

Duo Multi-Factor Authentication

Enrolling an iPhone

Introduction

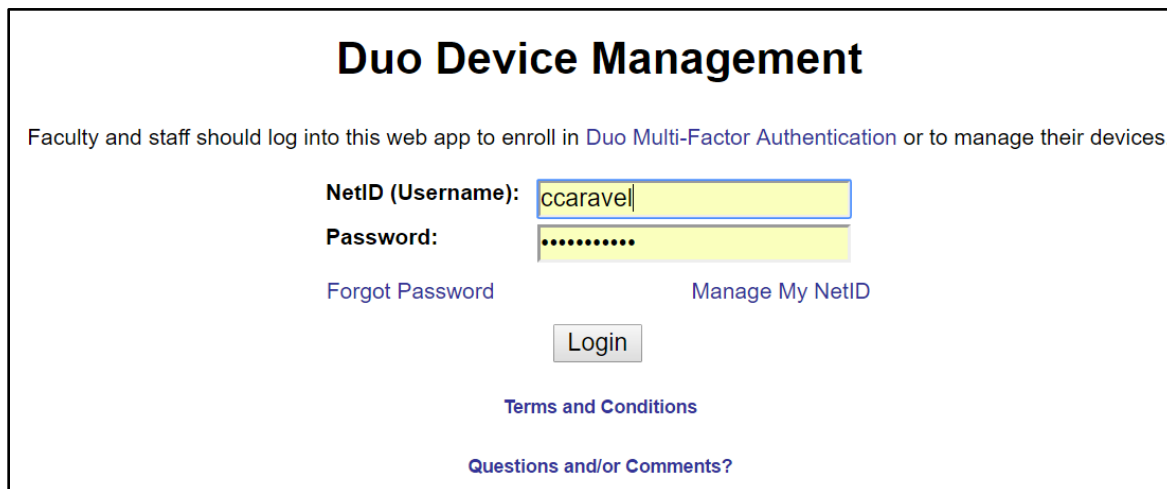
Duo is a multi-factor authentication tool chosen by Towson University to help prevent data breaches. Duo is a tool that verifies someone's identity when trying to access systems that house sensitive data such as PeopleSoft, systems prone to phishing attacks such as Office 365 or system that allow remote access to TU resources such as virtual workspace. Anyone who has access to protected systems will be required to authenticate their login credentials a second time use Duo.

It is recommended that you enroll multiple devices with Duo such as a smartphone (iPhone, Android) and your office and home landlines. This self-help document will walk you through how to enroll an iPhone (Smartphone is the recommended device). Please refer to our [Duo webpage](#) for instructions on how to set up additional devices.

Enrolling an iPhone

You are not automatically enrolled in Duo. Below are steps to enroll an iPhone via a personal computer which is recommended. Using a mobile device to enroll is complicated and not as intuitive.

1. From your favorite browser navigate to www.towson.edu/netid and click on the **Enroll and Manage Duo Devices** link under the **Faculty/Staff NetID Tools** heading on this page.
2. The **Duo Device Management Welcome** screen will appear. Enter your **NetID (Username)** and **Password** and click **Login**.



Duo Device Management

Faculty and staff should log into this web app to enroll in [Duo Multi-Factor Authentication](#) or to manage their devices.

NetID (Username):

Password:

[Forgot Password](#) [Manage My NetID](#)

[Terms and Conditions](#)

[Questions and/or Comments?](#)

Figure 1

Note: If you have already enrolled a device, you will need to authenticate in order to enroll an additional device. If this is the case, authenticate and then proceed to step 4.

