



INTERNAL USE ONLY



UNITED WHOLESALE MORTGAGE

USING DUO FOR MFA

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USING DUO FOR MFA

OVERVIEW

UWM is dedicated to enhancing both security and usability to better serve our IT team members while safeguarding our critical data. In line with this effort, we will fully transition Multi-Factor Authentication (MFA) on DEV servers to the Duo application before the end of business on January 26th, 2024. The Duo solution uses two-factor authentication to provide a more secure and efficient experience while improving manageability and administration.

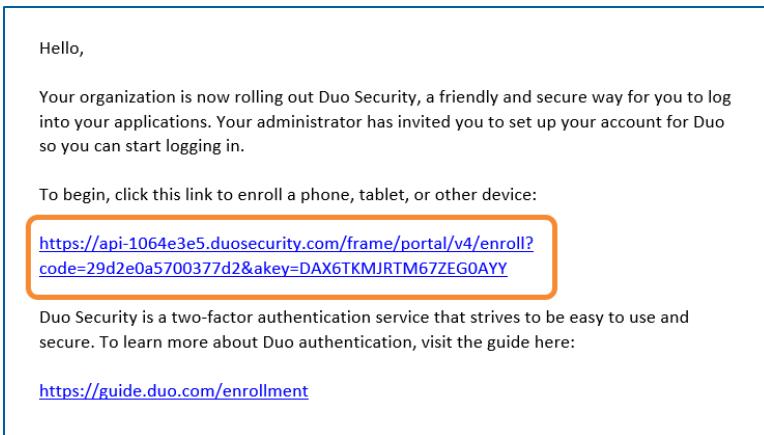
NOTE: All other MFA will remain on Microsoft at this time.

DUO REGISTRATION

Enrolling in Duo ensures that you're able to log in to the DEV environment applications that require MFA. You've already received a registration email to sign up for Duo. Follow the guidance below for steps on enrolling in Duo.

NOTE: If you don't receive the enrollment email by January 26th, reach out to the Help Desk through YouSupport.

- 1) Click the link in the email to start the registration process.



Hello,

Your organization is now rolling out Duo Security, a friendly and secure way for you to log into your applications. Your administrator has invited you to set up your account for Duo so you can start logging in.

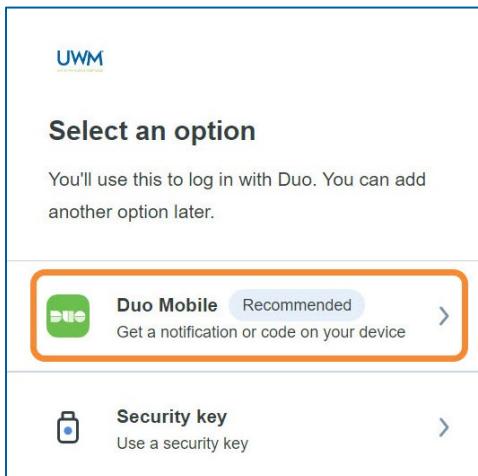
To begin, click this link to enroll a phone, tablet, or other device:

[https://api-1064e3e5.duosecurity.com/frame/portal/v4/enroll?
code=29d2e0a5700377d2&akey=DAX6TKMJRTM67ZEG0AYY](https://api-1064e3e5.duosecurity.com/frame/portal/v4/enroll?code=29d2e0a5700377d2&akey=DAX6TKMJRTM67ZEG0AYY)

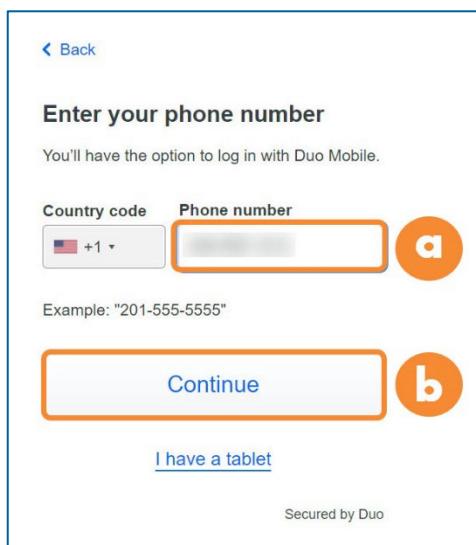
Duo Security is a two-factor authentication service that strives to be easy to use and secure. To learn more about Duo authentication, visit the guide here:

<https://guide.duo.com/enrollment>

- 2) Click **Next** until you reach the screen asking you to select a login option. The screens leading up to that provide context for why using Duo for MFA is important.
- 3) Click **Duo Mobile**.



- 4) Enter your phone number.
 - a. Use the following format: xxx-xxx-xxxx
 - b. Click **Continue**.



