



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

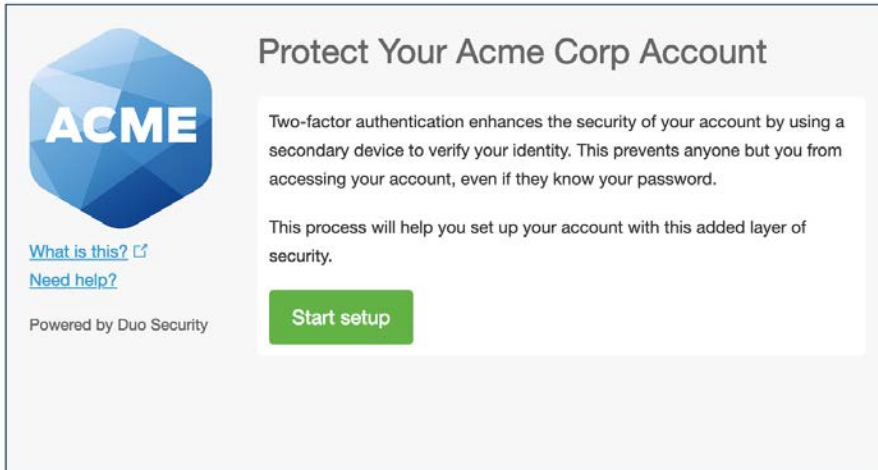
Setting Up Your Phone or Tablet in Duo

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.

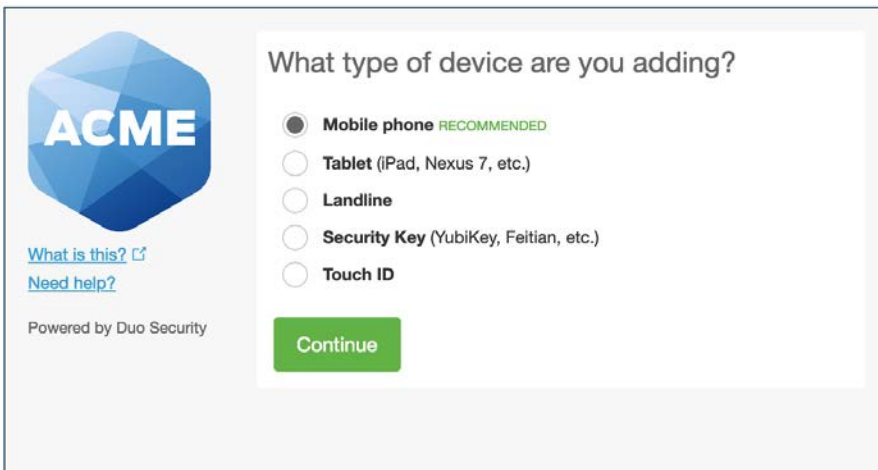
Step One: Welcome Screen

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



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.



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

[What is this?](#) [Need help?](#)

Powered by Duo Security

Enter your phone number

United States

+1 7345557081 ✓

Example: (201) 234-5678

You 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**.

ACME

[What is this?](#) [Need help?](#)

Powered by Duo Security

What type of phone is 734-555-7081?

iPhone

Android

Windows Phone

Other (and cell phones)

