

NORTHEASTERN ILLINOIS UNIVERSITY

DUO MULTI-FACTOR AUTHENTICATION USER GUIDE

ENROLLING YOUR DEVICE

Step 1: You will receive an email from Duo Security to enroll your device for DUO MFA as shown below.

Please contact the Helpdesk at helpdesk@neiu.edu or (773) 442-4357 if you never received a DUO enrollment notification email, if you have lost the email or the link for your device enrollment has expired.


Duo Security

Duo Security Enrollment - This is an automated email from Duo Security. Your orga...

----- Forwarded message -----
From: **Duo Security** <no-reply@duosecurity.com>
Date: Tue, Aug 10, 2021 at 3:32 PM
Subject: Duo Security Enrollment
To: [REDACTED]

This is an automated email from Duo Security.

Your organization invites you to set up a user account for Duo. You will find instructions from your Duo administrator below. If you have questions, please reach out to your organization's IT or help desk team.



Hello,

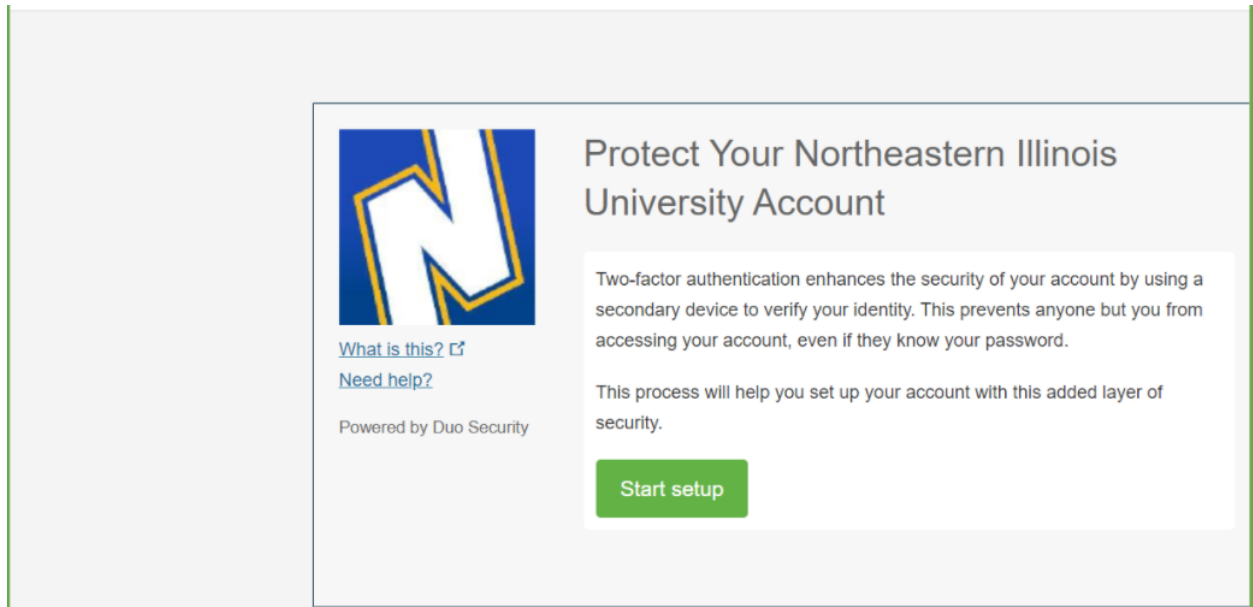
Your organization is now rolling out Duo Security, a friendly and secure way for you to log into your applications. Your administrator has invited you to set up your account for Duo so you can start logging in.