NOTE: Using your cell phone is the recommended route for registering with Duo. If you decide to register a tablet, ensure that it is a device that you will always have with you in the office. If you forget to bring your device, you will not be able to authenticate yourself, and therefore won't be able to log in.

- 5) Verify that the phone number entered is accurate. Click **Yes, it's correct**.

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Is this correct?

Yes, it's correct

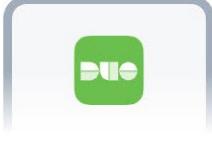
[No, I need to change it](#)

- 6) Download the Duo Mobile app. When you've finished downloading it, click **Next**. A QR code will appear on your desktop to activate Duo Mobile.

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Download Duo Mobile

On your mobile device, download the app from the [App Store](#) or [Google Play](#).



Next

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Scan this code in Duo Mobile

In the app, select **Use QR code** to scan.



[Get an activation link instead](#)

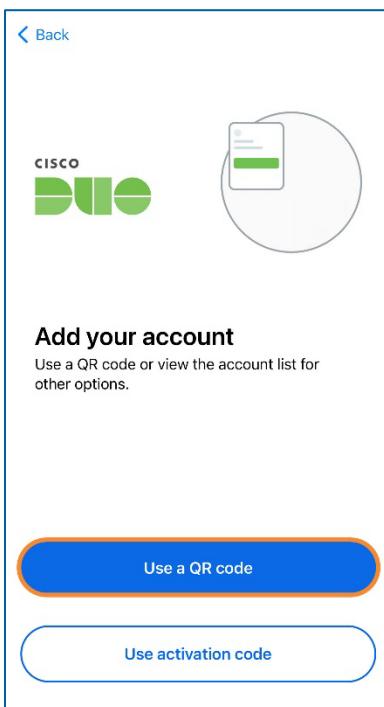
- 7) Open the Duo app on your mobile device.

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8) Select **Continue**.

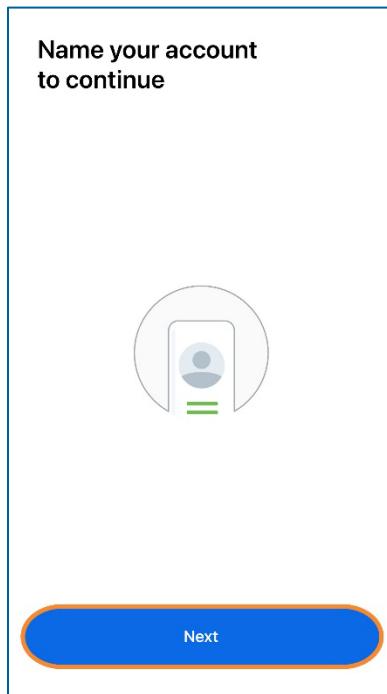


9) Select **Use a QR Code**.

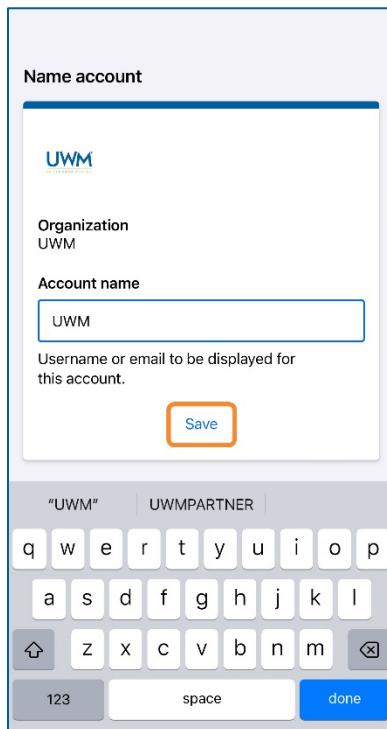


10) Use the app to scan the QR code on your computer. You may need to grant the app access to your camera first.

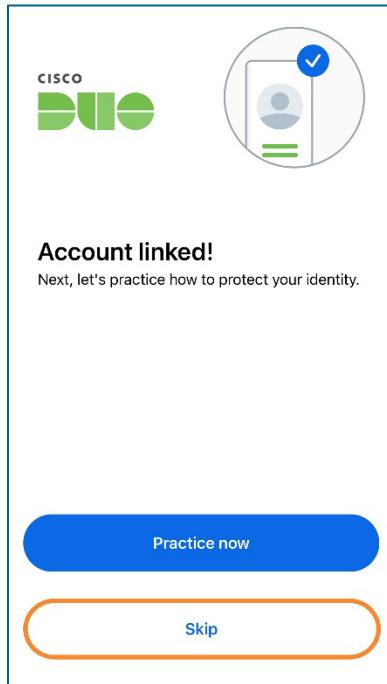
11) After scanning the QR code, you will be continue the registration process on your mobile device. Select **Next**.



