

Duo Multi-Factor Authentication

Authentication Methods

Introduction

Duo adds a second layer of security when authenticating to a system. This is done using a second device such as a phone or a landline. There are a variety of ways to authenticate using these devices. This includes the following:

- **Duo Push** - Receive a screen notification (a push) on your device from the downloaded Duo app. Press Approve on your device to log in. This is the recommended method.
- **Call Me** - Receive a phone call on your cell phone or landline. Press 1 to authenticate.
- **Passcode** - Receive a text message with a code. Enter the code on screen.

Authentication Methods

Note: You must enroll devices before authentication can occur. If you have not already enrolled a device, refer to self-help documentation at www.towson.edu/duo.

1. When the **Choose an authentication method** window appears, click the down arrow beside **Device** and choose the device you wish to use to authenticate with.
2. Authenticate using one of the following options:

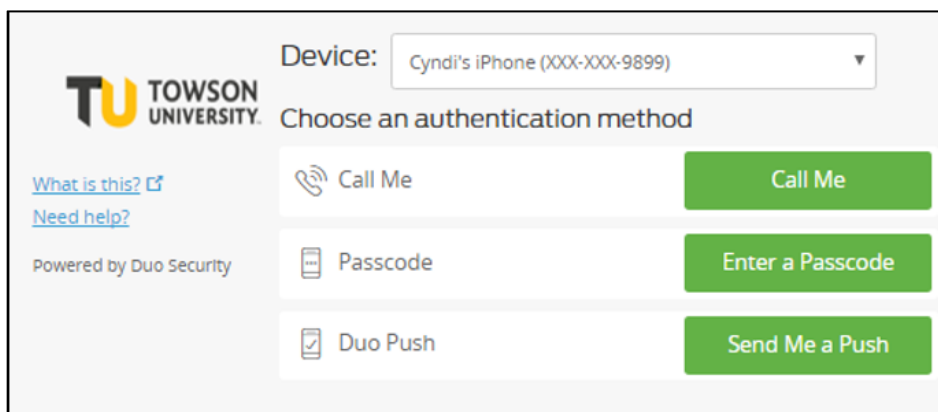


Figure 1

- a. **Send Me a Push** – A **DUO MOBILE Login request** will appear on your Smartphone or Tablet. To authenticate:

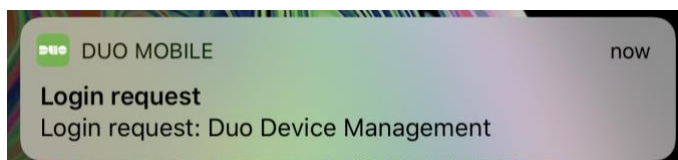


Figure 2

- i. **From the locked position** – Open the login request after entering your passcode and then press **Approve** to authenticate. If you were not expecting a push, press **Deny**.

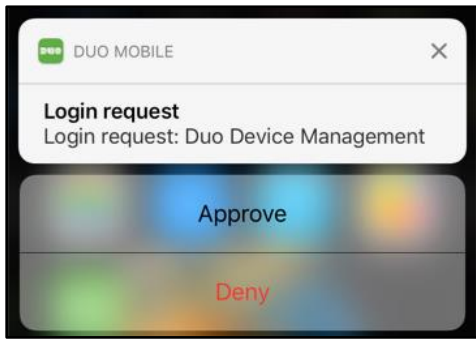


Figure 3

- b. **From the unlocked position** – Swipe down from the **DUO Mobile Login Request** and choose **Approve**. If you were not expecting a push, select **Deny**.
- c. **Call Me** – Your smartphone or landline will ring and you will be required to press 1 to login. The call will automatically terminate after selection.



Figure 4

- d. **Enter a Passcode** – You may either enter a passcode generated from the Duo app or have codes sent in a text message format.

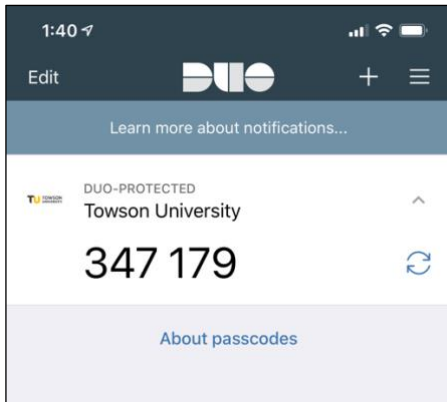


Figure 5

- i. **Duo app** – Open the app on your phone or tablet and press the **expand** arrow beside **Towson University**. A code will appear. When authenticating through DUO, click the **Enter a Passcode** button and enter the number generated by the app in this field.

