

KB LEVEL: DSE	KB ARTICLE	KB NUMBER:
	<i>How Add Users and Device in Duo</i>	

KB Category:	Network/Connectivity/VPN		
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Problem Description:	N/A
Symptoms and Cause of the issue:	N/A

Procedures:

Step 1. Login to Duo <https://admin-a7a3a67a.duosecurity.com/login>, use the admin credential:
Email: itgroup@openaccessbpo.com Password: !VPnl3cTu5!-

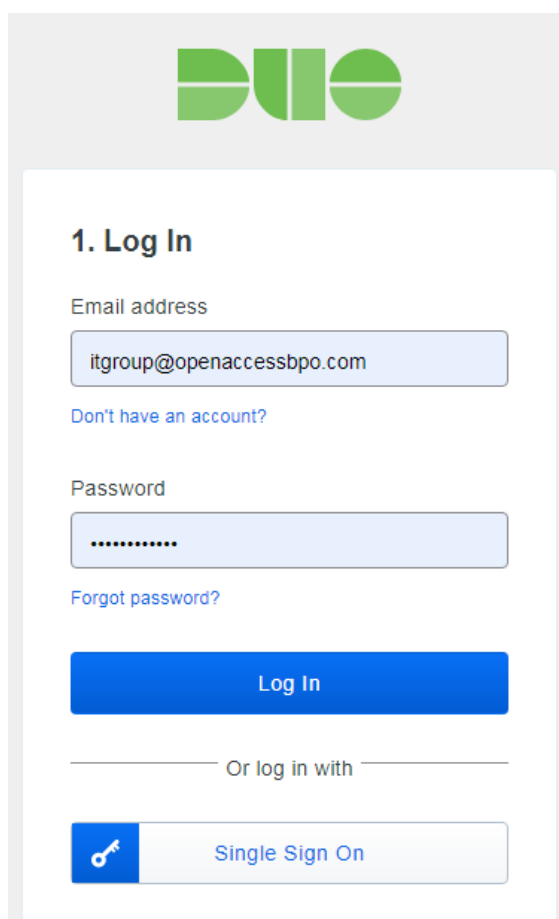


Figure 1.

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Step 2: Select text to confirm your identity. A message will send to IT mobile phone for the 6-digit number passcode.

Figure 2. Input the 6-digit passcode.

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Step 3: In the left panel, select Users > add User then fill in the following:

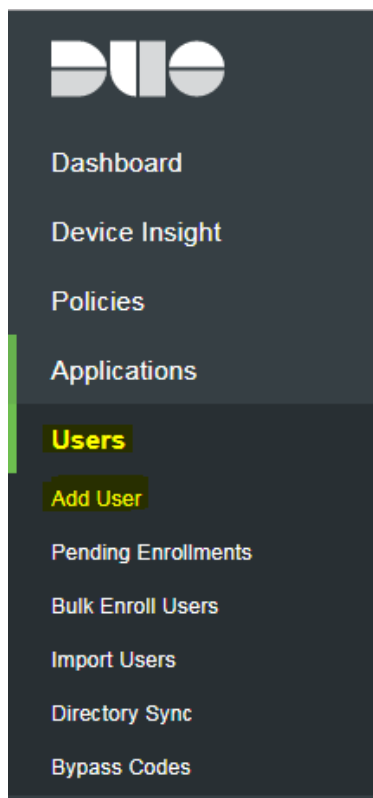


Figure 3.

Step 3.1: Then configure the following details below:

Username: (your username)
Real Name: (input the real name of the user)
Email: (input the Gmail account)
Status: (select Active)
Group: (Select SSL VPN USERS)

Click *Save Changes*

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Step 4: Select the user you created and at lower portion, select **Add Phone**.

Phones

To use two-factor with a specific phone, type 'push1', 'sms1', 'phone2', 'sms2', etc, as your factor. You may rearrange the phones by dragging and dropping in the table.

Add Phone

This user has no phones. [Add one.](#)

Figure 4.

Step 4.1: Add Phones: (click add phone > select a country then input the mobile number)


Figure 5.

[Dashboard](#) > [Users](#) > [test](#) > Add Phone

Add Phone

Type ☒ Phone
☐ Tablet

Phone number

 +63 906 785 1276

[Show extension field](#)

Add Phone

To Add another device in existing user:

Step 1: Go to **Users**, select the username you want to add another device.



madeguzman

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Figure 6.

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Step 2: On the Phone, click **Add Phone**.

Phones

To use two-factor with a specific phone, type 'push1', 'sms1', 'phone2', 'sms2', etc, as your factor. You may rearrange the phones by dragging and dropping in the table.

Add Phone

Alias	Device	Platform	Model	Security Warnings
phone1	+63 906 785 1276	Android 9	Xiaomi POCOPHONE F1	Disk unencrypted

Figure 7.

Step 3: Select the country code of the Philippines (+63) then input the number +63 9*****.

[Dashboard](#) > [Users](#) > [madeguzman](#) > Add Phone

Add Phone

Type
☒ Phone
☐ Tablet

Phone number

+63 905 302 6682
Show extension field

Add Phone

Figure 8.

Step 5: After you add the number, hit the Save Change in Settings.

Settings

Number

+63 905 302 6682
Show extension settings

Device name
Optional. Examples: "Work phone", "Old iPod touch"

Type

Mobile

Platform

Generic Smartphone

Save Changes

Figure 9.

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Verification:

Step1: Check the Users > Administrators if the created username is successfully added.

<input type="checkbox"/>	madeguzman	1	Active
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Step 2: Double check the phone number of the user.

Phones

To use two-factor with a specific phone, type 'push1', 'sms1', 'phone2', 'sms2', etc., as your factor. You may rearrange the phones by dragging and dropping in the table.

Add Phone

Alias	Device	Platform	Model	Security Warnings
phone1	+63 906 785 1276	Android 9	Xiaomi POCOPHONE F1	Disk unencrypted

Step 3: To verify that the number is successfully added, go to **Users** and you will see that the number of the device in your username is increased.

<input type="checkbox"/>	madeguzman	2
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Verify in the user account:

Device > Users > madeguzman

Phones

To use two-factor with a specific phone, type 'push1', 'sms1', 'phone2', 'sms2', etc., as your factor. You may rearrange the phones by dragging and dropping in the table.

Add Phone

Alias	Device	Platform	Model	Security Warnings
phone1	+63 906 785 1276	Android 9	Xiaomi POCOPHONE F1	Disk unencrypted
phone2	+63 905 302 6682	Generic Smartphone	Unknown	No warnings