To begin, click this link to enroll a phone, tablet, or other device:
[https://\[REDACTED\]](https://[REDACTED])

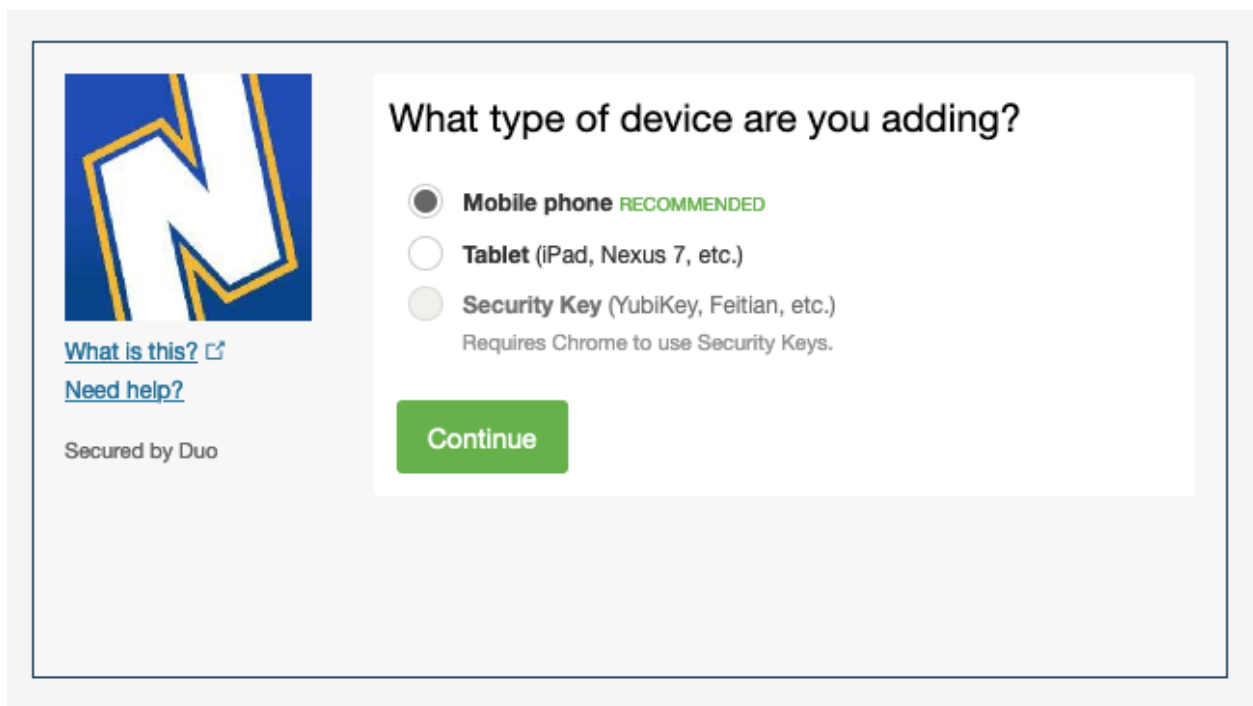
Duo Security is a two-factor authentication service that strives to be easy to use and secure. To learn more about Duo authentication, visit the guide here:
<https://guide.duo.com/enrollment>

Step 2: Open this email and **click the embedded link** for the enrollment process to start.

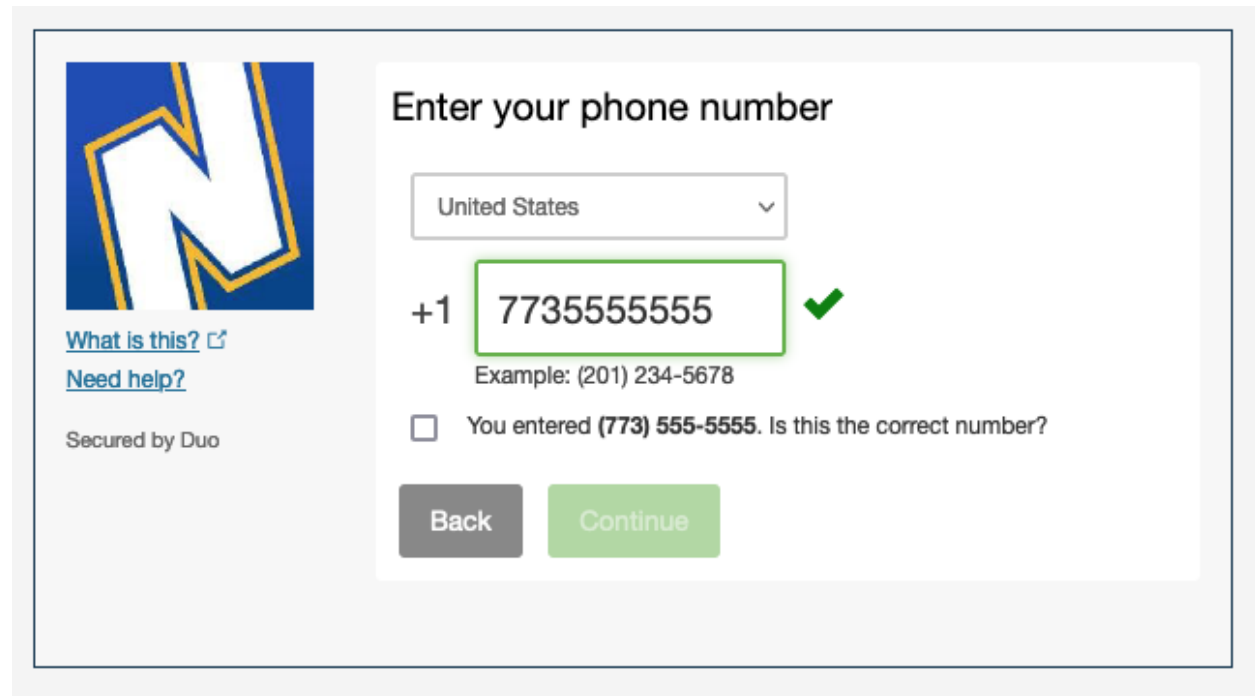
Step 3: After you click the link, you should see the following webpage. Click the green **“Start setup”** button to begin the enrollment process.



