NetID Management

Duo - Enroll and Authenticate Using a Hardware Token - Faculty/Staff

Introduction

In limited circumstances, TU faculty and staff may request a hardware token for Duo Multi-Factor Authentication. A hardware token is a small electronic security device that may be attached to a keychain. These hardware tokens are assigned to users and are used to generate a random bypass code.

Steps to enroll/authenticate a token:

1. Use Case Scenarios - Read through the **use case scenarios** below to make sure you are eligible for a token.
2. Submit a TechHelp to **request a hardware token**.
3. **Enroll your hardware token** using the steps below.
4. **Authenticate** using your token.

Use Case Scenarios

To receive a token, one or more of the following scenarios must be true:

- You do not have a mobile device (phone, tablet) that you regularly carry with you, and want a method of authenticating in conference rooms, classrooms, or anywhere else where you don't have a permanent landline phone.
- Your only mobile device is a flip-phone, and you teach in classrooms (or attend meetings in conference rooms) with poor cell reception so phone calls and text messages aren't a reliable option.
- You teach in classrooms with poor cell and Wi-Fi reception, and have had difficulties with mobile devices functioning previously.

Request a Hardware Token

1. From your favorite browser type **techhelp.towson.edu**.
2. Enter your **Username (NetID)** and **Password** on the **Tech-Help Authenticated Login** screen and click **Login**.

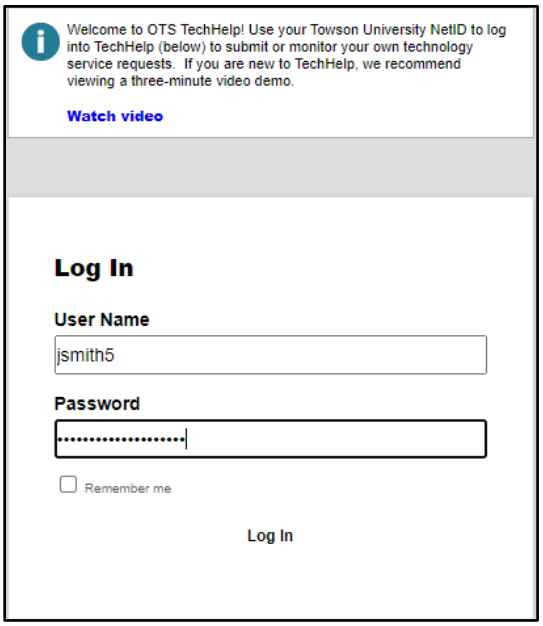

Figure 1

3. Request type: **Employee Role (Faculty, Staff, Student Workers, etc.)**
4. Next drop down: **Accounts, NetID, Passwords, Duo, Sponsored Groups**
5. Next drop down: **Duo Multi-Factor Authentication**
6. Request Detail: **Request a Hardware Token because "use a scenario above"**

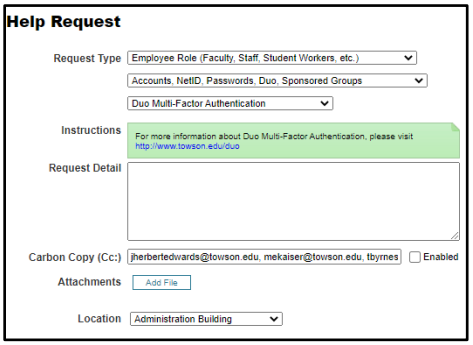

Figure 2

7. Click the **SAVE** button at the bottom of the page.

Figure 3

Note: The Faculty Staff Help Center will ensure that the client meets the requirements for receiving a hardware token and either approve, deny, or escalate the request. If approved, The Faculty Staff Help Center will arrange a pickup time.

Enroll your Hardware Token

1. From your favorite browser type **towson.edu/netid**.
2. Click on the Manage Duo devices under the Other OTS Faculty/Staff NetID Tools.
3. Click the Manage Duo tab at top of display (if not visible click the three lines on the upper-right to display menu).