Back Continue

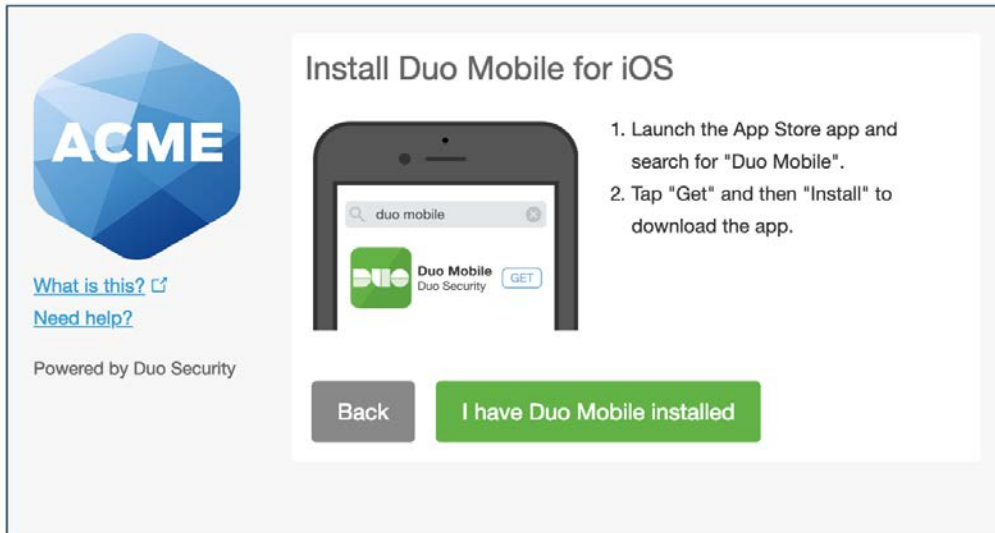
Step Five: Install the Duo Mobile App

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.

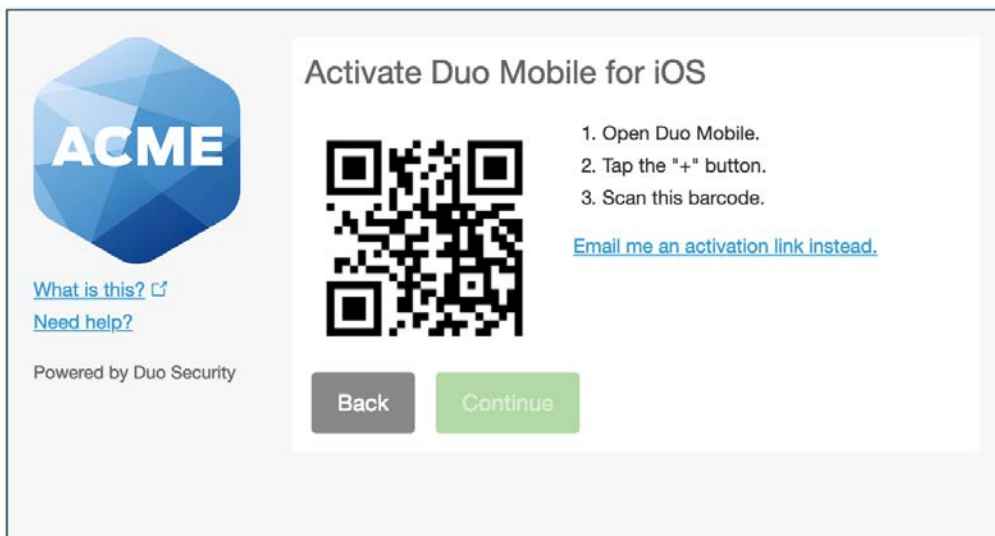
Follow the platform-specific instructions on the screen to install Duo Mobile. After installing the app, return to the enrollment window and click **I have Duo Mobile installed**.



