

## **UMN Duo Authentication: Getting Started**

# Contents

|  |          |
|--|----------|
| <b>Chapter 1. What is Multi-Factor Authentication?</b> | <b>3</b> |
| Accessibility Options                                  | 3        |
| How to Enable Duo Authentication                       | 3        |
| <b>Chapter 2. Managing Your Duo Devices</b>            | <b>4</b> |
| Adding a Device to Duo                                 | 4        |
| Removing a Device From Duo                             | 5        |
| Reactivate an Existing Device                          | 5        |
| Device Compatibility                                   | 6        |

# Chapter 1. What is Multi-Factor Authentication?

Duo Security (multi-factor authentication) is required at UMN Sign-In pages. The Sign-In page is the University's gateway to applications such as my, G Suite (Gmail, Calender, Docs, etc.) Canvas, and many others.

By requiring you to verify your identity with a device, Duo adds another layer of security in front of the information, accounts, and assets you access online (even in the event your password is stolen). Once enrolled, you will be able to deny access to your accounts (on your Duo-enrolled device) if someone else is trying to sign in as you.

## Accessibility Options

Duo provides many different options to verify your identity. If you have questions or concerns about using Duo, contact your disability Resource Center.

[Contact the Disability Resource Center](#)

## How to Enable Duo Authentication

Activate Duo Authentication for your account. Once activated Duo cannot be opted out of.

Enabling Duo as a first time user

1. Sign into [my-account.umn.edu](https://my-account.umn.edu) with your UMN Internet ID and password.
2. Select **Duo Security** from the navigation menu on the left-hand side of the page.
  - a. In the drop-down menu, choose **Enable Duo Security**
3. Select **Yes** to opt in, then select **Submit**.

# Chapter 2. Managing Your Duo Devices

Adding and removing devices from Duo can be done at any time.

It is strongly suggested to have at least two different devices added to your Duo Security account. By doing so, you will still be able to access your Duo account using your secondary device even if your primary Duo device is broken or inaccessible.

## Adding a Device to Duo

You can add a new device to your account via self-service at any time.

To add a new Duo device:

1. Sign into [my-account.umn.edu](https://my-account.umn.edu) with your UMN Internet ID and password
2. Authenticate with Duo using your [backup device](#) or a [bypass code](#)
  - a. If you have a new device that uses the **same phone number** as an existing Duo device on your account, use the [Call Me](#) option
  - b. If you do not have a backup device or bypass codes AND your new device has a different phone number, prepare a valid form of photo ID and contact [Technology Help](#) for assistance
3. Select **Duo Security** from the navigation menu
4. Select **Create or Manage Duo Account**
  - a. Authenticate with Duo a second time using one of the options from step 2
5. Select **Add another device**
6. Select the type of device you wish to add
  - a. If you wish to enroll a smart phone tied to an **international (non-US)** phone number, add the device as a **Tablet** rather than a **Mobile phone**
7. Click **Continue** and follow the prompts to complete enrollment for your device
8. If you are adding a smart phone or a tablet, you will be prompted to scan a QR code or use an activation link to activate Duo mobile
  - a. Scan the **QR code** and click **Continue** to complete the enrollment process
  - b. If the QR code was created on the **same device** that you are trying to enroll, select **Email me an activation link** instead. Enter an email address that you can check on the device you wish to enroll. Click **Send email**
9. Use the device you are trying to enroll to open the emailed link. On the **Activate Duo Mobile by Email** screen, select **Continue** to complete the enrollment process.

## Removing a Device From Duo

Remove devices from Duo Authentication. Removing devices will not remove Duo from your account.

To remove a device from duo:

1. Sign into [my-account.umn.edu](https://my-account.umn.edu) with your UMN Internet ID and password
2. Authenticate with Duo using an existing device or with a [bypass code](#)
  - a. If you do not have an existing device or bypass codes, prepare a valid form of photo ID and contact [Technology Help](#) for assistance
3. Select **Duo Security** from the navigation menu
4. Select **Create or Manage Duo Account**
  - a. Authenticate with Duo a second time using one of the options from step 2
5. Select **Device Options** for the device you want to remove
6. Click the **trash can icon**
7. Click **Remove**

## Reactivate an Existing Device

Reactivate a device that was once in use.

To reactivate your device:

1. Sign into [my-account.umn.edu](https://my-account.umn.edu) with your UMN Internet ID and password
2. Authenticate with Duo using your [backup device](#) or a [bypass code](#)
  - a. If you have a new device that uses the **same phone number** as an existing Duo device on your account, use the [Call Me](#) option
  - b. If you do not have a backup device or bypass codes AND your new device has a different phone number, prepare a valid form of photo ID and contact [Technology Help](#) for assistance
3. Select **Duo Security** from the navigation menu
4. Select **Create or Manage Duo Account**
  - a. Authenticate with Duo a second time using one of the options from step 2
5. Next to the device you are reactivating or replacing, select **Device Options**
6. Select **Reactivate Duo Mobile**
7. If you are reactivating an existing phone number on your account, you will be prompted to **verify ownership** of the device
  - a. Select **Call me** to get your verification code
  - b. Enter the 6-digit code and select **Verify**
  - c. Select **Continue**

8. You will be prompted to install Duo Mobile on your device. Once the Duo Mobile application is installed on your device, select **I have Duo Mobile Installed**
9. If you are adding a smart phone or a tablet, you will be prompted to scan a QR code or use an activation link to activate Duo mobile
  - a. Scan the **QR code** and click **Continue** to complete the enrollment process
  - b. If the QR code was created on the **same device** that you are trying to enroll, select **Email me an activation link** instead. Enter an email address that you can check on the device you wish to enroll. Click **Send email**
10. Use the device you are trying to enroll to open the emailed link. On the **Activate Duo Mobile by Email** screen, select **Continue** to complete the enrollment process.

## Device Compatibility

Duo security is recommended for smart phones and tablets- additional information on compatibility is provided by the table below.

| Compatible Device                         | Requirements              |
|---|---------------------------|
| iPhone, Apple Watch                       | IOS 14.0 +                |
| Android                                   | Android 10 or newer       |
| Landline (" <b>Call Me</b> " option only) | US or Canada area codes   |
| International Devices                     | Can be added as "tablets" |