

Multi-Factor Authentication with Duo

Objective

This document provides instructions for enrolling a mobile phone in multi-factor authentication (MFA) with Duo.

Note: Before beginning enrollment, download the Duo Mobile app in the [App Store](#) or [Google Play Store](#).

What is MFA?

Multi-factor authentication (MFA) adds an additional layer of security to protect your identity and university data. When you are only required to enter your username and password, this is considered single-factor authentication. MFA requires users to provide two of the following three types of credentials before being granted access to an account. The three types are:

1. Something you know (ex. an account password or banking PIN).
2. Something you have (ex. a mobile phone or ATM card).
3. Something you are (ex. a fingerprint or voice print).

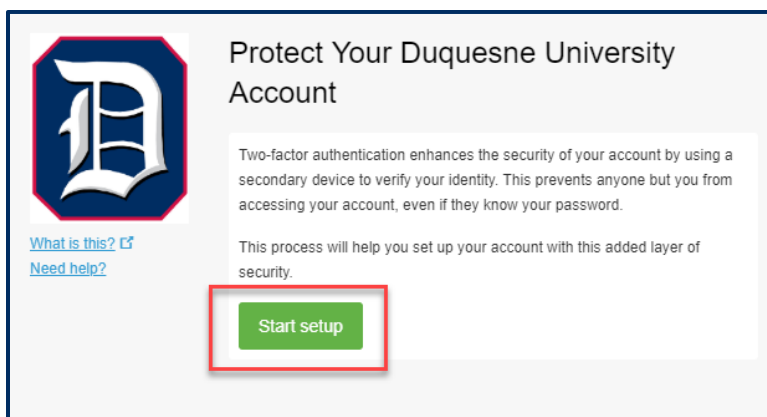
Duquesne University uses [Duo Security](#) to manage the second step of the MFA process.

How to Enroll a Mobile Device in Duo

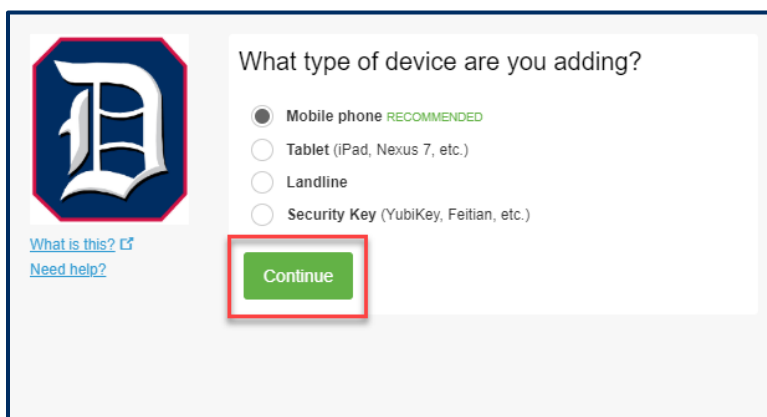
1. Visit duq.edu/multipass.
2. Enter your MultiPass username in the **User ID** field.
3. Click **Change MultiPass**.
4. Enter your current MultiPass password and click **Continue**.
5. Navigate to the **Duo Multi-Factor Authentication Setup** section.

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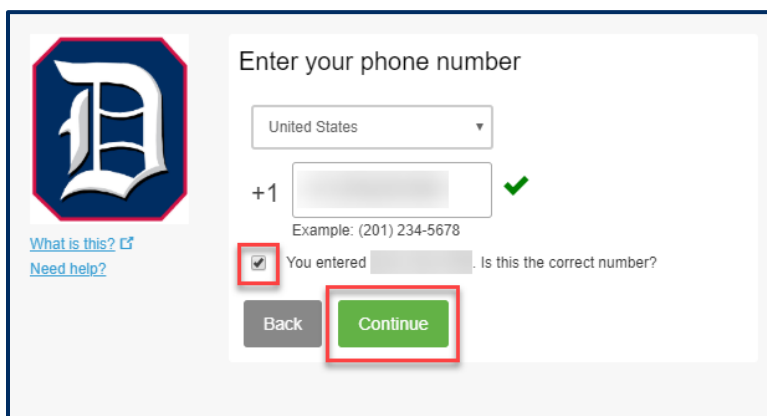
6. Click **Start Setup**.