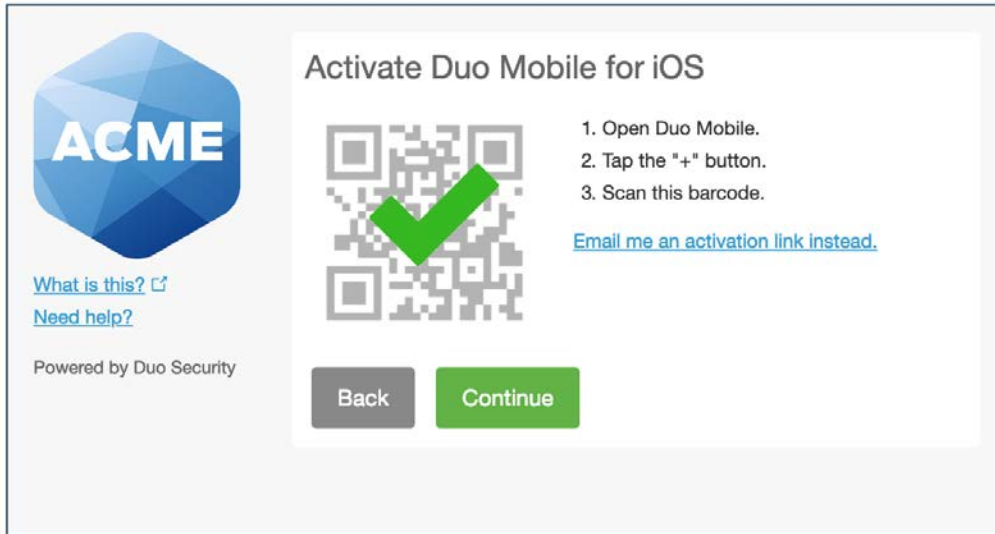
Step Six: Activate Duo Mobile

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.

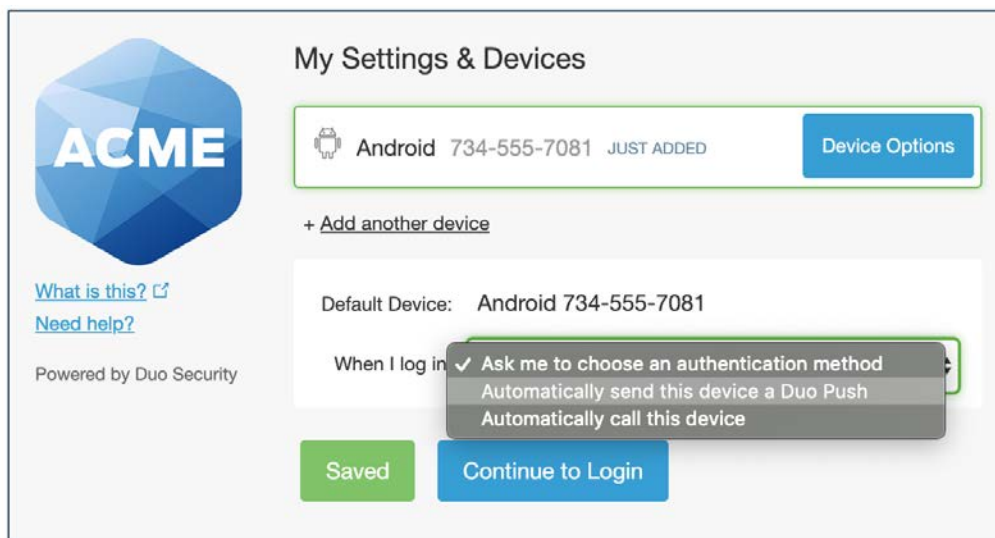


Can't scan the barcode? Click **"Email me an activation link instead"** and follow the instructions.

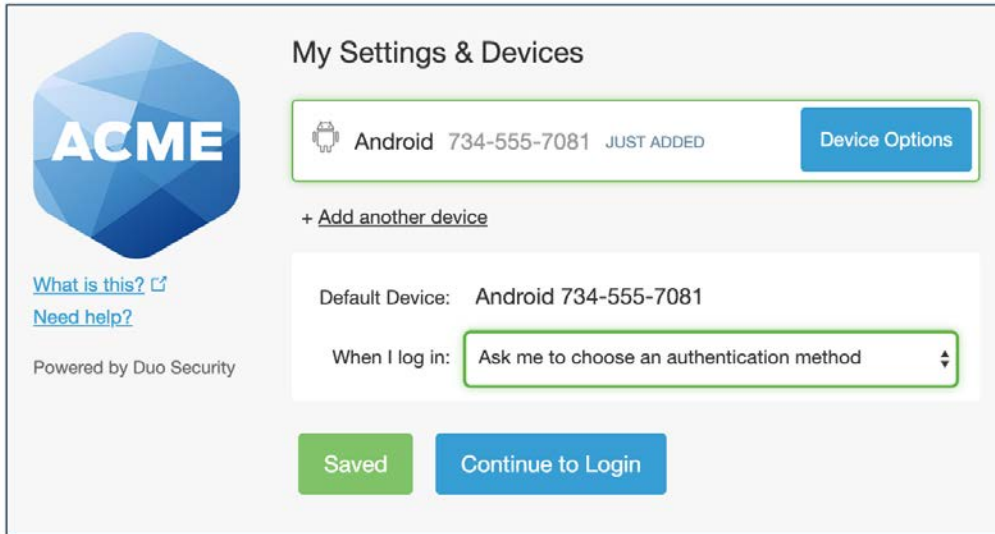
Step Seven: Configure Device Options (optional)

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).