12) "UWM" will auto populate as the account name. Select **Save**.

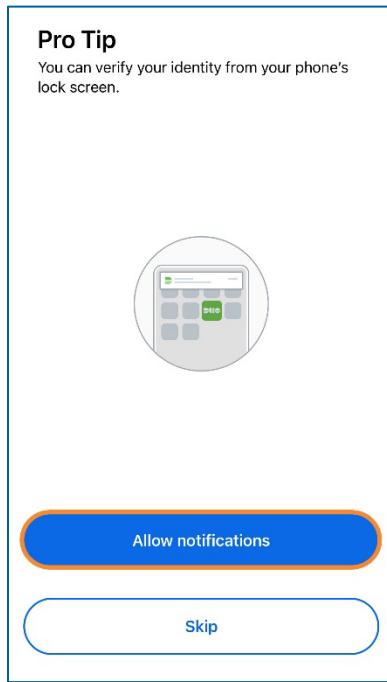


13) Select **Skip**.

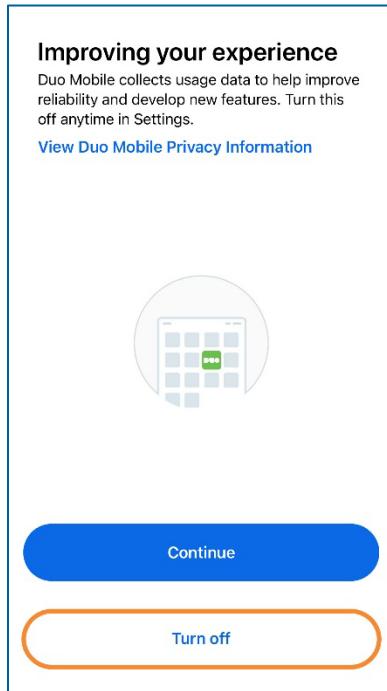


14) Select **Allow notifications**.

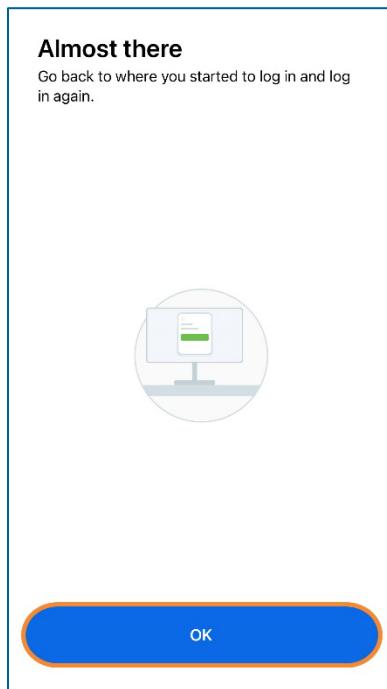
NOTE: Duo uses push notifications instead of text messages as an option for authentication. To take advantage of the added security this provides, you need to allow notifications.



15) Select **Turn off**.

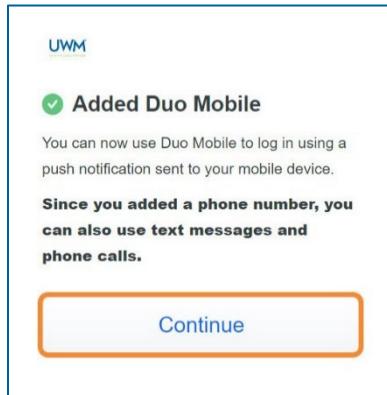


16) Select **OK**.

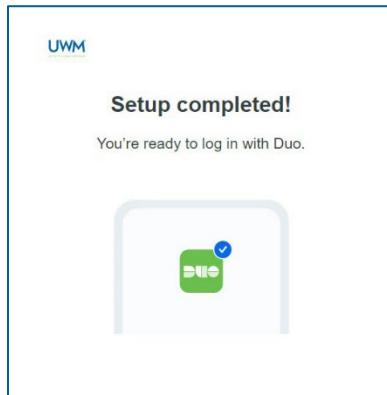


17) Close the app.

18) On your computer, click **Continue**.