3. The **Protect Your Towson University Account** screen will appear, click **Start setup**.

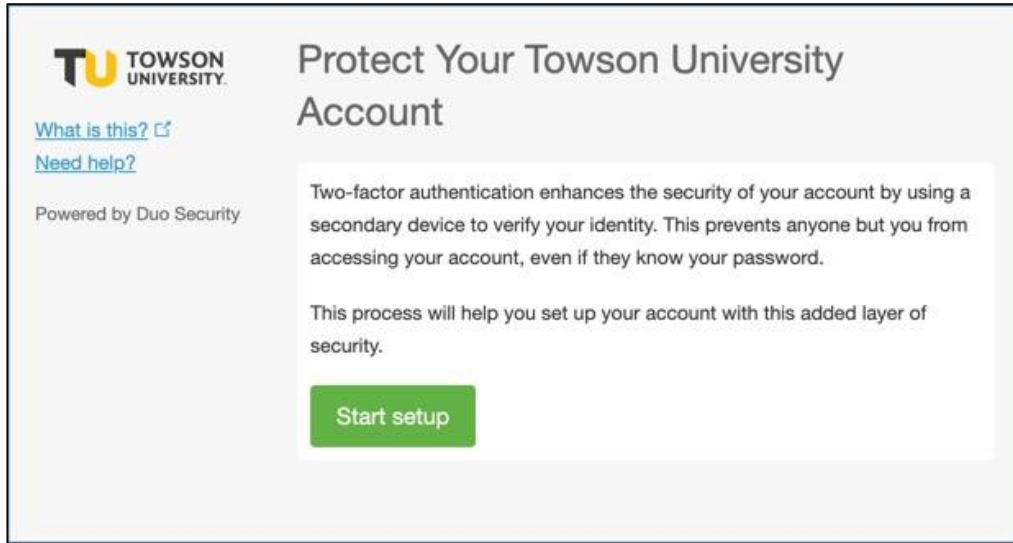


Figure 2

4. From the **What type of device are you adding?** screen, choose **Mobile phone RECOMMENDED** and click **Continue**.

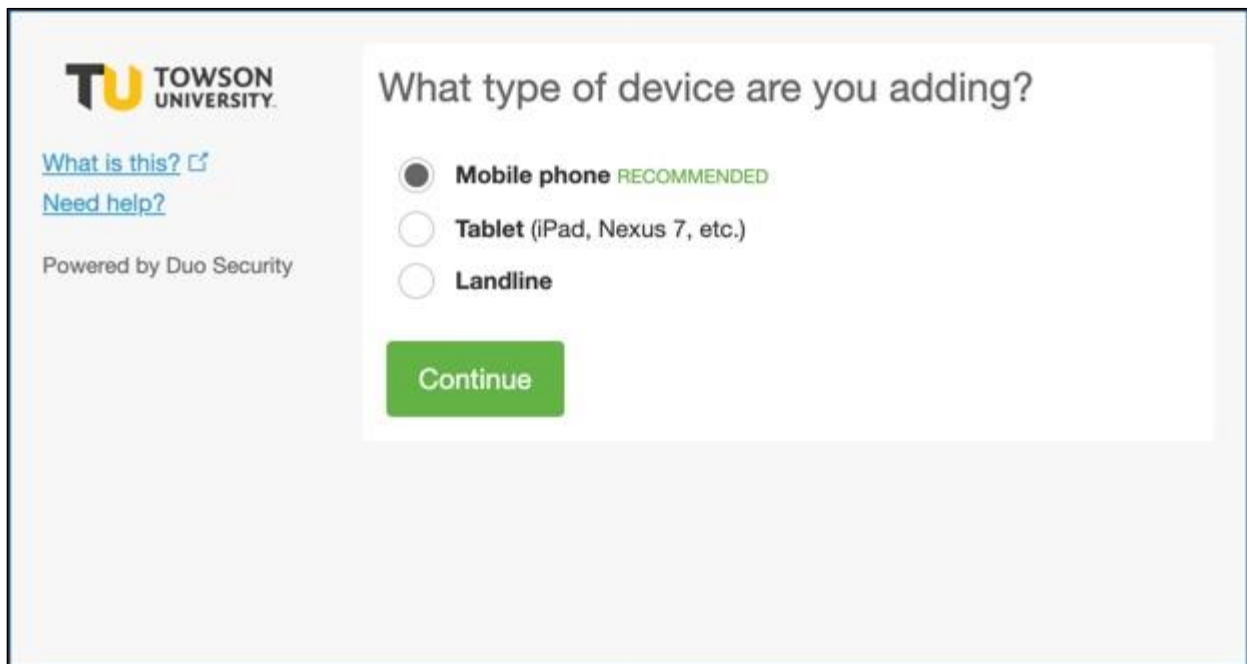


Figure 3

Note: If you wish to set up more than one device, you will have that opportunity after setting up your initial device.

