CYBERDEFENSE

Duo Multi-Factor Authentication Reference Guide

Enrolling in Duo Mobile and Managing Your Devices



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Introduction

What is Two-Factor Authentication?

Two-factor authentication adds a second layer of security to your online accounts. Verifying your identity using a **second factor** (like your phone or other mobile device) prevents anyone but you from logging in, even if they know your password.

How It Works

Once you've enrolled in Duo you're ready to go: You'll log in to GlobalProtect VPN as usual with your username and password, and then use your device to verify that it's you.



- 1. Enter your username and password as usual
- 2. When prompted, use your phone to verify your identity
- 3. You are securely logged in

Setting Up Your Phone or Tablet in Duo

Duo prompts you to enroll the first time you log into a Duo-protected VPN or web application and you will see the interactive Duo web-based prompt. Alternatively, you will receive an email from your organization's Duo administrator with an enrollment link. Enrolling in Duo using this link will ensure logging onto remote VPN is an easy and seamless experience.

Supported Browsers: Chrome, Firefox, Safari, Edge, Opera, and Internet Explorer 8 or later. For the widest compatibility with Duo's authentication methods, we recommend recent versions of Chrome and Firefox.

Step One: Welcome Screen

When you see the prompt, click Start setup to begin enrolling your device.



	Protect Your Acme Corp Account
ACME	Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.
What is this? C Need help?	This process will help you set up your account with this added layer of security.
Powered by Duo Security	Start setup

Step Two: Choose Your Authentication Device Type

Select the type of device you'd like to enroll and click **Continue**. We recommend using a smartphone for the best experience, but you can also enroll a landline telephone, or iOS/Android tablets.

What is this? [2] Security Key (YubiKey, Feitian, etc.) Need help? Touch ID Powered by Duo Security Continue
--

Step Three: Type Your Phone Number

Select your country from the drop-down list and type your phone number. Use the number of your smartphone, landline, or cell phone that you'll have with you when you're logging in to a Duo-protected service. You can enter an extension if you chose "Landline" in the previous step.

Double-check that you entered it correctly, check the box, and click **Continue**.



ACME	Enter your phone number United States
What is this? C' Need help? Powered by Duo Security	+1 7345557081 Example: (201) 234-5678 Vou entered (734) 555-7081. Is this the correct number? Back Continue

Note: If you're enrolling a tablet you aren't prompted to enter a phone number.

Step Four: Choose Platform

Choose your device's operating system and click **Continue**.

	What type of phone is 734-555-7081?
ACME	iPhone Android
What is this? C	Windows Phone Other (and cell phones)
Need help? Powered by Duo Security	Back Continue

Step Five: Install the Duo Mobile App

Why use Duo Mobile?

- It's fast & easy
- Works in any country
- Doesn't require cell service



Duo Mobile is an app that runs on your smartphone and helps you authenticate quickly and easily. Without it you'll still be able to log in using a phone call or text message, but for the best experience we recommend that you use Duo Mobile.

Follow the platform-specific instructions on the screen to install Duo Mobile. After installing the app, return to the enrollment window and click **I have Duo Mobile installed**.

	Install Duo Mobile for iOS
What is this? C Need help?	 . Launch the App Store app and search for "Duo Mobile". . Tap "Get" and then "Install" to download the app.
Powered by Duo Security	Back I have Duo Mobile installed

Step Six: Activate Duo Mobile

Activating the app links it to your account so you can use it for authentication.

On iPhone, Android, and Windows Phone activate Duo Mobile by scanning the barcode with the app's built-in barcode scanner. Follow the platform specific instructions for your device:



The "Continue" button is clickable after you scan the barcode successfully.



	Activate Duo Mobile for iOS
What is this? C' Need help? Powered by Duo Security	 1. Open Duo Mobile. 2. Tap the "+" button. 3. Scan this barcode. Email me an activation link instead. Back Continue

Can't scan the barcode? Click "Email me an activation link instead" and follow the instructions.

Step Seven: Configure Device Options (optional)

You can use **Device Options** to give your phone a more descriptive name, or you can click **Add another device** to start the enrollment process again and add a second phone or another authenticator.

