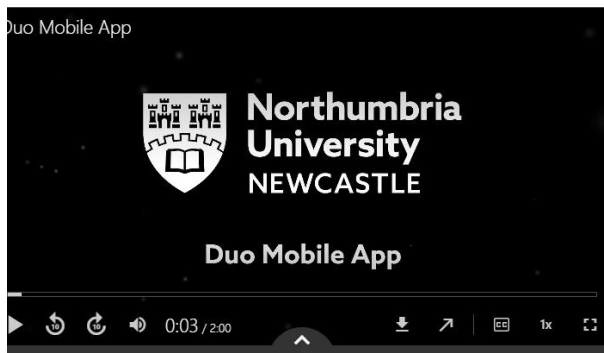# How to enrol with Duo Multi-Factor Authentication

We're switching-on Duo Multi-Factor Authentication (MFA) for all Northumbria accounts – to get started just follow the link on the enrolment email as soon as you receive it. The email will be from **no-reply@duosecurity.com** (subject will be "Duo Security Enrollment).

We have created this video - click on the picture to open it

https://northumbria.cloud.panopto.eu/Panopto/Pages/Viewer.aspx?id=f94ffe92-2a49-4781-b160-aeca0087fe12

Self-Enrolling onto Duo

We would like everyone to register their mobile or tablet for the Duo mobile app as soon as they receive their email and the steps you need to follow are below. There is guidance later for those who do not wish to install the Duo mobile app.

You are able to use your personal mobile device for this registration in place of your work mobile for ease. Please contact the IT Service Desk if you are unable to install the Duo Mobile app.

To enrol from the Duo email in your Northumbria mailbox:

1   Open Outlook and locate the **Duo Security Enrolment** email. It will be from the email address **Duo Security** no-reply@duosecurity.com.

2   Click the link inside the email.

3   Click **Start Setup** to begin enrolling your device.

4   Select the type of device you'd like to enrol and click **Continue**.

5   The county will show **United Kingdom** as default.

6   In the box below, **enter the phone number of the device that you will have with you when you are logging in to a Duo-protected service.**

Note: If you are enrolling a tablet you aren't prompted to enter a phone number, but you will still need to install Duo mobile as detailed later.

Enter your phone number

| United Kingdom | ⌄ |

+44   7777000000   ✔

Example: 121 234 5678

☑ You entered **7777 000000**. Is this the correct nu

Back   Continue

7   Double-check that you entered it correctly, **TICK** the box, and click **Continue**.

8   Choose your device type in the list and click **Continue**.

The next stage is split into two Parts, you only need to follow the one Part that applies to you.

Northumbria University NEWCASTLE

What type of phone is +44 7703 711880?

⦿ iPhone
◯ Android
◯ Windows Phone
◯ Other (and cell phones)

What is this?
Need help?

Secured by Duo

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Part One: Brand New Duo MFA enrolment and you will be using the Duo Mobile App

These steps should be followed if you are enrolling with Duo for the first time or if you previously setup Duo on your secondary IT account, but are choosing to use a different mobile number.

1 The Duo self-enrolment page will prompt you to install Duo Mobile.

2 Open the App Store on your device, search for **Duo Mobile** and install the app onto your device.

Install Duo Mobile for iOS
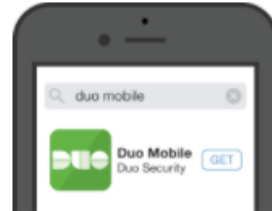
1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.

3 Once installed, you can return to the enrolment window and click **I have Duo Mobile installed**.

Back | I have Duo Mobile installed

4 To activate Duo Mobile, open the app, tap the **Use a QR code** button and scan the barcode on the screen.

NOTE: You'll need to allow camera access.

Activate Duo Mobile for iOS

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

Email me an activation link instead.

5 Once activated, the QR code will show a tick and the **Continue** button will be clickable.

Back | Continue

6 You can now click **Finish Enrollment** and your device is ready to approve future Duo authentication requests.

Part Two: You have a previous Duo MFA Enrolment/are not installing the Duo Mobile app.

These steps should be followed if you previously enrolled a secondary IT account for Duo and are using the same mobile number here. They can also be followed if you are not using the Duo Mobile app.

1 The Duo self-enrolment page will now prompt you to verify that this account can be registered to a number already in use with Duo.

2 Click **Text Me** and Duo will send you a 6-digit code to enter on the screen.

Verify Ownership of +44 77

1. We can text you with a verification code.

Text me | Text sent

2. Enter your 6-digit code:

222222 | Verify ✔

3 Enter the code in the box and click **Verify**. Once the green tick appears, click **Continue**.

4 You can now click **Finish Enrollment** and your device will be linked to Duo, to approve future Duo authentication requests.

You'll see an option to **Practise now**, you can select this to see how Duo authentication 'works'

Back | Continue

Authorising Duo and gaining access to Northumbria systems

Once Duo is activated, you will be prompted to authorise access via a Duo prompt on your mobile device. This is time limited, so you should access and confirm the Duo notification straight away.

> Important Note: If you receive a Duo notification and you haven't tried to access a Northumbria system, please tap **Decline.**
> This is Duo doing its job and letting you know that someone is trying to gain access. Please flag this immediately with our security team via the IT Service Desk.

Where you would have previously seen a box to enter your Northumbria Username and Password, you'll see a new box:

1 Duo will **Automatically Send** you a push request if Duo Push is configured.

2 Open this and a **Login Request** screen will appear.

3 Tap **Approve** and, back at your computer, you'll see that you're granted access.

If you have multiple devices or authentication methods, select **Other Options**

Other options

This will allow you to select the device and authentication method **Different** from the default.