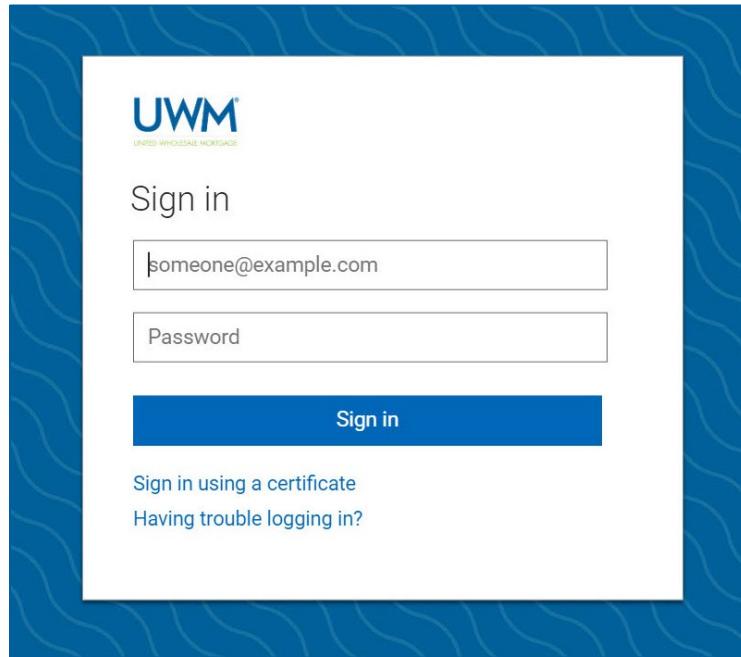
19) Once you see receive confirmation that setup is complete, close this tab.



LOGIN WITH DUO

After January 26th, 2024, you will need to use Duo to sign into the DEV environments. The following steps walk through what that process looks like using Duo Mobile. This process will look the same on a smartphone or tablet using the app. This process will start when you attempt to access one of the DEV environments.

- 1) Sign in using your UWM email and password.



- 2) Open Duo Mobile on your device.
 - a. Enter the 3-digit verification code provided on your computer into the app.
 - b. Select **Verify**.

NOTE: If Duo Mobile ever prompts you for a verification code when you are not attempting to log in, click **I'm not logging in**, found beneath the verify button.

Enter code in Duo Mobile

Verify it's you by entering this verification code in the Duo Mobile app...

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Sent to "iOS" (....)



[Other options](#)

Are you logging in to TEST - Microsoft ADFS?

For your security, enter the code displayed on your login screen. Never enter a code from a text or phone call.

Verification code

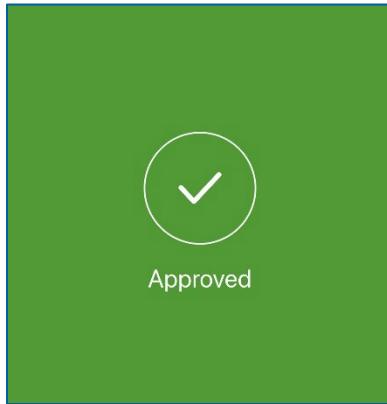
2	9	6	a
b			

Verify

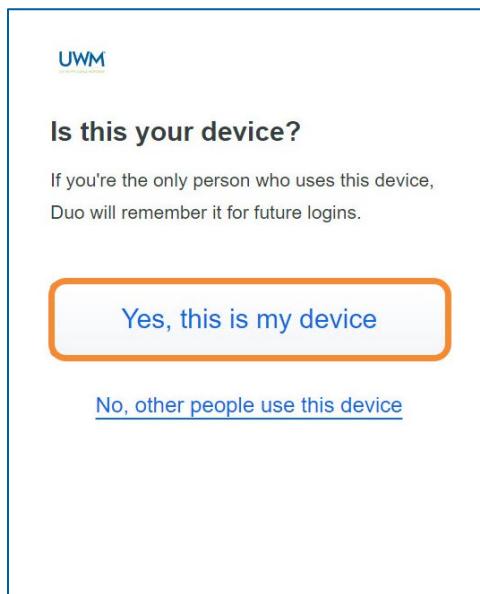
[I'm not logging in](#)

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
0		✖

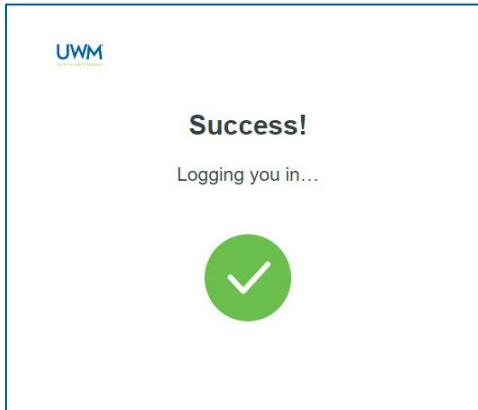
- 3) After entering the verification code correctly, your screen will turn green and indicate your login attempt is approved. You can close the app.



- 4) On your computer, indicate if it is a personal device or a shared one. If you are on your assigned UWM laptop, you can select **Yes, this is my device**.



- 5) You'll see a success message on your computer while the DEV environment loads after approving your authentication.



**If you have any questions or concerns,
please reach out to the IT Service Desk at x4500 or through YouSupport.**