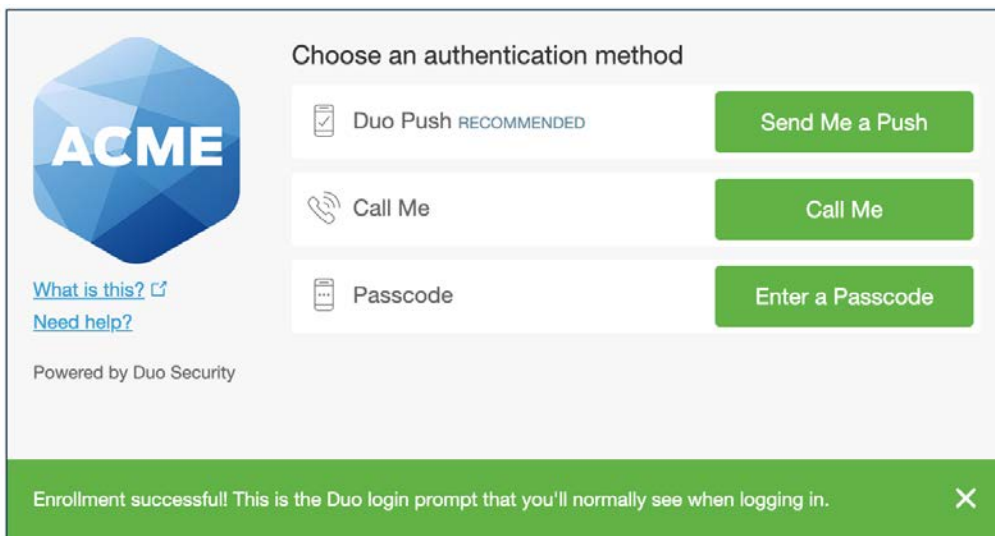


Click **Continue to login** to proceed to the Duo Prompt.



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.