5. The **Enter your phone number** screen will appear. Enter your phone number in the box. The phone number you entered will appear below the box for verification. Click the **check box** to verify and click **Continue**.

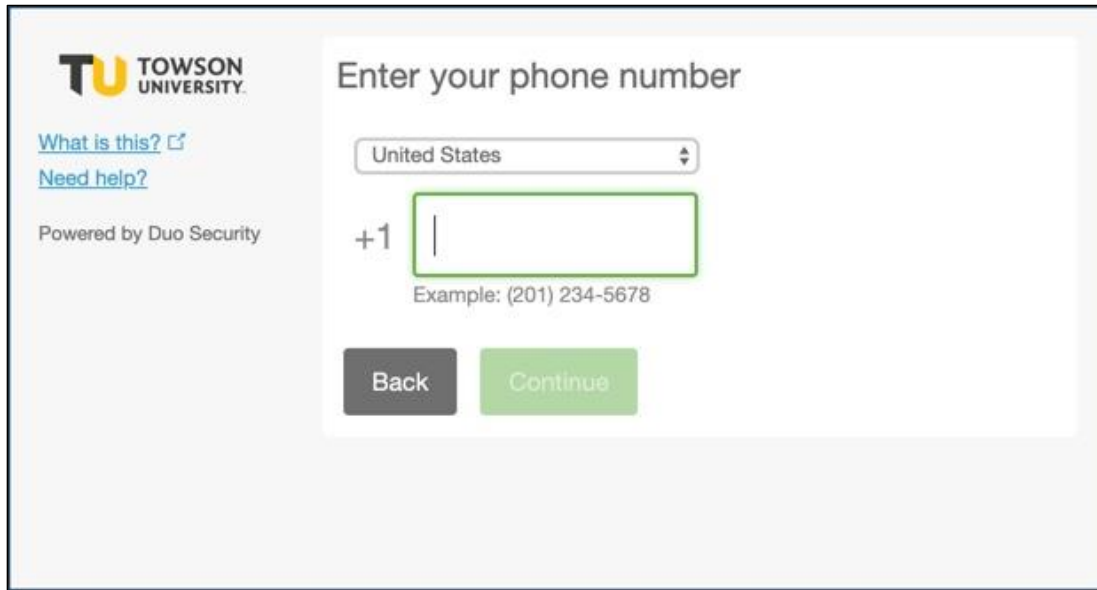


Figure 4

6. The **What type of phone is xxx-xxx-xxxx?** screen will appear. Choose **iPhone** and click **Continue**.

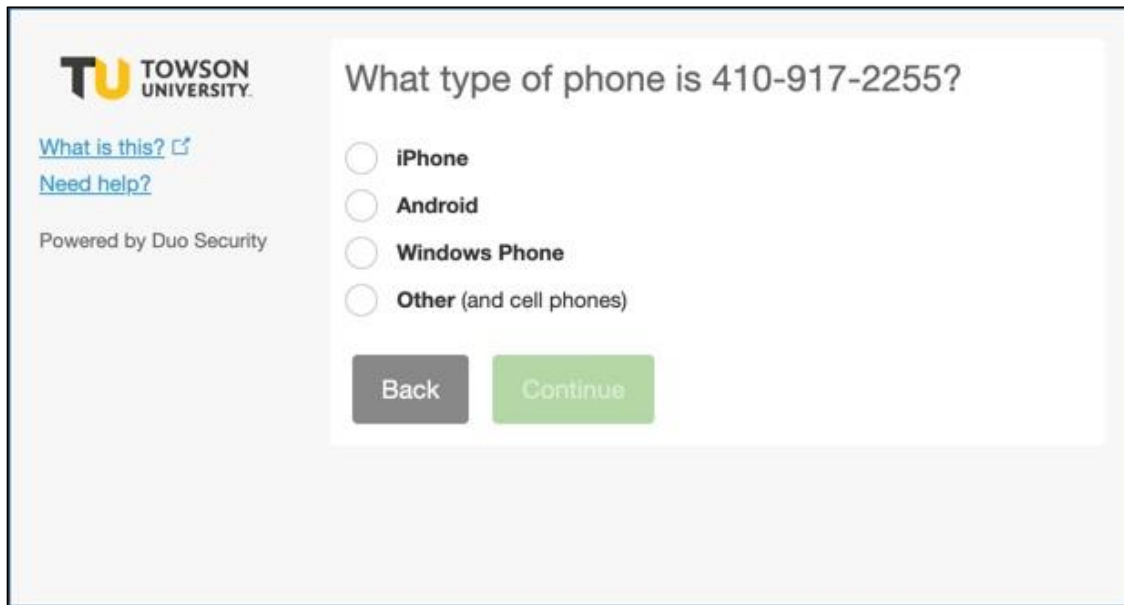


Figure 5