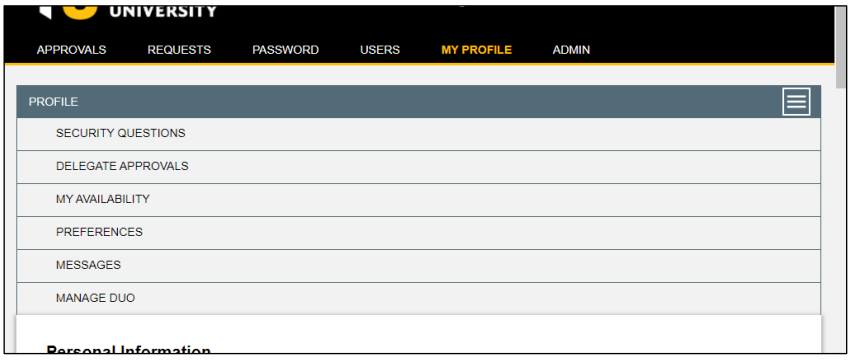

Figure 4

4. Scroll down page to Duo Security Tokens.

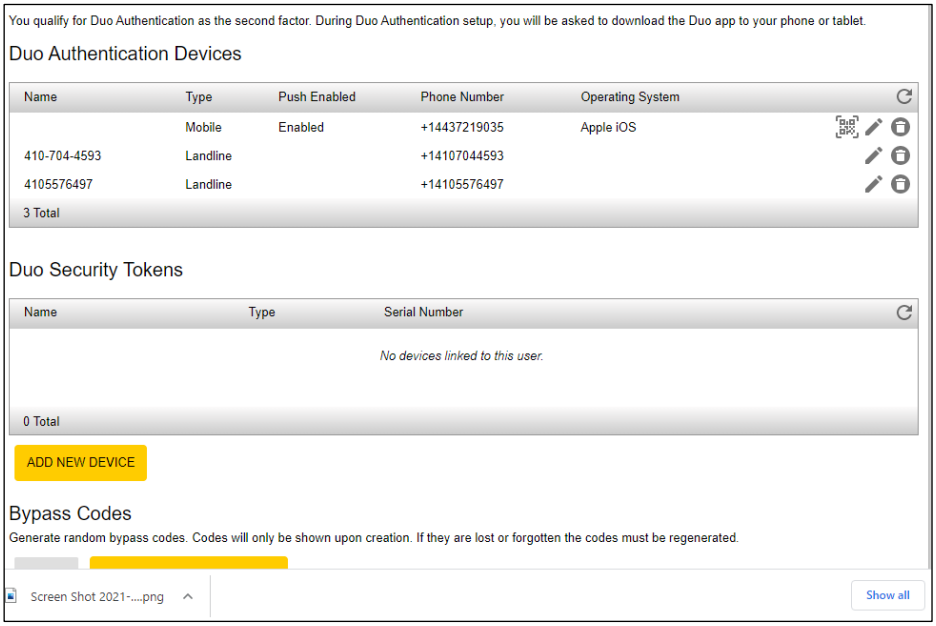

Figure 5

5. Click Add Device.
6. Choose Hardware Token and click next.

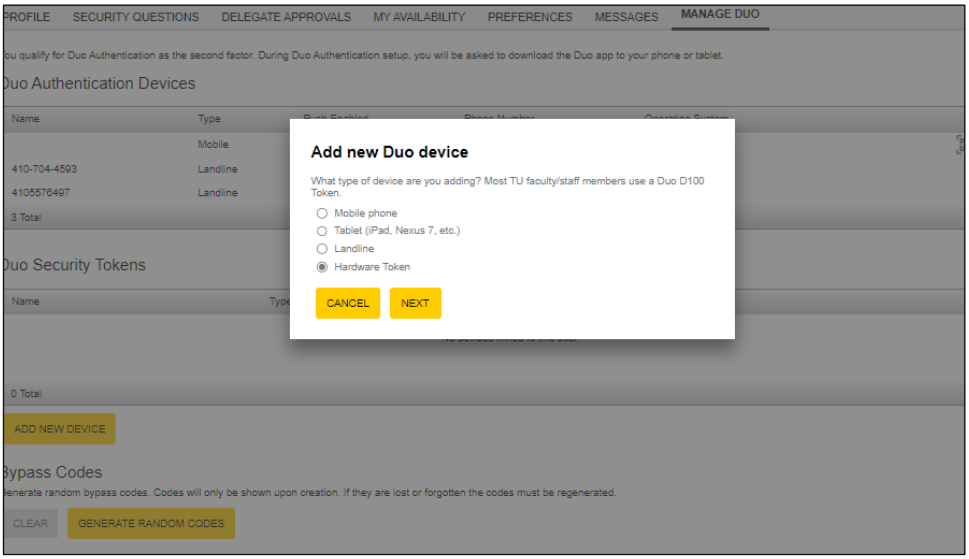

Figure 6

7. Enter Serial# (no dashes) followed by GO6OATH.

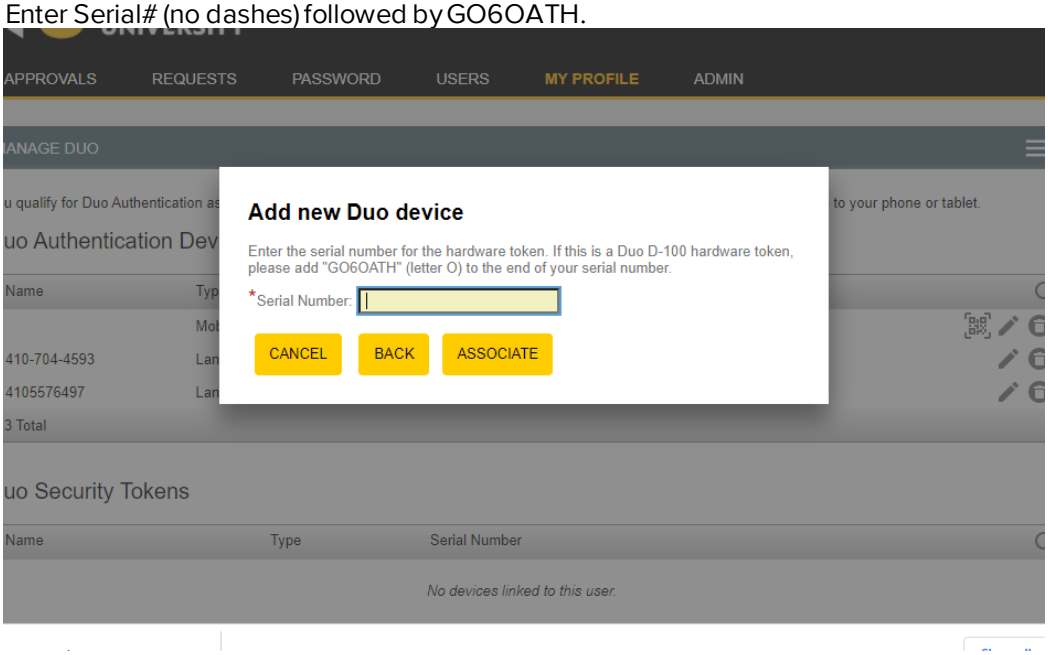

Figure 7

8. Click Associate

Logout

Click the **Logout** button in the upper right-hand corner of the screen when finished.

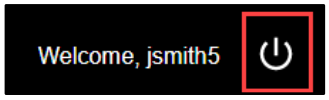

Figure 8

Authenticate Using a Hardware Token

1. When the **Duo Multi-Factor Authentication** window appears after logging in with your **netid** and **password**, select **Token** from the **Device** dropdown menu.

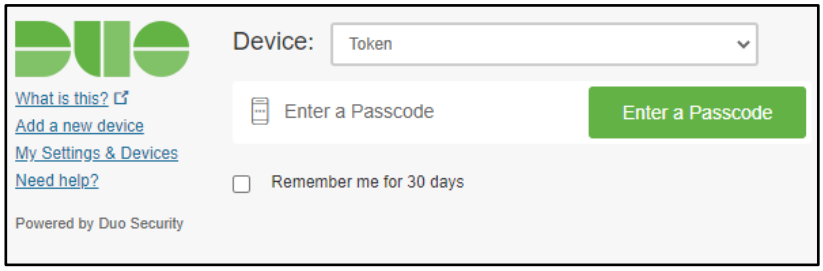

Figure 9

2. Click the **Enter a Passcode** button in the window.

Note: The **Enter a Passcode** button will change to **Login.**

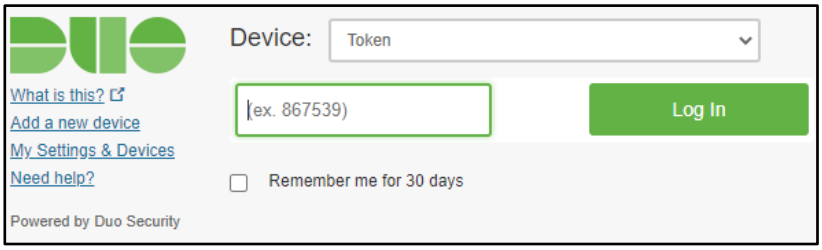

Figure 10