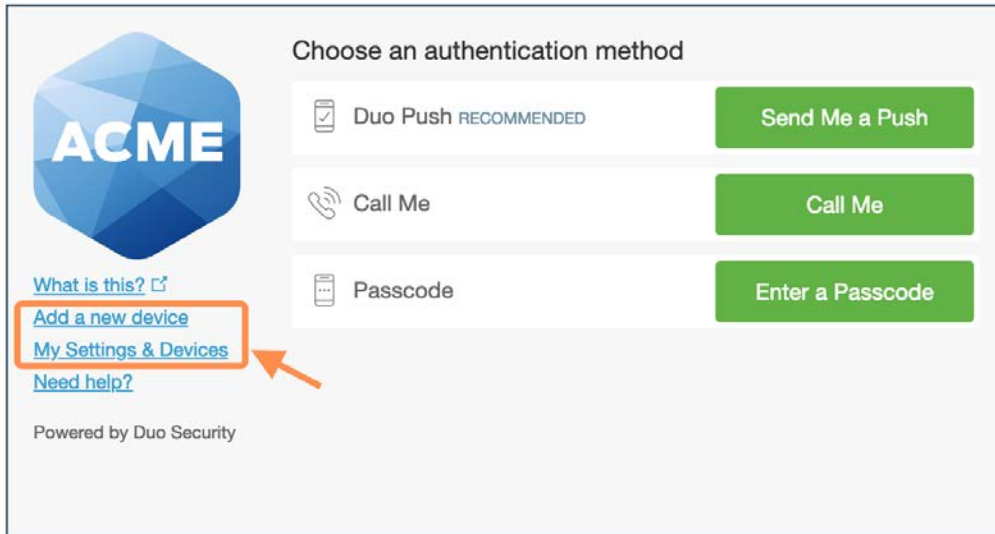
Managing Your Devices

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

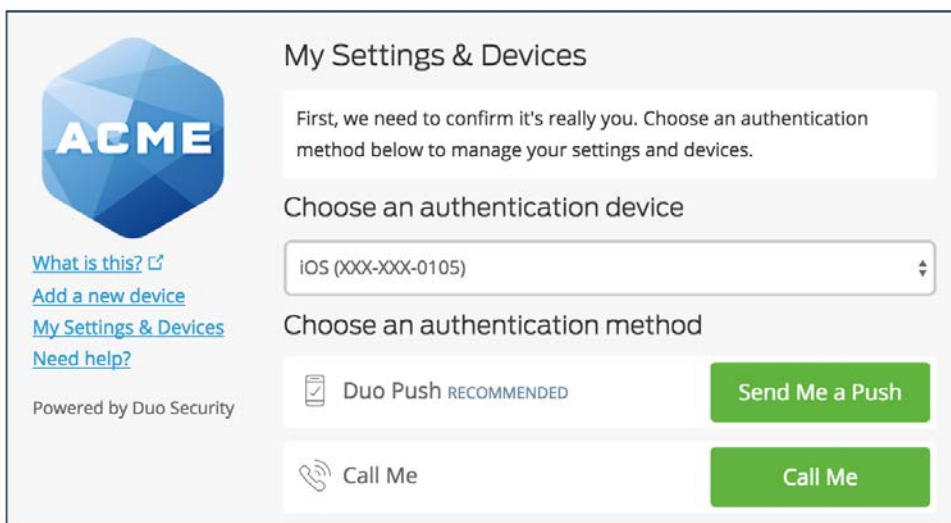
Accessing Device Management

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

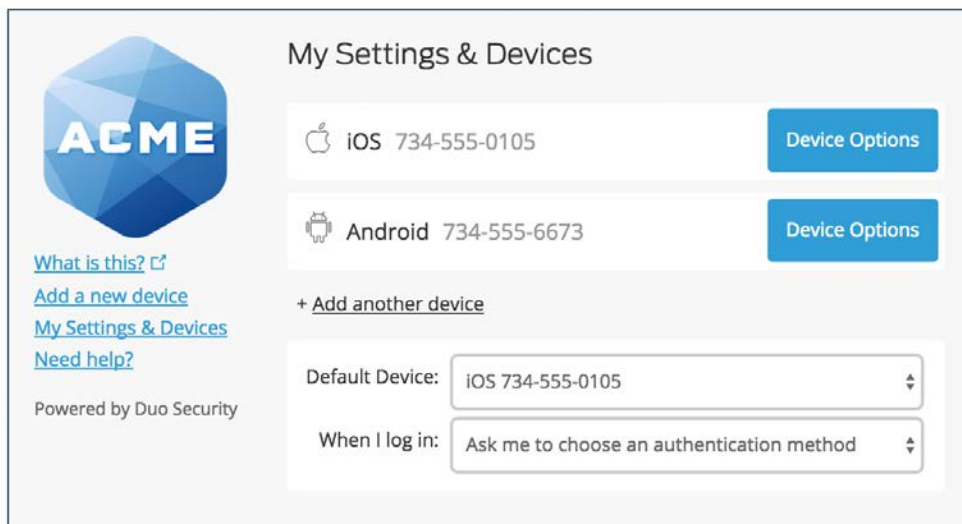
If you enabled the option to automatically send you an authentication request via push or phone call, you'll need to cancel the push or phone call in progress before you can click the "My Settings & Devices" link.