If this is the device you'll use most often with Duo then you may want to enable automatic push requests by changing the **When I log in:** option and changing the setting from "Ask me to choose an authentication method" to "Automatically send this device a Duo Push" or "Automatically call this device" and click **Save**. With one of the automatic options enabled, Duo automatically sends an authentication request via push notification to the Duo Mobile app on your smartphone or a phone call to your device (depending on your selection).

	My Settings & Devices		
ACME	Android 734-555-7081 JUST ADDED Device Options		
	+ Add another device		
What is this? C ² Need help?	Default Device: Android 734-555-7081		
Powered by Duo Security	When I log in ✓ Ask me to choose an authentication method Automatically send this device a Duo Push Automatically call this device		
	Saved Continue to Login		

Click **Continue to login** to proceed to the Duo Prompt.



ACME	Android 734-555-7081 JUST ADDED Device Options
	+ Add another device
What is this?	Default Device: Android 734-555-7081
Powered by Duo Security	When I log in: Ask me to choose an authentication method
	Saved Continue to Login

Congratulations!

Your device is ready to approve Duo push authentication requests. Click **Send me a Push** to give it a try. All you need to do is tap **Approve** on the Duo login request received on your phone.

	Choose an authentication method	
ACME	Duo Push RECOMMENDED	Send Me a Push
	🛞 Call Me	Call Me
What is this? C Need help?	Passcode	Enter a Passcode
Powered by Duo Security		
Enrollment successful! Th	nis is the Duo login prompt that you'll normally see v	when logging in. X

Managing Your Devices

Device management allows you to easily edit and add new devices.

Accessing Device Management

To access self-service device management, the Duo Prompt displays a "My Settings & Devices" link on the left.

If you enabled the option to automatically send you an authentication request via push or phone call, you'll need to cancel the push or phone call in progress before you can click the "My Settings & Devices" link.



Call Me Call Me Vhat is this? If Passcode	Send Me a Push	Push RECOMMENDED	$\mathbf{\Sigma}$	ACME
What is this? If If Passcode Enter a Pass Add a new device If If If If	Call Me	Me	Ċ	
	Enter a Passcode	code		
Ay Settings & Devices				

To manage your devices, choose an authentication method and complete two-factor authentication (you may need to scroll down to see all authentication options).

ACME	My Settings & Devices	
	First, we need to confirm it's really you. Ch method below to manage your settings ar	
	Choose an authentication device	ce
What is this? 대 Add a new device	iOS (XXX-XXX-0105)	\$
My Settings & Devices	Choose an authentication meth	hod
<u>Need help?</u> Powered by Duo Security		Send Me a Push
	رچ Call Me	Call Me

After authenticating, you'll see the device management portal. This is where you can enroll a new device by clicking **Add another device** and following the prompts.



	My Settings	& Devices	
ACME	Ć iOS 734-5	55-0105 Device	Options
What is this? C ⁴ Add a new device My Settings & Devices	Android 734-555-6673		Options
	+ <u>Add another de</u>	vice	
Need help? Powered by Duo Security	Default Device:	iOS 734-555-0105	\$
rowered by buo security	When I log in:	Ask me to choose an authentication metho	d \$

To exit My Settings & Devices, click the **Done** button below your listed devices or click on the logo on the left (or the Duo logo if shown).

Default Authentication Options

If you authenticate with more than one device, you can specify which you would like to be the default. Click the **Default Device:** drop-down menu and pick your default device for authentication. Click **Save** if you're done making changes.

	My Settings & Devices	
ACME	් iOS 734-555-0105	Device Options
What is this?	🛱 Android 734-555-6673	Device Options
Add a new device My Settings & Devices Need help? Powered by Duo Security	+ Add another device	
	Default Device 🗸 iOS 734-555-010 Android 734-555-	
	When I log in: Ask me to choose a	n authentication method

If this is the device you'll use most often with Duo then you may want to enable automatic push requests by changing the **When I log in:** option and changing the setting from "Ask me to choose an authentication method" to "Automatically send this device a Duo Push" or "Automatically call this device" and click **Save**. With one of the automatic options enabled, Duo automatically sends an authentication request via push notification to the Duo Mobile app on your smartphone or a phone call to your device (depending on your selection).