- 7. The **Install Duo Mobile for iOS** screen will appear. At this point, you must install Duo Mobile on your phone.

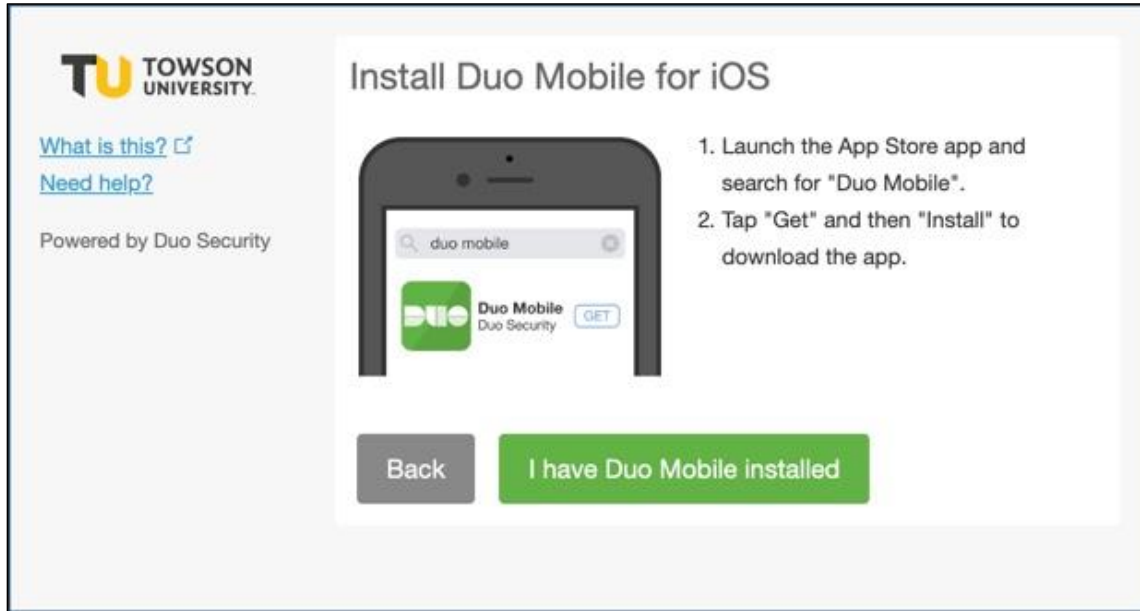


Figure 6

- 8. For an iPhone, you would search for and download **Duo Mobile** from the App Store. Please be aware that you must allow Duo Mobile to send push notifications.

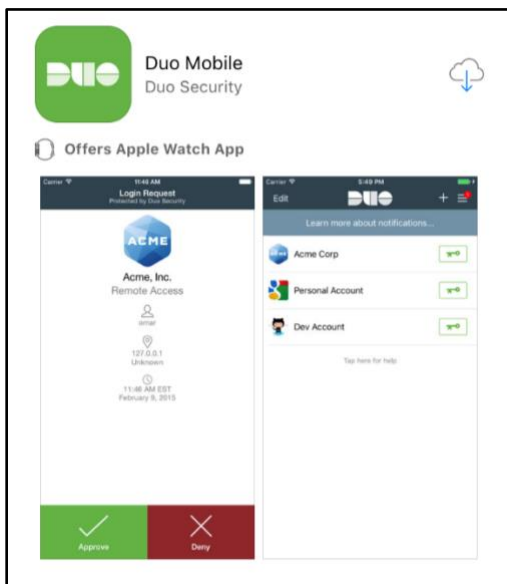


Figure 7

- 9. After installing the app, click **I have Duo Mobile installed**.