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



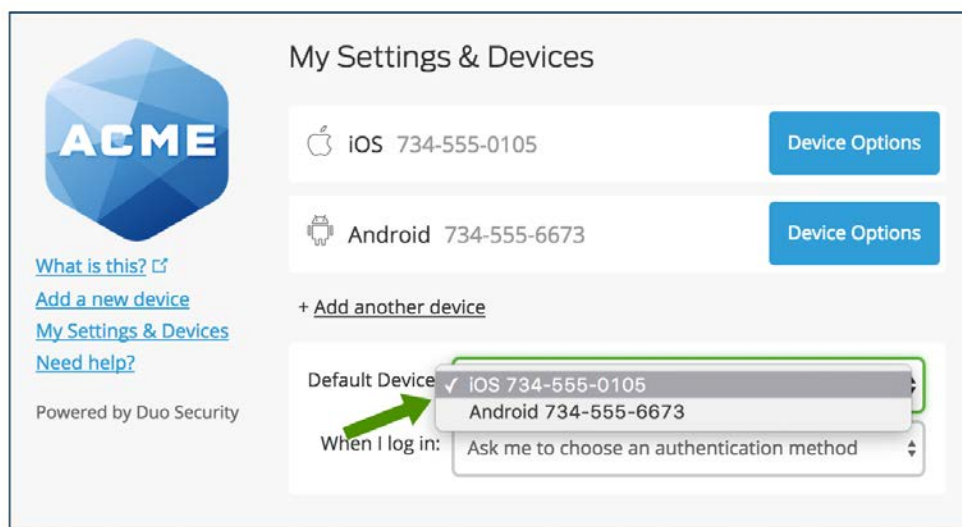
After authenticating, you'll see the device management portal. This is where you can enroll a new device by clicking **Add another device** and following the prompts.



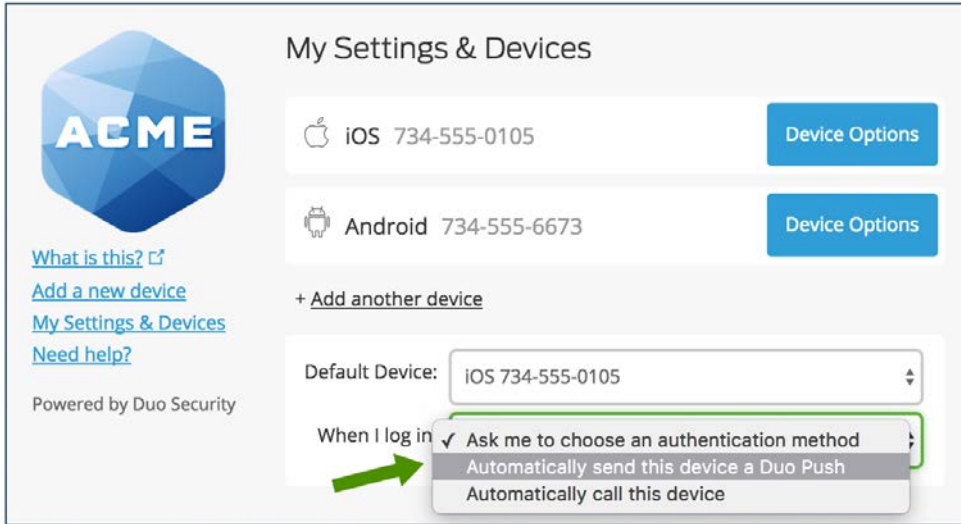
To exit My Settings & Devices, click the **Done** button below your listed devices or click on the logo on the left (or the Duo logo if shown).

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.

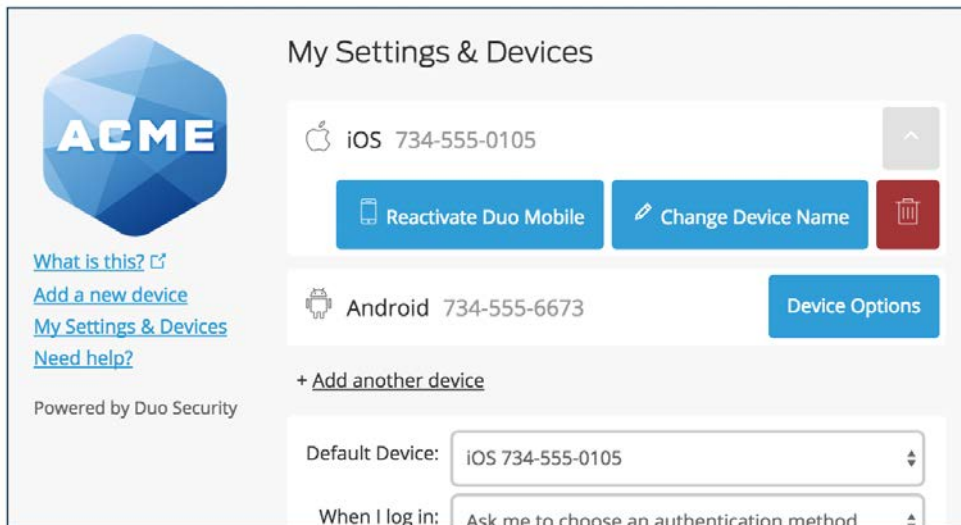


If this is the device you'll use most often with Duo then you may want to enable automatic push requests by changing the **When I log in:** option and changing the setting from "Ask me to choose an authentication method" to "Automatically send this device a Duo Push" or "Automatically call this device" 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).