Step 4: Choose the option **“Mobile phone”**, and click **“Continue”**.



Step 5: Input your mobile phone number, click the check box to verify your phone number, and then click “**Continue**”.



The screenshot shows a Duo security interface for entering a phone number. On the left, there is a blue square logo with a white 'N' outlined in yellow. Below the logo are two links: 'What is this?' and 'Need help?'. At the bottom left, it says 'Secured by Duo'. The main area has the title 'Enter your phone number'. Below the title is a dropdown menu set to 'United States'. To the left of the number input field is a '+1' country code. The input field contains the number '7735555555' and is highlighted with a green border. To the right of the input field is a green checkmark. Below the input field is an example: 'Example: (201) 234-5678'. Below the example is a checkbox and the text 'You entered (773) 555-5555. Is this the correct number?'. At the bottom are two buttons: 'Back' (grey) and 'Continue' (green).

What is this? [Need help?](#)

Secured by Duo

Enter your phone number

United States

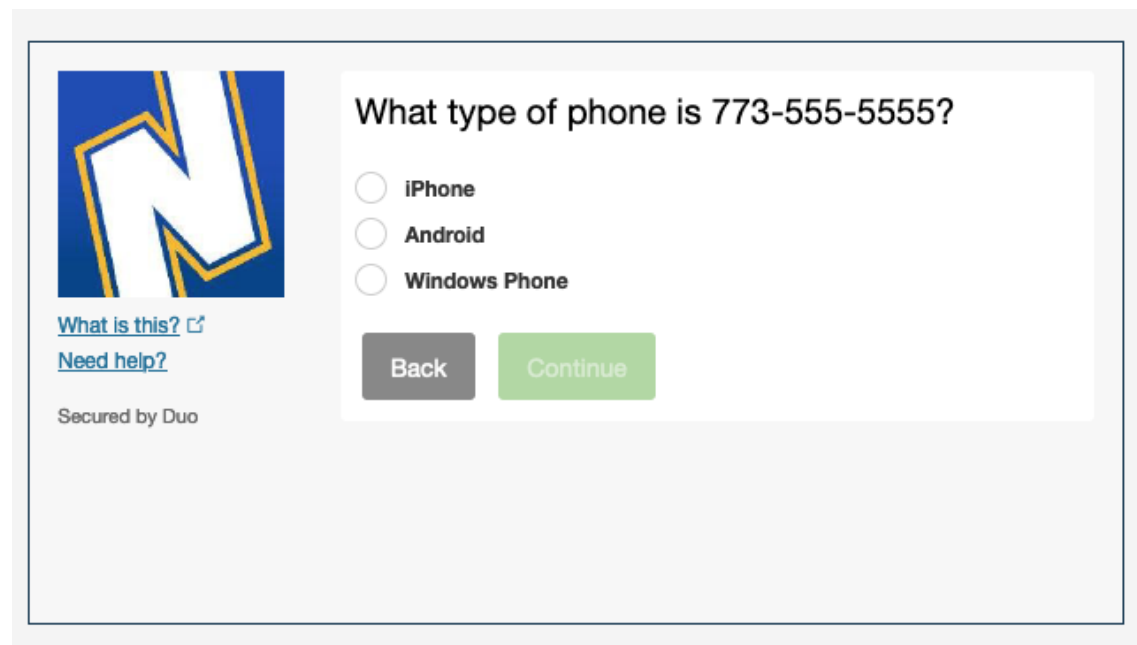
+1 7735555555 ✓

Example: (201) 234-5678

☐ You entered (773) 555-5555. Is this the correct number?

Back Continue

Step 6: Choose the mobile phone type, and click “**Continue**”.



The screenshot shows a Duo security interface for selecting a phone type. On the left, there is a blue square logo with a white 'N' outlined in yellow. Below the logo are two links: 'What is this?' and 'Need help?'. At the bottom left, it says 'Secured by Duo'. The main area has the title 'What type of phone is 773-555-5555?'. Below the title are three radio button options: 'iPhone', 'Android', and 'Windows Phone'. At the bottom are two buttons: 'Back' (grey) and 'Continue' (green).

What is this? [Need help?](#)

Secured by Duo

What type of phone is 773-555-5555?

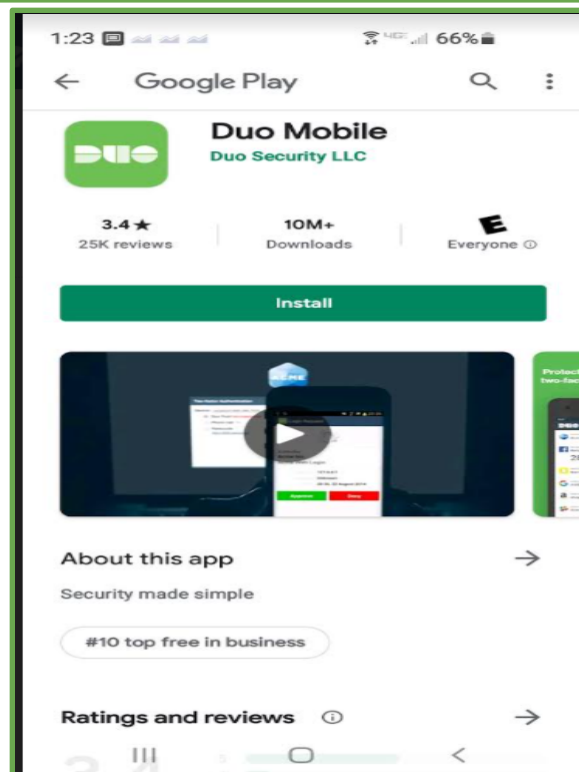
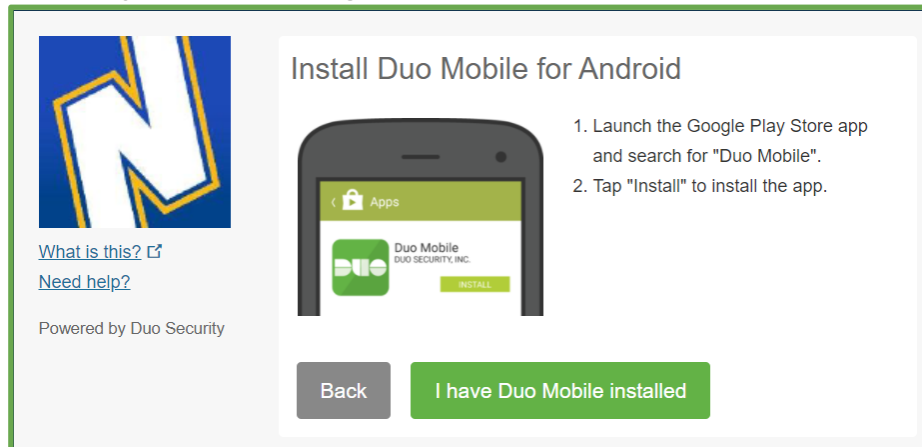
☐ iPhone