7. Select the type of device you are enrolling and click **Continue**. CTS recommends all users enroll a mobile device.

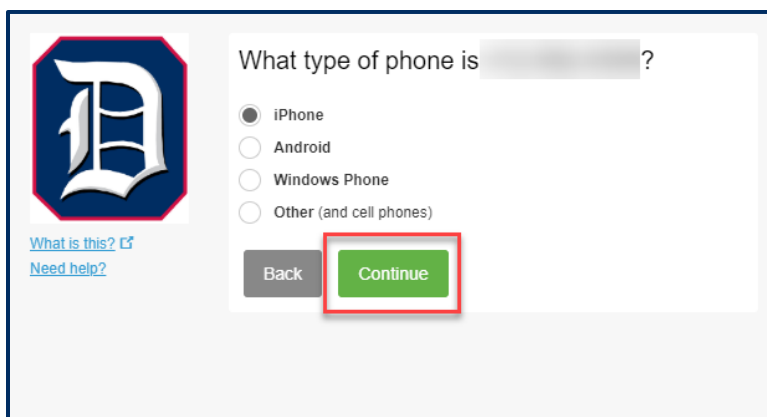


8. Enter your mobile phone number and click **Continue**.



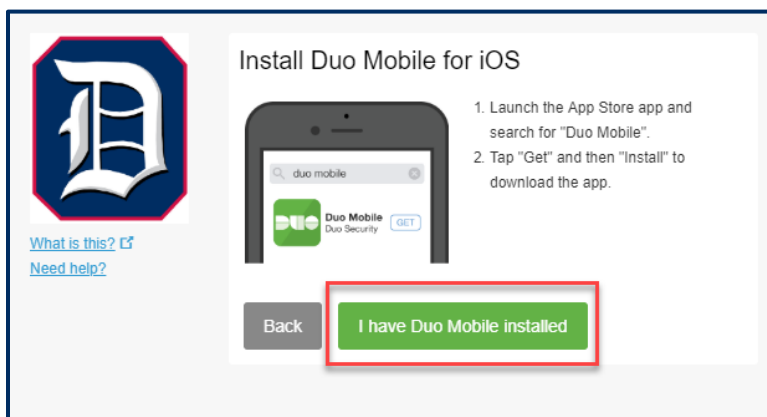
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9. Select the appropriate make and model of your mobile device and click **Continue**.



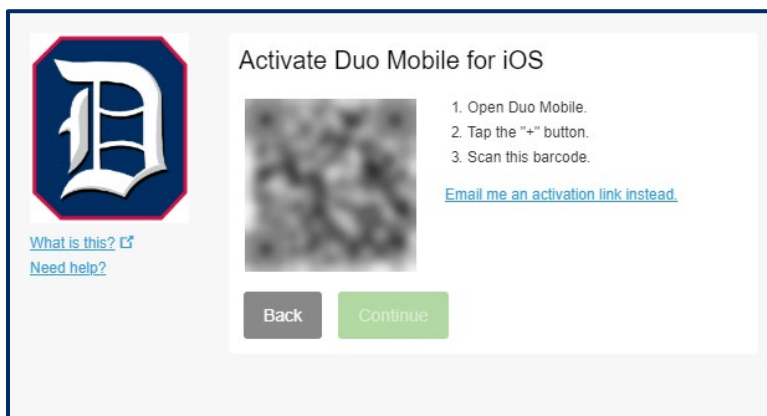
The screenshot shows the Duo Mobile setup interface. On the left is the Duquesne University logo. Below it are links for "What is this?" and "Need help?". The main heading is "What type of phone is [redacted]?". There are four radio button options: "iPhone" (selected), "Android", "Windows Phone", and "Other (and cell phones)". At the bottom are "Back" and "Continue" buttons. The "Continue" button is highlighted with a red rectangle.

10. Confirm you have the **Duo Mobile app** installed on your mobile device.



The screenshot shows the Duo Mobile setup interface for step 10. On the left is the Duquesne University logo. Below it are links for "What is this?" and "Need help?". The main heading is "Install Duo Mobile for iOS". Below the heading is an image of a smartphone screen showing the Duo Mobile app in the App Store. To the right of the image are two numbered instructions: "1. Launch the App Store app and search for 'Duo Mobile'." and "2. Tap 'Get' and then 'Install' to download the app." At the bottom are "Back" and "I have Duo Mobile installed" buttons. The "I have Duo Mobile installed" button is highlighted with a red rectangle.

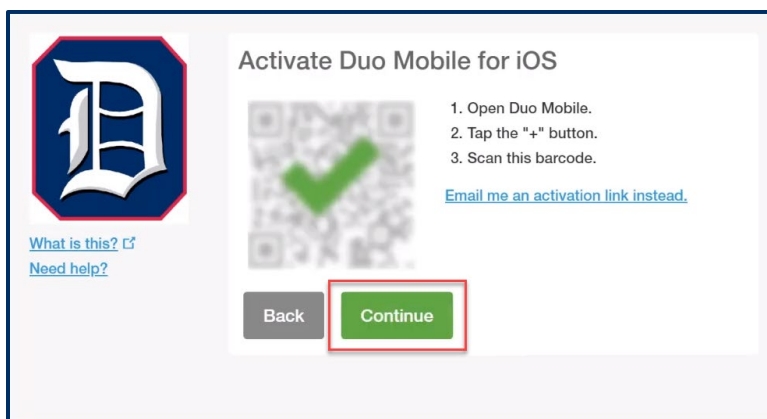
11. Open the Duo Mobile app and scan the QR code on your computer screen.



The screenshot shows the Duo Mobile setup interface for step 11. On the left is the Duquesne University logo. Below it are links for "What is this?" and "Need help?". The main heading is "Activate Duo Mobile for iOS". Below the heading is a QR code. To the right of the QR code are three numbered instructions: "1. Open Duo Mobile.", "2. Tap the '+' button.", and "3. Scan this barcode." Below the instructions is a link: "Email me an activation link instead." At the bottom are "Back" and "Continue" buttons.

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12. Click **Continue** to complete enrollment in Duo.



FAQs

Q: What resources require the use of MFA?

A: Currently, MFA will be required when accessing VPN resources via [GlobalProtect](#) and any Shibboleth-supported web applications. For a complete list of MFA-enabled web applications, visit duq.edu/authentication.

Q: How do I manage my devices enrolled in Duo?

A: To manage your devices enrolled in Duo, visit [DORI](#) or [MultiPass](#) and sign in using your MultiPass credentials. Once you are signed in, perform the following steps to manage your devices:

1. Click the **Duo Device Management** tab.
2. Complete an MFA login process with your preferred device.
3. Click **Device Options** to manage the settings for the selected device. Options include
 - **Reactivate Duo Mobile:** sends a new Duo Push to the selected mobile device.
 - **Change Device Name:** allows you to modify the device name.
 - **Delete Device:** unenroll the selected device with Duo.