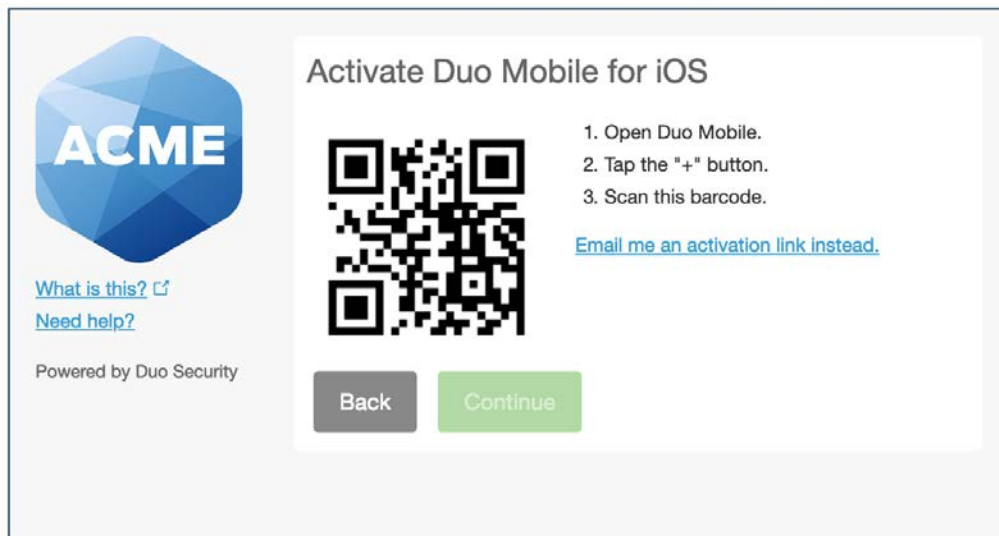
Manage Existing Devices

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.



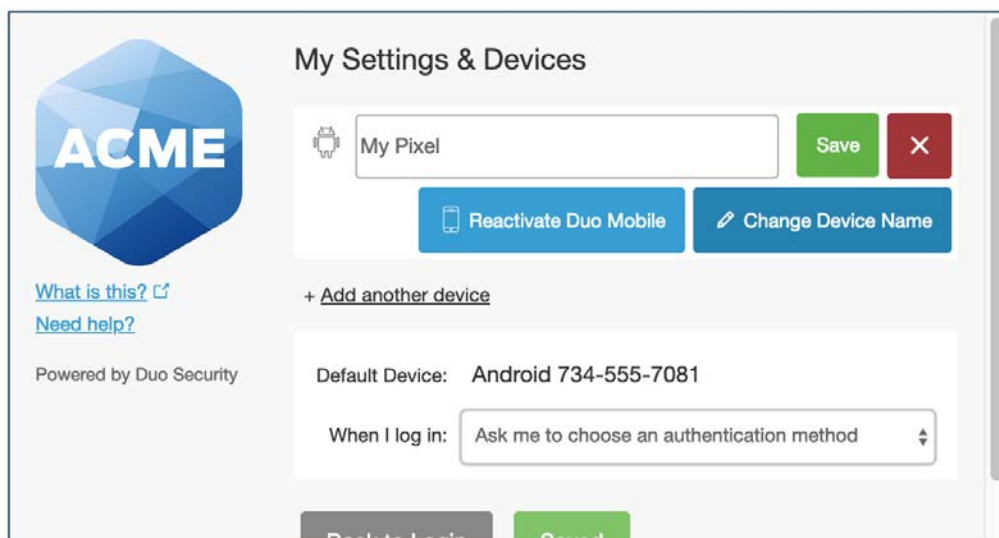
Reactivate Duo Mobile

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.

