

Duo Two Factor Authentication: First Time Login and Setup Using Campus Connect

Summary:

This guide will help you set up Duo two factor authentication from your web browser to use your preferred mobile device as a second factor of authentication.

Overview:

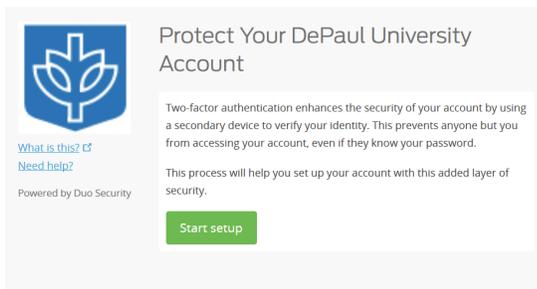
1. Select your device type
2. Enter your phone number
3. Install the app on your mobile device
4. Scan the QR code to confirm your device
5. Confirm your settings
6. Choose your default authentication method

Note:

Duo two-factor authentication is required in order to access certain sensitive information in Campus Connect.

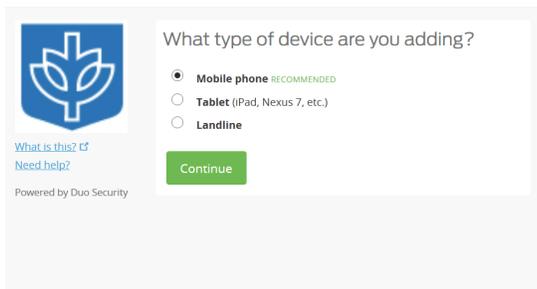
Instructions

You will encounter this prompt upon your first attempt to access a page protected by Duo two-factor authentication. Select “Start Setup”



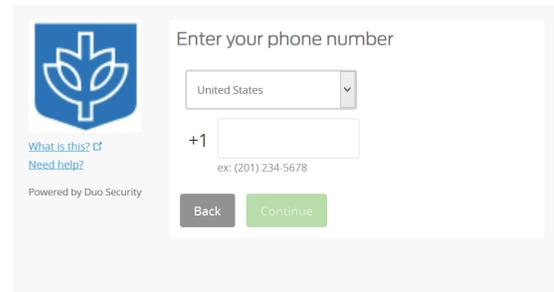
You will next see a prompt asking what type of device to add.

Note: If you add a Landline, you will only be able to log in to DUO when you are near that phone, and you will need to add multiple devices if accessing from multiple locations. Click here or proceed to page 4 to view Landline setup instructions. Otherwise, continue to the next page.



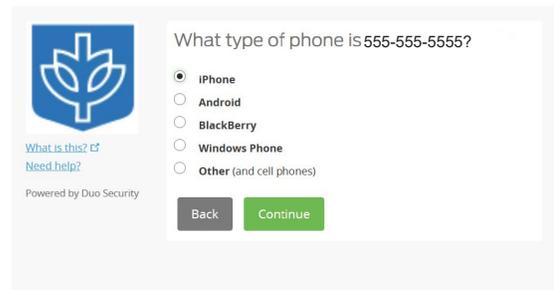
Duo Two Factor Authentication: Setting up with Mobile Device

Enter your phone number for your preferred mobile phone. Confirm this is the correct number, and then click continue.



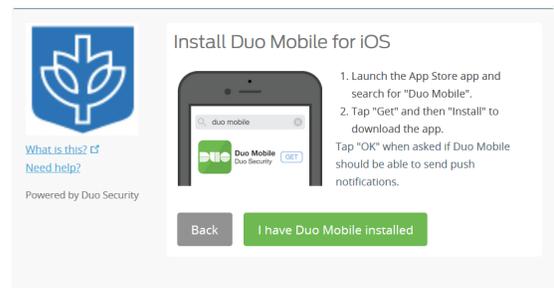
The screenshot shows the Duo setup interface. On the left is the Duo logo and text: "What is this? Need help?" and "Powered by Duo Security". The main heading is "Enter your phone number". Below it is a dropdown menu for "United States" and a text input field for the phone number, with a "+1" prefix and an example "ex: (201) 234-5678". At the bottom are "Back" and "Continue" buttons.

