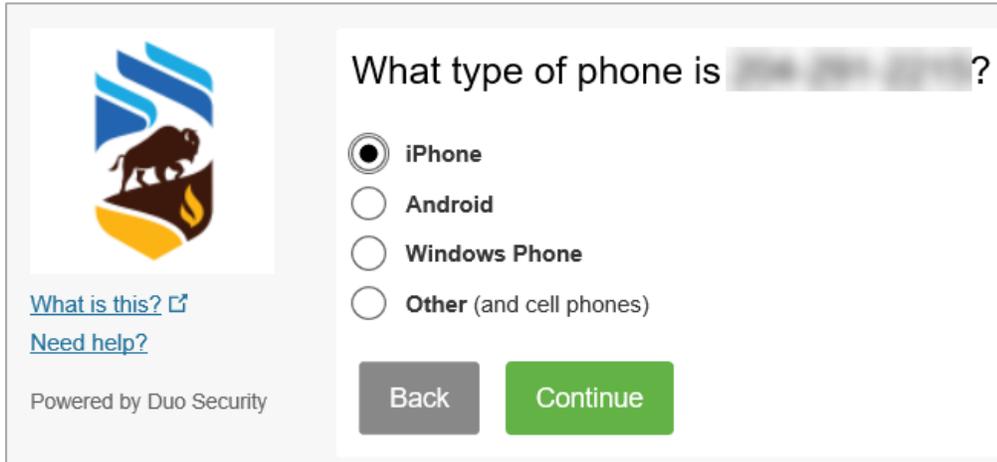
+1 [Phone Number] ✓

Example: (204) 234-5678

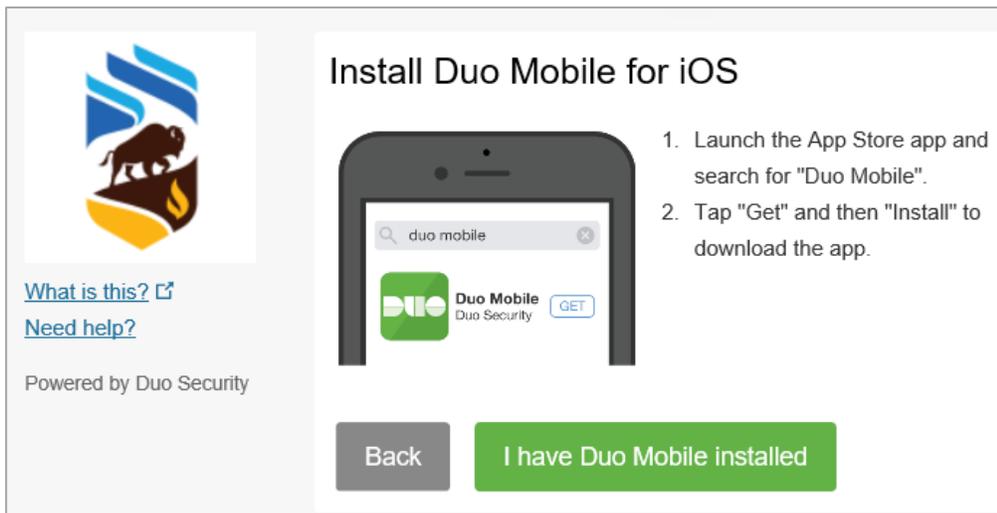
You entered [Phone Number]. Is this the correct number?