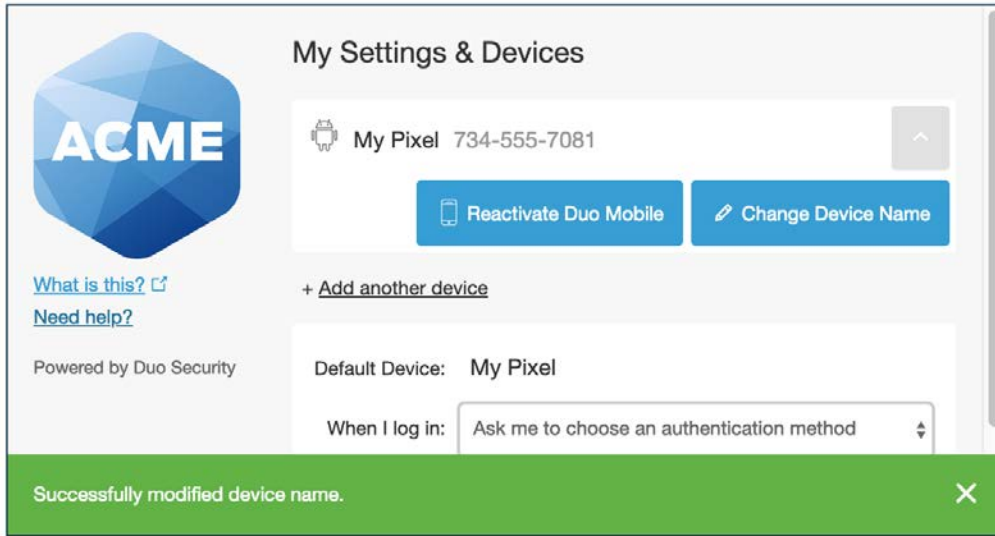


Change Device Name

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**.



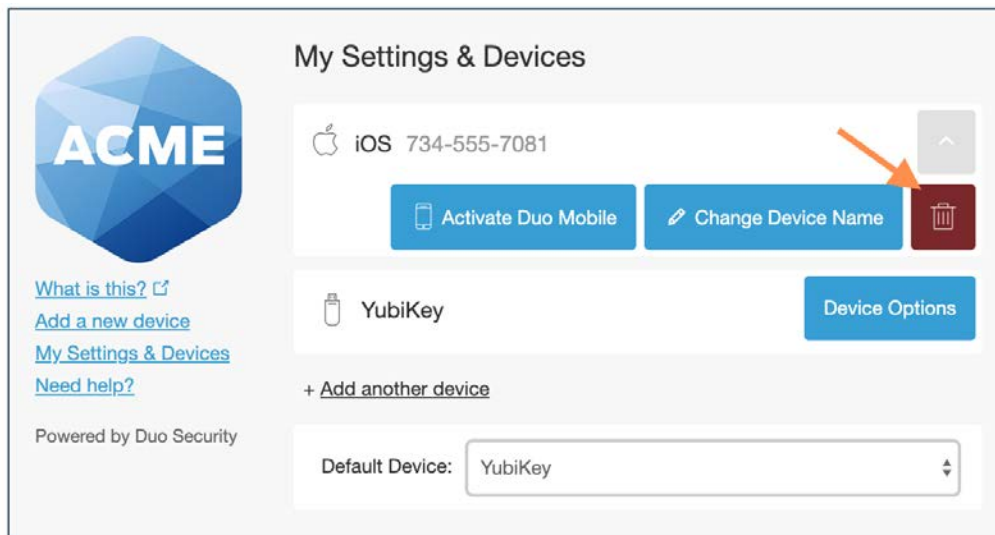
After successfully modifying your phone's name, not only will you see this from now on when managing devices, but it will also be how your phone is identified in the authentication dropdown.



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.



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



Are you sure you want to remove
this device?

This action cannot be undone.

Cancel

Remove

The device is deleted. It can no longer be used to approve Duo authentication requests.

Successfully removed 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.