Select the operating system of the device you are using, and click continue.



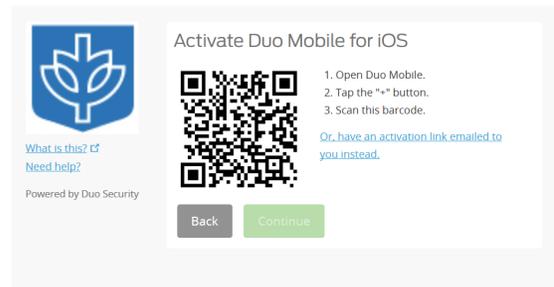
The screenshot shows the Duo setup interface. On the left is the Duo logo and text: "What is this? Need help?" and "Powered by Duo Security". The main heading is "What type of phone is 555-555-5555?". Below it are radio button options for "iPhone", "Android", "BlackBerry", "Windows Phone", and "Other (and cell phones)". At the bottom are "Back" and "Continue" buttons.

Follow the on screen instructions that show how to install the Duo Mobile app for your phone's operating system. When you have done that, click "I have Duo Mobile Installed"



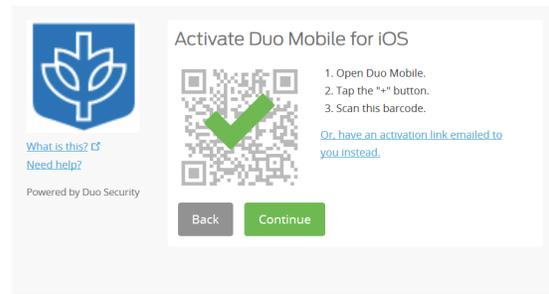
The screenshot shows the Duo setup interface. On the left is the Duo logo and text: "What is this? Need help?" and "Powered by Duo Security". The main heading is "Install Duo Mobile for iOS". Below it is a screenshot of an iPhone showing the Duo Mobile app in the App Store. To the right are instructions: "1. Launch the App Store app and search for 'Duo Mobile'. 2. Tap 'Get' and then 'Install' to download the app. Tap 'OK' when asked if Duo Mobile should be able to send push notifications." At the bottom are "Back" and "I have Duo Mobile installed" buttons.

Open the Duo app and press the + button, and then scan the QR code that is displayed on your browser. Alternatively, you can have a link emailed to you. Click continue when you have finished.

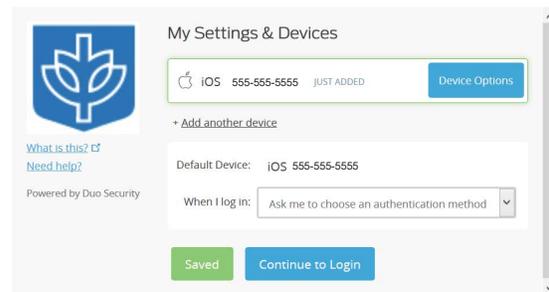


The screenshot shows the Duo setup interface. On the left is the Duo logo and text: "What is this? Need help?" and "Powered by Duo Security". The main heading is "Activate Duo Mobile for iOS". Below it is a large QR code. To the right are instructions: "1. Open Duo Mobile. 2. Tap the '+' button. 3. Scan this barcode." Below the instructions is a link: "Or, have an activation link emailed to you instead." At the bottom are "Back" and "Continue" buttons.

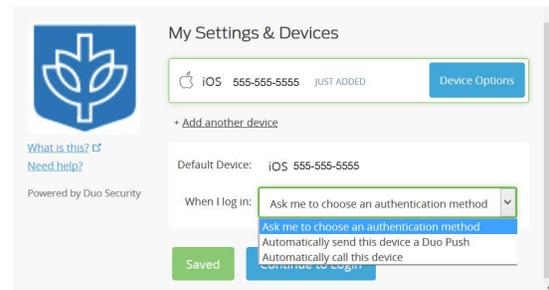
If done correctly, the QR code on your web browser should have a green checkmark confirming your account is paired with Duo Mobile. Click Continue.