- The **Activate Duo Mobile for iOS** screen will appear. There are two ways to activate Duo – scan a barcode or have an activation link emailed. It is recommended that you scan the barcode. This will require Duo to access your camera. This does not give permission for Duo to access your library of pictures or videos. Directions follow on scanning the barcode. If you wish to have an activation link emailed, refer to the appendix of this document for full instructions.



Figure 8

- Open the **Duo Mobile** app you just downloaded on your phone. The **Add Account** screen will appear.

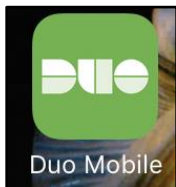


Figure 9

- Either press on the **Add Account** button at the bottom of the screen **OR**

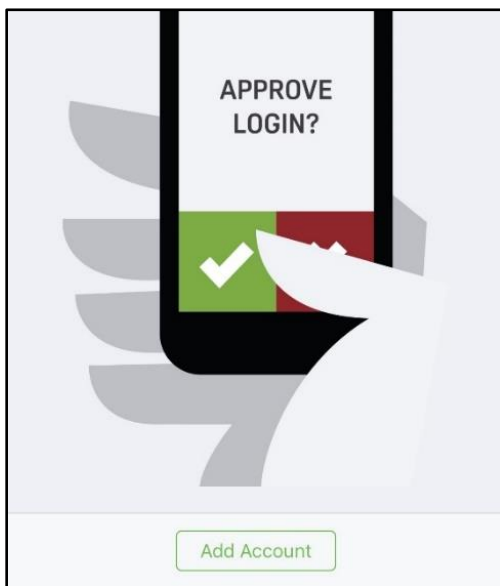


Figure 10

- Press the + sign in the upper right corner.



Figure 11

- d. A message will appear, **“Duo Mobile” Would Like to Access the Camera**. Press **OK**.

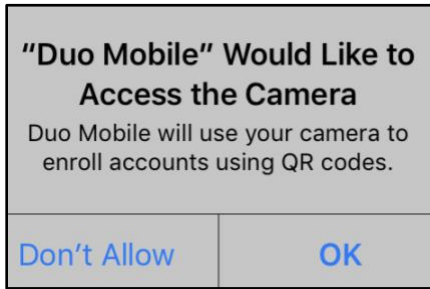


Figure 12

- e. Your camera will activate. Scan the **barcode** that is on the computer screen.

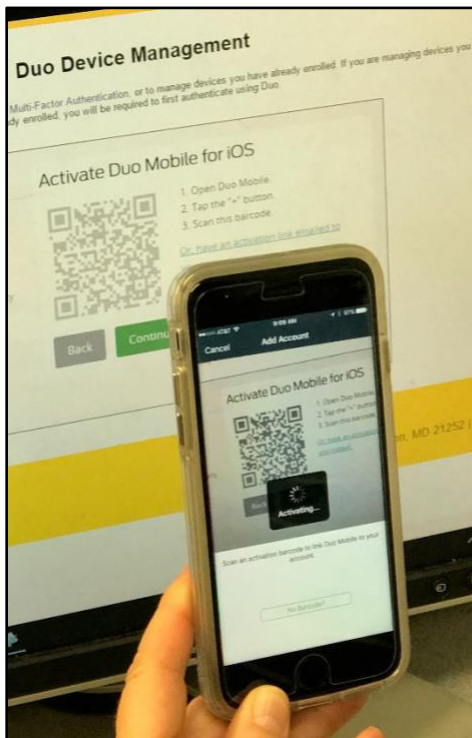


Figure 13

- f. A **check mark** will appear over the **QR code** on the computer screen. Click **Continue**.