☐ Android

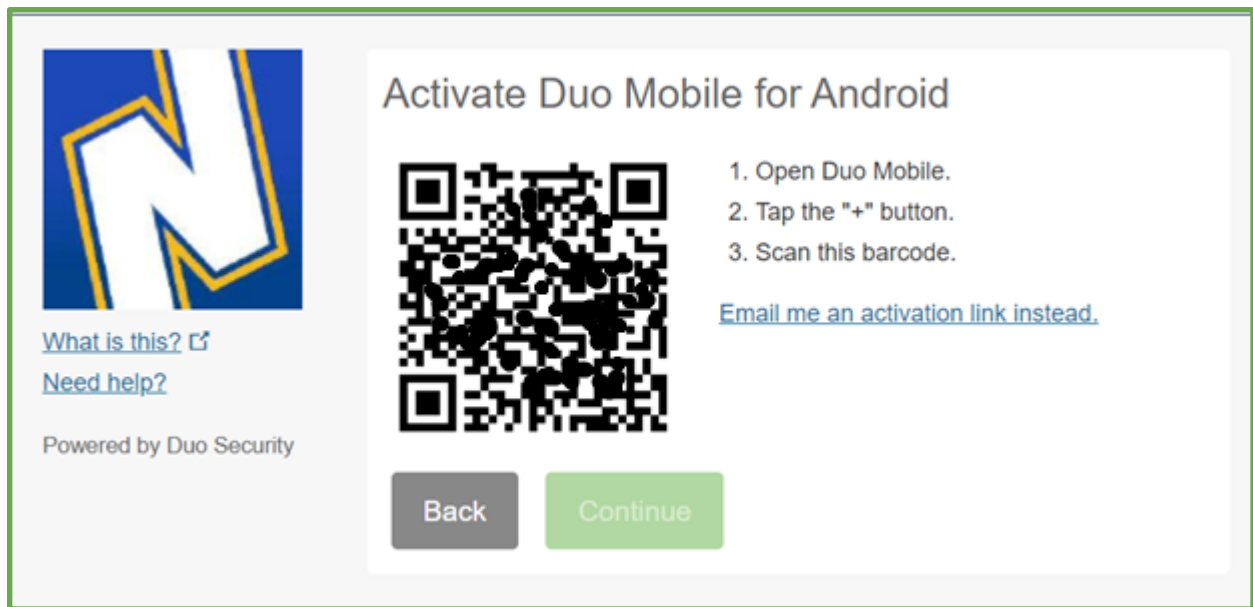
☐ Windows Phone

Back Continue

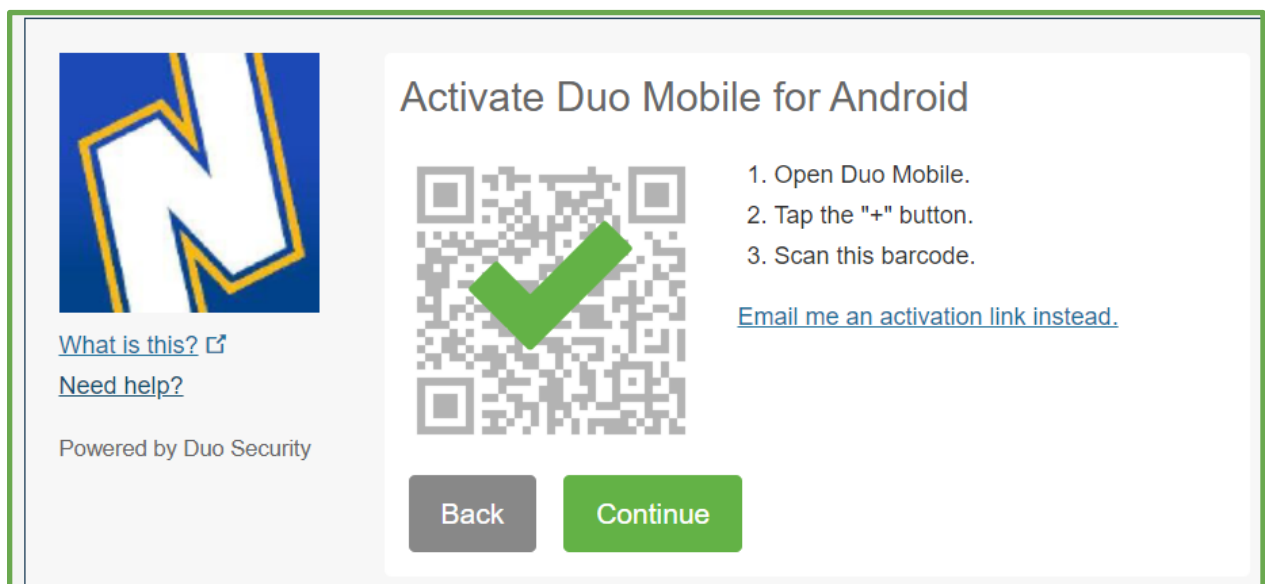
Step 7: Go to your mobile phone, follow the instructions to install the Duo Mobile app, and then come back to this page and **click the green button - “I have Duo Mobile installed”**.



