2-Step Verification with Duo

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I want to learn more about Duo
Introduction
Sacramento State’s 2-Step Verification with Duo protects your SacLink account from unauthorized access by adding an additional security layer to your login process. Once enrolled in 2-Step Verification with Duo, you will use your personal device or token in addition to your username and password to complete the login process. This prevents an attacker from gaining access to your account even if your credentials have been compromised. This guide provides instruction in enrolling in 2-Step Verification with Duo, authenticating with your second factor device, and managing your devices via the self-service interface.

Enrolling in 2-Step Verification with Duo
Enrollment in 2-Step Verification with Duo is open to any employee of Sacramento State. For initial enrollment, you are required to have both a primary and a backup second factor device. These options will be presented to you:

- Mobile Device/Desk Phone
- Mobile Device/Token
- Token/Desk Phone

While these are the only options presented during the initial enrollment process, you can always go back and modify your devices via the self-service interface.

To enroll, please visit: 2 Step with Duo Enrollment Request.

Authenticating with your Second Factor
There are multiple ways to authenticate with 2-Step Verification with Duo. The table below lists supported devices and the associated forms of authentication.

<table>
<thead>
<tr>
<th>Device</th>
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<td>Android, iOS, and Windows</td>
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<tr>
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</table>
After supplying your username and password, you will be prompted to authenticate with your second factor.

Specific instructions for each authentication method are covered below.

**Duo Mobile (Push)**

At the authentication prompt, click “Send Me a Push”.

![Duo Mobile (Push) Authentication Prompt](Image)
A prompt will appear on your device.

Tap the prompt to open Duo Mobile.

Duo Mobile (Passcode)

At the authentication prompt, click “Enter a Passcode”.

Tap the “Approve” button. Your login session will now continue normally.
Open Duo Mobile and click on the “key.”

A six-digit code will be generated.

Enter your passcode in the authentication prompt text box. Once the code is entered, click “Log In.”

Your login session will now continue normally.
**Phone Call**
At the authentication prompt, select a phone from the device list (Either landline or mobile phone). Click the “Call Me” button.

Your device will receive a call from Duo. Follow the instructions on the call to login.

**Passcode Token**
At the authentication prompt, select your token from the list of devices. Click “Enter a Passcode”.

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**Device:**

Choose an authentication method

- Call Me
- Bypass Code

Remember me for 12 hours
Click the button on your token to generate a six-digit code. Your token may differ from the one pictured below.

![Token Image]

Enter the code at the authentication prompt and click “Log In.”

Your login session will continue normally.
**U2F Token**

If you have a U2F token registered to your account, you will automatically be prompted to authenticate using it.

Press the button on your U2F token to authenticate. Your login session will continue normally.
Self-Service

It’s easy to manage your multi-factor devices with Duo’s built in self-service interface. The following actions can be performed:

- Add a new device (landline, tablet, mobile phone, U2F token)
- Remove an existing device
- Reactivate Duo Mobile on one of your devices
- Rename a device
- Change the default device
- Set Duo to automatically send a push to your device

Accessing Self-Service

The self-service interface can be accessed from any Duo authentication prompt. To enter self-service, click on the “My Settings & Devices” link on the left-hand side of the prompt. Make sure you click the link BEFORE authenticating with your second factor.

You will be prompted to use your second factor before being allowed to enter.
Once you have authenticated using your second factor, you will be presented with the main “My Settings & Devices” menu.
Adding a New Device

To add a new device, click “Add another device.” This link is located below the list of your current devices.

The next screen allows you to choose the type of device you wish to add.
Select the “Mobile phone” option and click “Continue.”

Enter the phone number of your mobile phone. Check the box verifying your number is correct then click “Continue.”
You will be prompted to select the type of mobile phone you would like to setup.

**iPhone**
Select “iPhone” from the list of mobile phone types, then click “Continue.”
Make sure you have Duo Mobile installed from the App Store. Once you have installed the Duo Mobile app, click “I have Duo Mobile installed” to continue the setup.

Open the Duo Mobile app on your phone and scan the QR code.

Activate Duo Mobile for iOS

1. Open Duo Mobile.
2. Tap the “+” button.
3. Scan this barcode.

Or, have an activation link emailed to you instead.
When your account has been successfully added to Duo Mobile, a green check mark will appear over the QR code. Click “Continue” to finish adding the device.

Activate Duo Mobile for iOS

1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

Or, have an activation link emailed to you instead.

You should now see your device listed at the main “My Devices & Settings” menu.

Android Phone
Select “Android” from the list of mobile phone types, then click “Continue.”
Make sure you have Duo Mobile installed from the Google Play store. Once you have installed the Duo Mobile app, click “I have Duo Mobile installed” to continue the setup.

Install Duo Mobile for Android

1. Launch the Google Play Store app and search for “Duo Mobile”.
2. Tap “Install” to install the app.

Open the Duo Mobile app on your phone and scan the QR code.

Activate Duo Mobile for Android

1. Open Duo Mobile.
2. Tap the “+” button.
3. Scan this barcode.

Or, have an activation link emailed to you instead.
When your account has been successfully added to Duo Mobile, a green check mark will appear over the QR code. Click “Continue” to finish adding the device.

**Activate Duo Mobile for Android**

1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

Or, have an activation link emailed to you instead.

You should now see your device listed at the main “My Devices & Settings” menu.