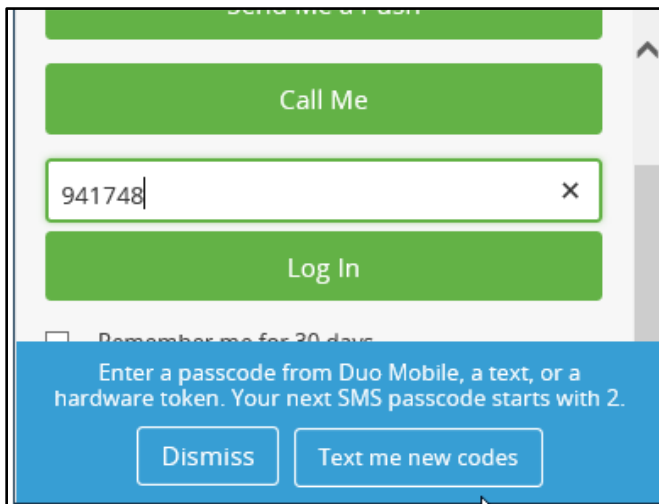


Figure 6

- ii. **SMS passcode** – When the DUO authentication screen appears, click **Enter a Passcode**. A blue bar will appear at the bottom of the box. Click **Text me new codes**.

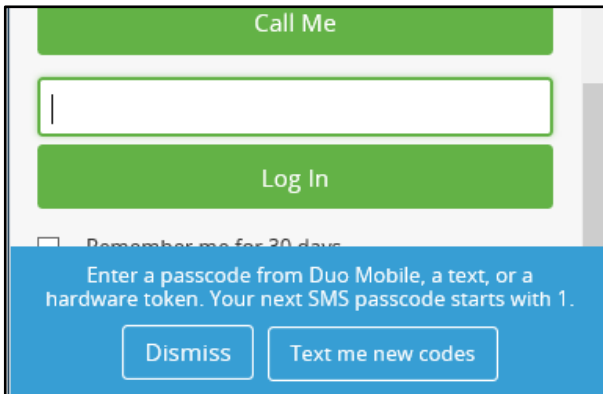


Figure 7

- iii. When you receive the text message on your phone, enter the first of 5 passcodes that will be sent. (You may use the other passcodes at a later date)

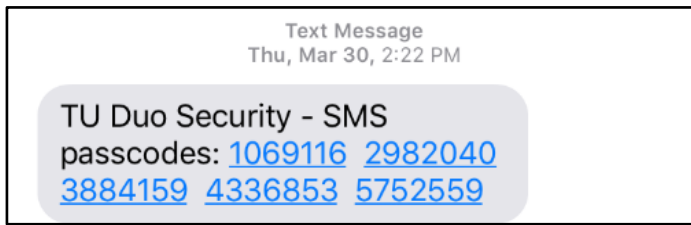


Figure 8

Remember Me Option

When using DUO to authenticate web applications such as PeopleSoft or Office 365, you may see a **Remember me for 30 days** option. If the computer is not a shared or public machine, you can enable that option by selecting the checkbox.

Note: If you have configured Duo to automatically call your phone or automatically send you a push notification, the **Remember me for 30 days** option may be grayed out when the Duo prompt first appears. See the second bullet below for complete instructions on how to utilize in this situation.

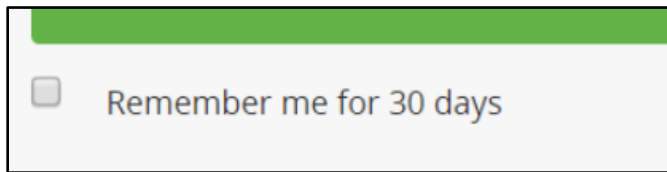


Figure 9

Below are tips pertaining to the Remember me setting for different scenarios that may occur:

- **Mobile Device** - the **Remember me for 30 days** option may not be in view or covered by the on screen keyboard. Simply swipe to see the bottom of the authentication box or minimize your keyboard.
- **Computer/Mobile Device** - If you have configured Duo to automatically call your phone or automatically send you a push notification, the **Remember me for 30 days** option may be grayed out when the Duo prompt first appears. To utilize the remember me option, do the following:

- **Push Notifications**

- On the **Pushed a login request to your device** blue bar, click the **Cancel** button.

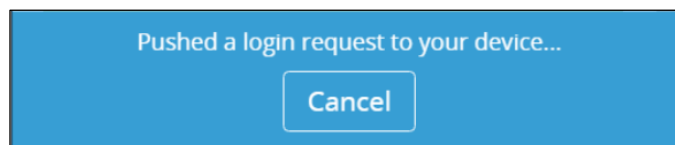


Figure 10

- When the **Authentication request canceled** blue bar appears, click **Dismiss**.

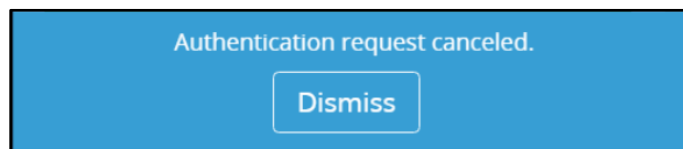


Figure 11

- Select the checkbox beside **Remember me for 30 days** and then choose an authentication method.

- **Call Notifications**
 - You must **Decline** the phone call.
 - Press **Cancel** when the blue bar appears.
 - When the **Authentication request canceled** blue bar appears, click **Dismiss**.
 - Select the checkbox beside **Remember me for 30 days** and then choose an authentication method.