Step 8: Use your Duo app on your mobile phone to scan your own barcode (don't scan this barcode. It is for example only).



Step 9: After the scan, you see the green checkmark on your Duo-Enrollment webpage. Click “Continue”.



Step 10: Click “Finish Enrollment”.



[What is this?](#) 

[Need help?](#)

Powered by Duo Security

My Settings & Devices



Android

JUST ADDED

Default Device: Android 

When I log in:

Ask me to choose an authentication method



Saved

Finish Enrollment

Enrollment Successful!

Way to go! You can now authenticate to any Duo-protected service.

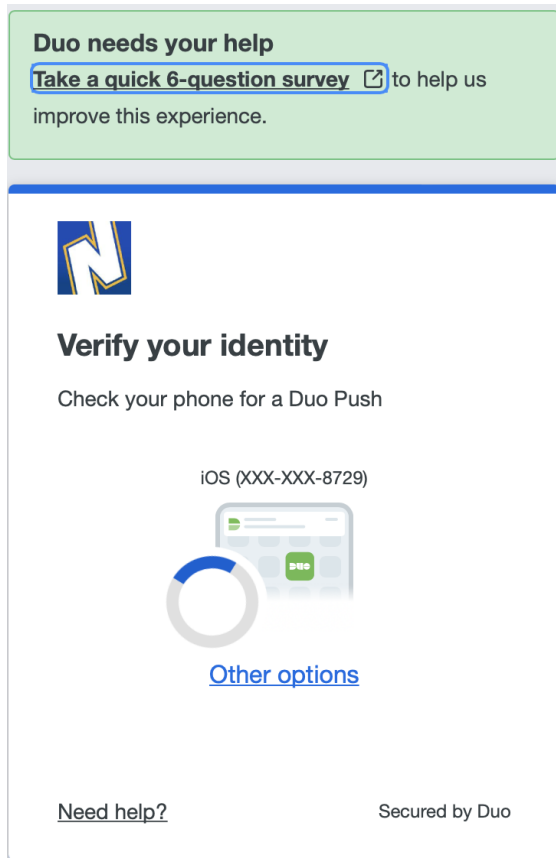
USER LOGIN USING DUO PUSH OR HARDWARE TOKEN

After you complete the DUO enrollment process, you will begin to use DUO MFA whenever you want to access the applications protected by DUO.