**Windows Phone**
Select “Windows Phone” from the list of mobile phone types, then click “Continue.”
Make sure you have Duo Mobile installed from the Microsoft store. Once you have installed the Duo Mobile app, click “I have Duo Mobile installed” to continue the setup.

### Install Duo Mobile for Windows Phone

1. Search for “Duo Mobile” in the store.
2. Tap “install” to install the app.

Open the Duo Mobile app on your phone and scan the QR code.

### Activate Duo Mobile for Windows Phone

1. Open Duo Mobile.
2. Tap the “scan barcode” button.
3. Scan this barcode.

Or, have an activation link emailed to you instead.

When your account has been successfully added to Duo Mobile, a green check mark will appear over the QR code. Click “Continue” to finish adding the device.
You should now see your device listed at the main “My Devices & Settings” menu.

**Non-Smartphone**
If you have a phone that does not support Duo Mobile, it is still possible to add it as a device. The only authentication method supported on this type of phone is callback. To add this type of device, select “Other” then click “Continue.”

You should now see your device listed at the main “My Devices & Settings” menu.
Select the “Tablet” option and click “Continue.”

You will be prompted to select the type of tablet you are using.
**iPad/iPod Touch**

Select the “IOS” option and click “Continue.”

Make sure you have Duo Mobile installed from the App Store. Once you have installed the Duo Mobile app, click “I have Duo Mobile installed” to continue the setup.
Open the Duo Mobile app on your phone and scan the QR code.

When your account has been successfully added to Duo Mobile, a green check mark will appear over the QR code. Click “Continue” to finish adding the device.

You should now see your device listed at the main “My Devices & Settings” menu.
**Android Tablet**
Select the “Android” option and click “Continue.”

Make sure you have Duo Mobile installed from the Google Play store. Once you have installed the Duo Mobile app, click “I have Duo Mobile installed” to continue the setup.
Open the Duo Mobile app on your phone and scan the QR code.

When your account has been successfully added to Duo Mobile, a green check mark will appear over the QR code. Click “Continue” to finish adding the device.

You should now see your device listed at the main “My Devices & Settings” menu.
Landline Phone (Desk Phone)

Select “Landline” from the list and click “Continue.”

Enter your desk phone number. Check the box to verify that the number is correct. When you are ready, click “Continue.”
You will be asked to verify that you have access to the phone you entered. Click the “Call me” button to call your desk phone.

Enter the six digits that are read to you over the phone and click “Verify.”
If the code was valid, a green check mark will appear next to the “Verify” button. Click the “Continue” button to finish adding the device.

You should now see your device listed at the main “My Devices & Settings” menu.

**U2F Token**

Duo currently only supports U2F tokens when used with the Chrome browser. To add a U2F token (YubiKey), select “U2F token” then click “Continue.”
At the next screen, click “Continue.”

A new window will open. Tap the button on your U2F token.
If enrollment was successful, the window will close and your U2F token will appear in the list of devices at the main “My Settings & Devices” menu.

Removing a Device

To remove a device, click the “Device Options” button next to the device you wish to remove.
Click the red trash can button.

Click the “Remove” button.
Your device will no longer appear in the list.

Renaming a Device

Duo allows you to customize the names of your devices for easy recognition. To rename a device, click the “Device Options” button next to the device you would like to rename.
Click the “Change Device Name” button.

![My Settings & Devices](image)

Enter the new device name into the text field, then click “Save.”

![My Settings & Devices](image)

Your device will now appear in the list with its new name.

**Change Default Device**

Duo allows you to select which device will be selected automatically at the Duo authentication prompt. You can always get to your other devices using the drop-down box. This setting only changes which one is selected by default. To change the default device, locate the drop-down box at the bottom of the “My Settings & Devices” menu. If you have multiple devices attached to your account, you may need to use
the scroll bar to scroll down.

Select your preferred default device from the drop-down menu.
Click the “Save” button to save your changes.

Your default device has now been changed.

**Enable/Disable Automatic Push/Call**

You can configure Duo to automatically send a push notification to your default device when you reach the Duo authentication prompt. This saves you from needing to click “Send Me a Push”. To change this option, locate the “When I log in:” drop down box. You may need to scroll down to find it.
Depending on the type of device you have set as your default, the automatic call option may or may not appear.

Select the desired behavior, then click “Save.”

The default behavior of your device has now been changed.
Reactivating Duo Mobile

If your phone or tablet was replaced or factory reset, you will need to reactivate Duo mobile on your device. To reactivate Duo Mobile, click “Device Options” next to the device you wish to reactivate.

From this point, the steps are the same as adding a new tablet or phone. See the appropriate section under “Adding a New Device” for detailed instructions.
Troubleshooting

I am unable to scan the QR code to activate Duo Mobile

If your device does not have a camera to scan the QR code, or the code is not being detected, you can have an activation link emailed to you. This link must be opened on the device you are trying to activate. To have an email sent, click the “Or, have an activation link emailed to you instead” link. It is located to the right of the QR code.

Enter your email address in the text field, then click “Send email.” The email will be sent from no-reply@duosecurity.com.
Once you have clicked the link and activated Duo Mobile, click “Continue”. Your device should now appear in the “My Settings & Devices” menu.

**I am trying to add a U2F token but it won’t let me select it from the list of devices**

Duo currently only supports U2F tokens when using the Chrome browser. If you attempt to add a U2F token using a different browser, it will not allow you to select it.

**I want to learn more about Duo**

If the topic you are interested in was not covered by this document, you can visit Duo’s comprehensive online manual at [https://guide.duo.com/](https://guide.duo.com/).