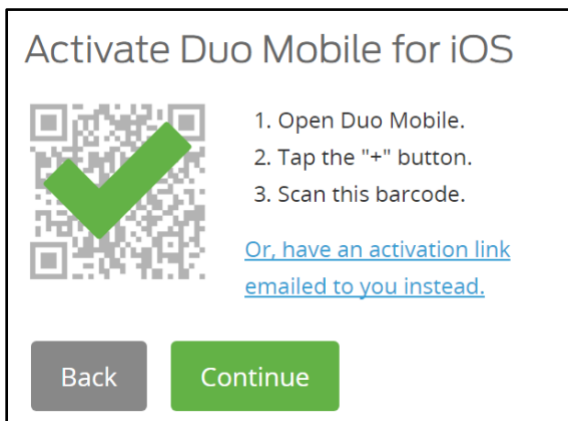


Figure 14

11. The **My Settings & Devices** screen will appear. You have the following options:

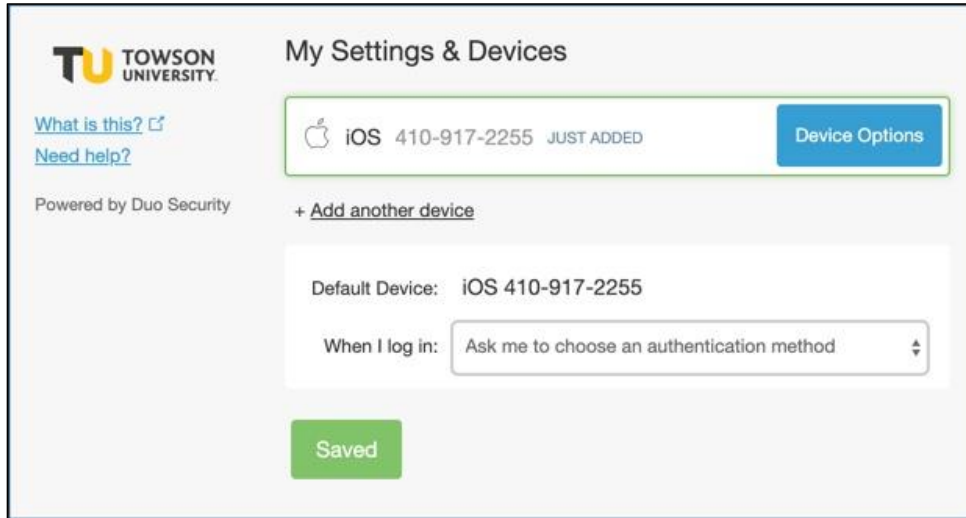


Figure 15

- a. **Device Options** – Click the **Device Options** button to do the following:
 - i. **Change the Device Name** - Click the **Change Device Name** button. The current device name will become highlighted. Type over the original name with the new name of the device and click **Save**.
 - ii. **Reactivate Duo Mobile** – If your iPhone is wiped, or if the app has been deleted, you have to reactivate Duo mobile. Click the **Reactivate Duo Mobile** button and follow the on-screen prompts.

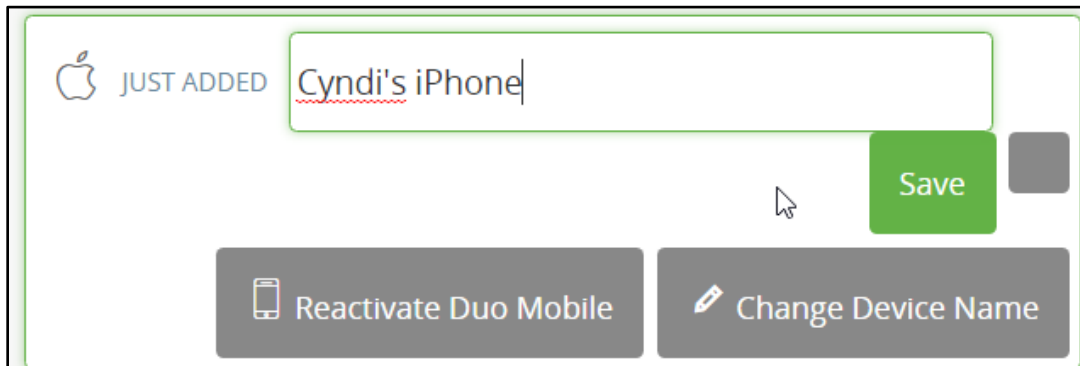


Figure 16

- b. **When I log in:** This is where you choose your default authentication method. Click the down arrow to reveal the following options:

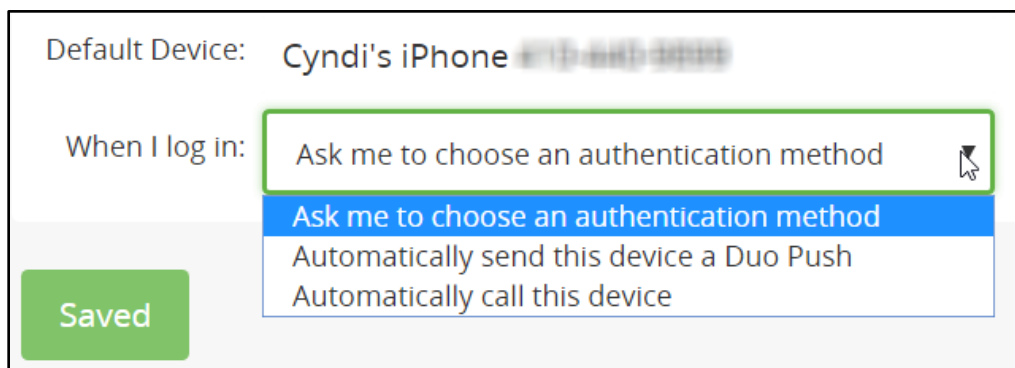


Figure 17

- i. **Ask me to choose an authentication method** – you will choose your authentication method – either a Duo push, a text message, a phone call or enter a passcode.
 - ii. **Automatically send this device a Duo push** – your phone will always receive a push by default to authenticate.
 - iii. **Automatically call this device** – you will always receive a phone call to authenticate.
 - c. Click **Save** when all options have been chosen. **Saved** will appear.
12. You may add another device at this point which is recommended. Click **Add another device** from the **My Settings & Devices** screen.

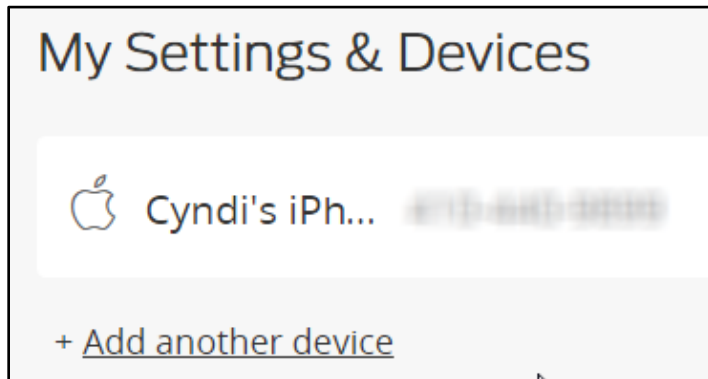


Figure 18

13. The **What type of device are you adding?** screen will appear. Depending on what device you are adding, please refer to the following documentation from the Duo webpage (www.towson.edu/duo):
- Duo Multi-Factor Authentication: Enrolling a Landline – proceed to step 4
 - Duo Multi-Factor Authentication: Enrolling an Android – proceed to step 4
 - Duo Multi-Factor Authentication: Enrolling an iPad – proceed to step 4

Note: If you log out before adding a new device, you will need to authenticate in order to enroll an additional device.

14. Click **Log Out (netid)** in the upper right corner of the website.

Appendix

Activating Duo Mobile by Email

If you do not wish to activate your camera and scan the barcode, you may also activate Duo Mobile through an activation link.