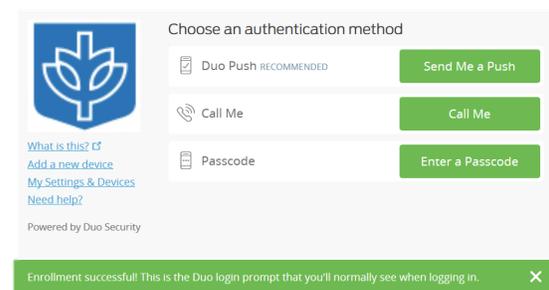
Confirm that the correct device is displayed under device options. Here you can also select "Add another device" to add another phone.



Click the "When I log in:" dropdown menu. Here you may select if you want Duo to automatically send you a duo push, or to call your device. Click "Continue to Login"

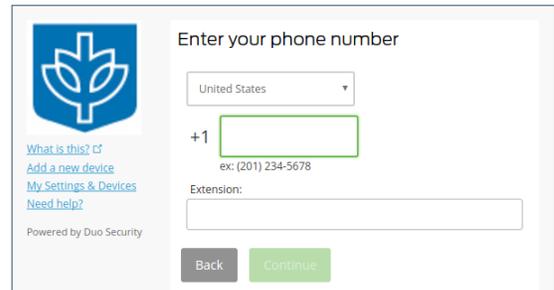


When finished, you will see the following authentication method. Your first log in and set up of Duo two-factor authentication is now complete.



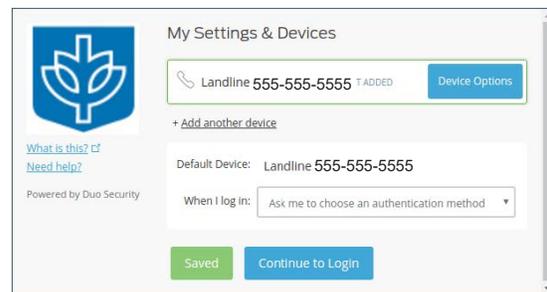
Duo Two Factor Authentication: Setting up with a Landline

Enter you the phone number for your preferred landline phone. If you are using a phone on DePaul's campus, you will not need to enter an Extension.



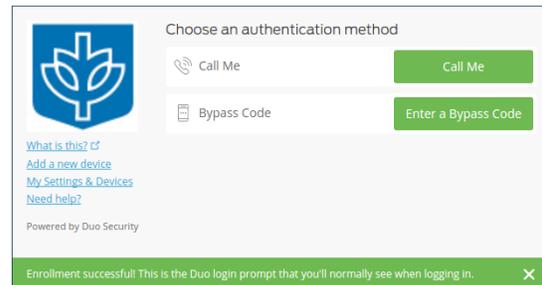
The screenshot shows the 'Enter your phone number' screen. On the left is the DePaul University logo and links for 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below these is 'Powered by Duo Security'. The main area has a dropdown for 'United States', a '+1' prefix, a text input field for the phone number (with an example '(201) 234-5678'), and an 'Extension:' field. At the bottom are 'Back' and 'Continue' buttons.

After you have confirmed your phone number, you will see your default device listed. Click "Continue to Login"



The screenshot shows the 'My Settings & Devices' screen. It features the DePaul logo and help links on the left. The main area shows a list of devices with 'Landline 555-555-5555' added, including a 'Device Options' button. Below this is an '+ Add another device' link. The 'Default Device' is set to 'Landline: 555-555-5555'. A 'When I log in:' dropdown is set to 'Ask me to choose an authentication method'. At the bottom are 'Saved' and 'Continue to Login' buttons.

You have been confirmed! Click Call Me to begin getting Duo Landline authentication.



The screenshot shows the 'Choose an authentication method' screen. It features the DePaul logo and help links on the left. The main area has two options: 'Call Me' with a 'Call Me' button, and 'Bypass Code' with an 'Enter a Bypass Code' button. At the bottom, a green banner reads 'Enrollment successful! This is the Duo login prompt that you'll normally see when logging in.' with a close button.