Back **Continue**

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

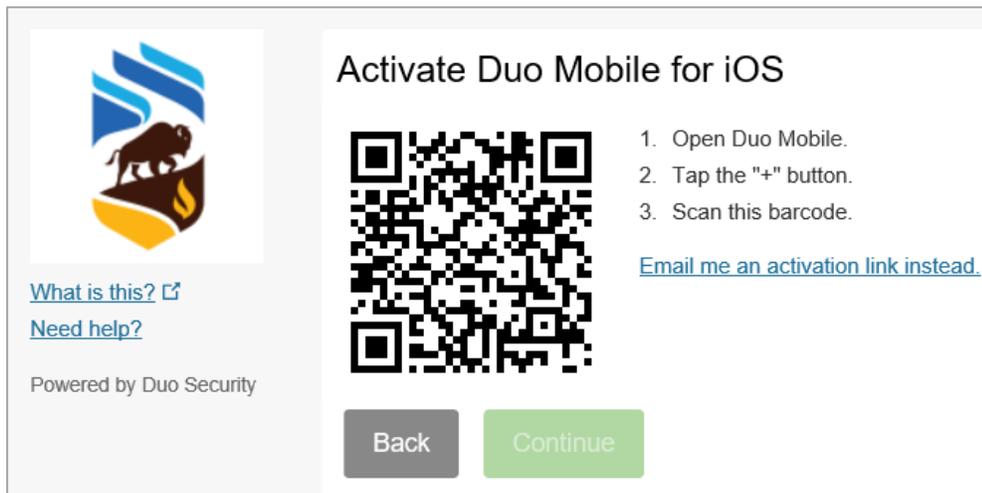


6. Ensure you have Duo installed on your phone, then click **I have Duo Mobile installed**.



Activate Duo Mobile

7. 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**.



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

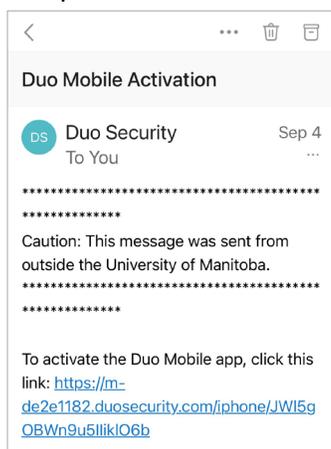


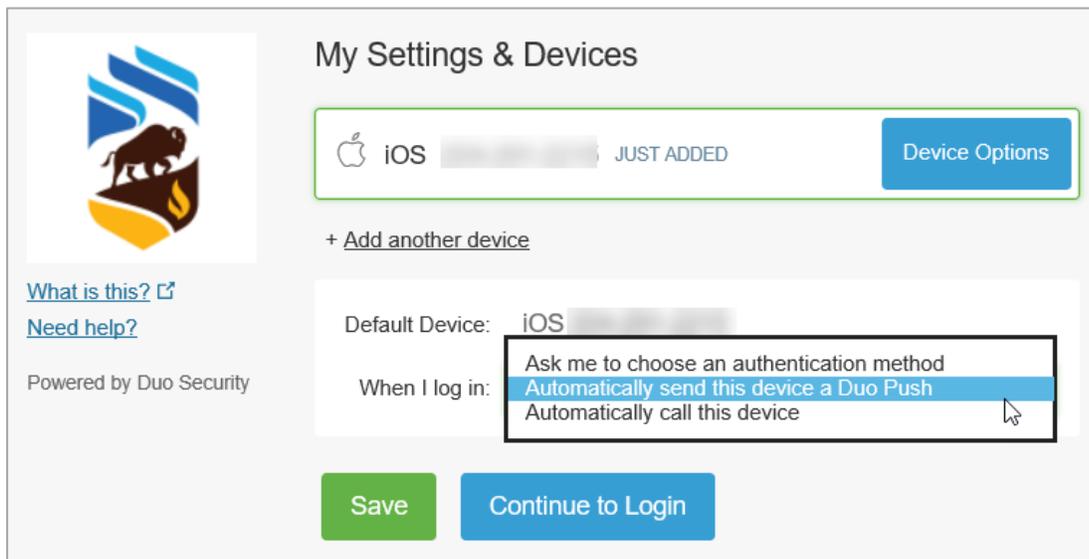
Figure 1- Example of Duo email

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.

8. 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.*



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

Congratulations!

Your device is ready to approve Duo authentication requests.

10. 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	Send Me a Push
 Call Me	Call Me
 Passcode	Enter a Passcode

[What is this?](#) [Add a new device](#)
[My Settings & Devices](#)
[Need help?](#)

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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.