1. The **Active Duo Mobile for iOS** screen will appear.

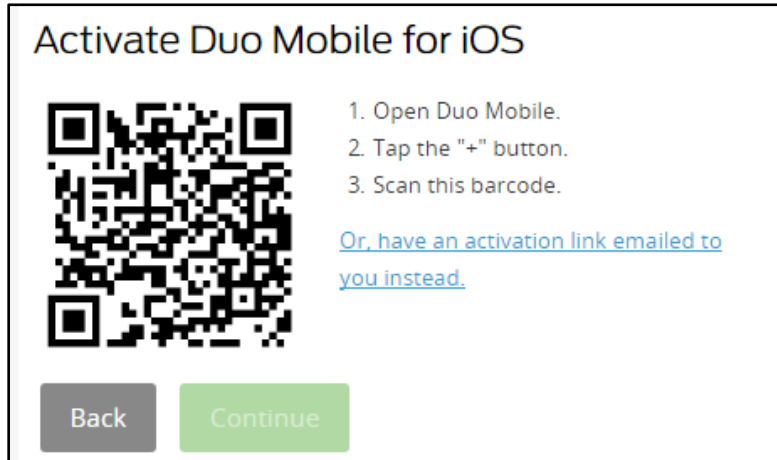


Figure 19

2. Click **Or, have an activation link emailed to you instead.**
3. The **Activate Duo Mobile by Email** screen will appear. Enter the email address that you check on your iOS device and click **Send email.**

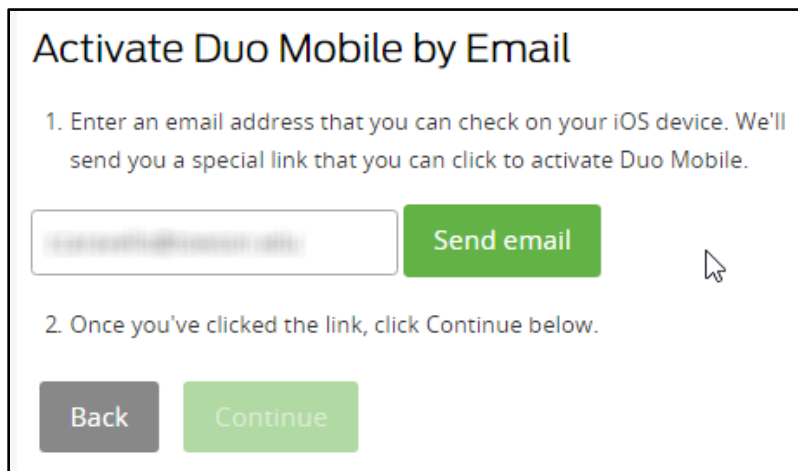


Figure 20

4. Open the Email on your device and press the link that is provided.

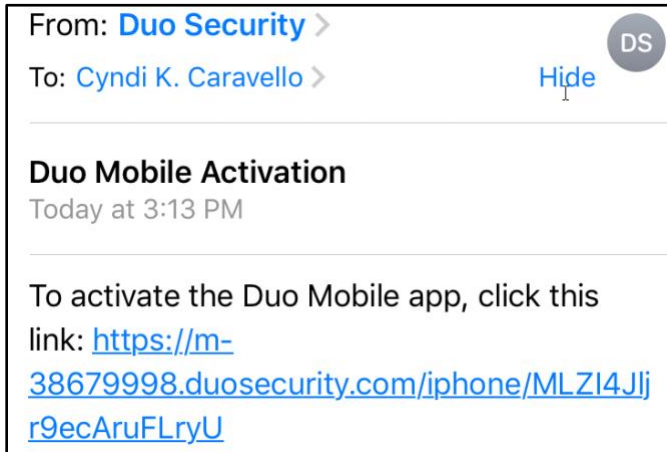


Figure 21

5. The **Open this page in “Duo Mobile”?** window will appear. Press **Open**.
6. Return to step 11 in the previous section.

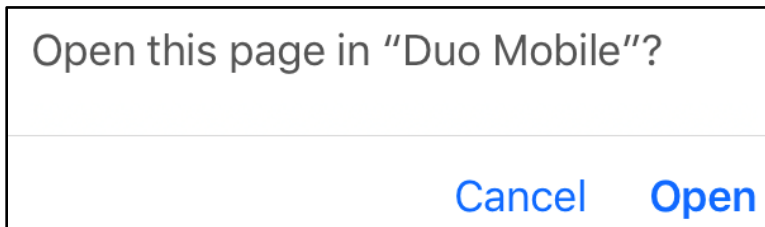


Figure 22