3. On your **hardware token,** press the green button once and wait a couple seconds for the passcode to be generated and displayed.

Figure 11

4. Type the displayed passcode into the field on the **Duo Multi-Factor Authentication** window and press the **Log In** button. You may also check the **Remember me for 30 days** box if available.

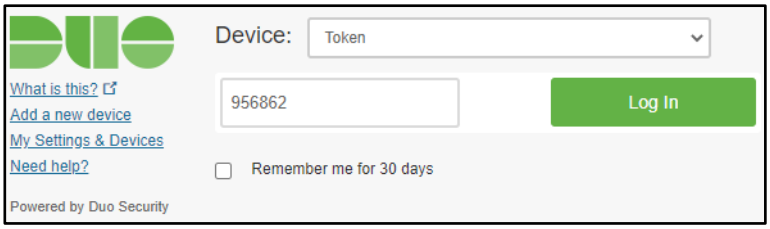

Figure 12

How to Resync your Duo Hardware Token

Note: Hardware Tokens can get out of sync if the button is pressed too many times in a row and the generated passcodes aren't entered into the **Duo Multi-Factor Authentication** window. If this happens, please try authenticating with your hardware token **three** times in a row. On the first **two** attempts, you will receive **Incorrect passcode. Please try again**. On the **third** attempt, you should be granted access.

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Figure 13

Note: If this process does not work, contact the OTS Faculty/Staff Help Center by submitting a TechHelp request.