	My Settings & Devices	
ACME	් iOS 734-555-0105	Device Options
What is this?	💮 Android 734-555-6673	Device Options
Add a new device My Settings & Devices	+ Add another device	
Need help? Powered by Duo Security	Default Device: IOS 734-555-0105	\$
Fowered by Duo Security	When I log in Ask me to choose an a Automatically send thi Automatically call this	s device a Duo Push

Manage Existing Devices

Click the **Device Options** button next to any of your enrolled devices to view the actions available for that type of device. You can **Reactivate Duo Mobile** for an enrolled smartphone, **Change Device Name** for any type of phone, or delete any authentication device.

	My Settings	& Devices		
ACME	Ċ iOS 734-5	55-0105		
	🗍 Reactiv	ate Duo Mobile	Change Device Name	圃
What is this? C Add a new device My Settings & Devices	🛱 Android 7	734-555-6673	Device O	ptions
Need help? Powered by Duo Security	+ <u>Add another de</u>	vice		
	Default Device:	iOS 734-555-010	05	\$
	When I log in:	Ask me to choos	se an authentication method	\$

Reactivate Duo Mobile

Click the **Reactivate Duo Mobile** button if you need to get Duo Push working on your phone, if for example, you replaced your phone with a new model but kept the same phone number. After answering some questions about your device, you'll receive a new QR code to scan with your phone, which will complete the Duo Mobile activation process.



	Activate Duo Mobile for iOS	
What is this? C' Need help?	 1. Open Duo Mobile. 2. Tap the "+" button. 3. Scan this barcode. Email me an activation link instead. 	
Powered by Duo Security	Back	

Change Device Name

Clicking **Change Device Name** will open up an interface to change the display name of your phone (hardware tokens can't be renamed). Type in the new name and click **Save**.

	My Settings	& Devices		
ACME	My Pixel		Save	×
		Reactivate Duo Mobile	Change Device	Name
Nhat is this? C Need help?	+ Add another dev	vice		
Powered by Duo Security	Default Device:	Android 734-555-708	1	
	When I log in:	Ask me to choose an aut	hentication method	\$

After successfully modifying your phone's name, not only will you see this from now on when managing devices, but it will also be how your phone is identified in the authentication dropdown.



ACME	My Pixel	734-555-7081		
		Reactivate Duo Mobile	Change Device N	lame
What is this? C Need help? Powered by Duo Security	+ Add another de	vice		
	Default Device:	My Pixel		
	When I log in:	Ask me to choose an aut	hentication method	\$

Remove Device

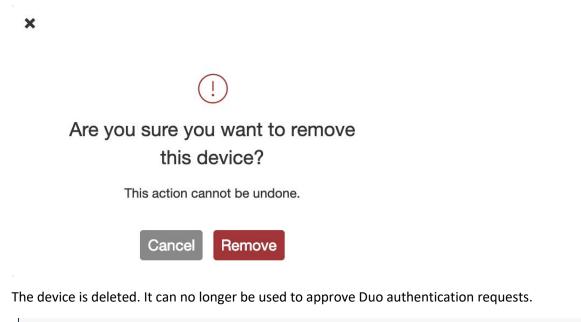
Click the trash can button to delete a phone or token device.

Note: You may not remove your last device. If you wish to remove it, first add another, then delete the original. If you are unable to delete a device, contact your administrator to have it removed.

	My Settings & Devices	
ACME	🖞 iOS 734-555-7081	
	Activate Duo Mobile	🖉 Change Device Name 🔟
What is this? 더 Add a new device	TubiKey	Device Options
My Settings & Devices Need help?	+ Add another device	
Powered by Duo Security	Default Device: YubiKey	\$

You are given the chance to confirm or cancel deleting the authentication device.







Add a New Device

To add a new authentication device, click the **Add a new device** link on the left side of the Duo Prompt. You'll be taken to the new device enrollment prompt.