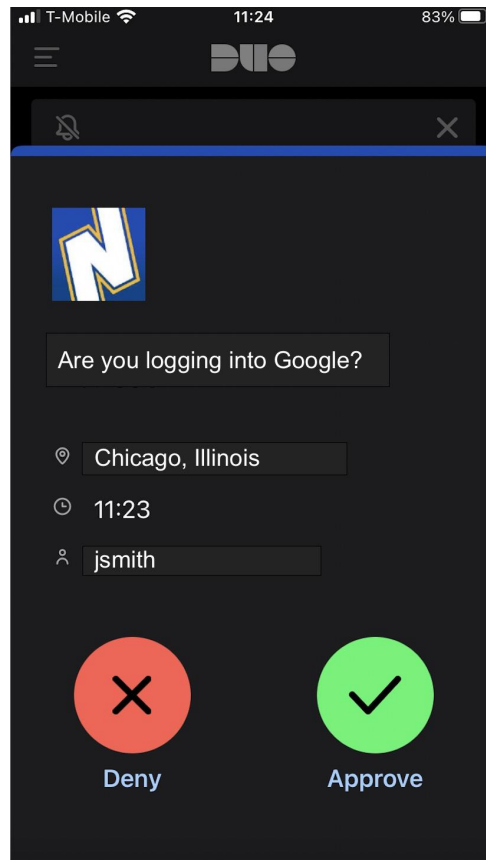
1 **DUO Push Notifications:**

If you selected to use DUO Push during the enrollment process, after you enter your Net ID and password to log into a University application e.g. Nmail, the verification window below will appear. Check the DUO mobile app on your phone for a DUO Push and select Approve.

Verification Window



DUO Push



VPN Connection: If you are a VPN user, please use your NEIU VPN profile to log in. You will get a prompt on your Duo mobile app to "Approve" or "Deny". Click the Approve button to log into your VPN session.

2 **DUO Hardware Token:** If you have a hardware token, please follow the following steps.

2.1 When you try to sign on to any application, the following verification window will appear.
Please select “Other options”



Verify your identity

Check your phone for a Duo Push



[Other options](#)

[Need help?](#)

Secured by Duo

2.2 The following dialog box will appear. Please click “**Use hardware token**”.

Duo needs your help
Take a quick 6-question survey [to help us](#)
improve this experience.

<

Other options to log in

>

Send Duo Push
Android (XXX-XXX-5419)

>

Use Duo Mobile passcode
Even if you're offline

>

Use hardware token

>

I have a bypass code


>

[Need help?](#)

Secured by Duo

- 2.3 Push the green button on your hardware token and enter the provided code on the dialog box below and click “Verify”. You will be logged into the application after this.





Verify your identity

Enter a passcode from your hardware token.

[Verify](#)

[Other options](#)

[Need help?](#)

Secured by Duo

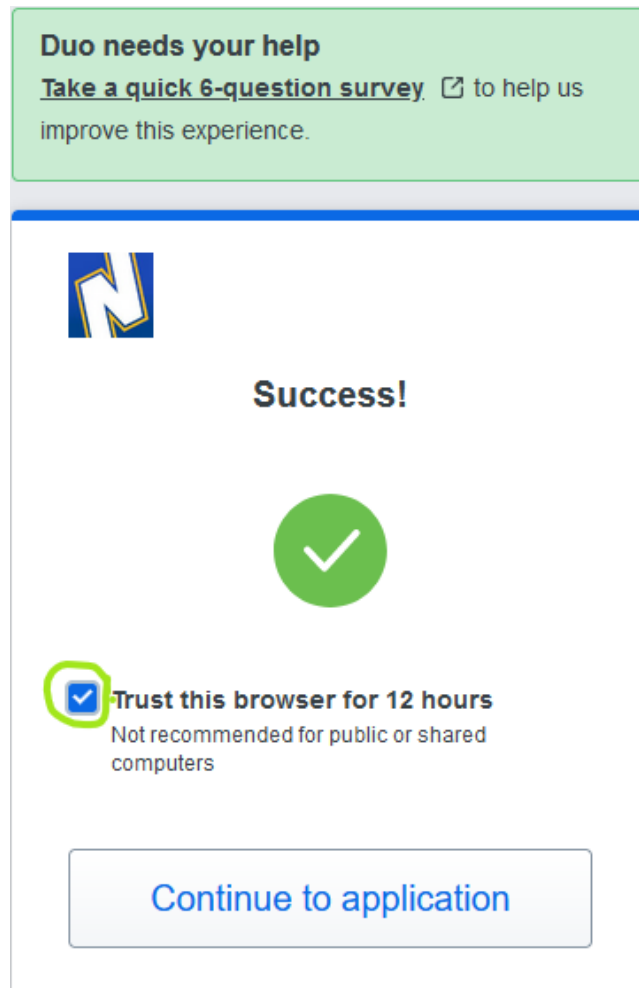
ADDITIONAL FEATURES

Using DUO “Trust This Browser” and “Remember Me” Features

The Duo MFA solution is configured to allow Duo to remember application connections you **Approve** of for 12 hours. Follow the steps below while authenticating to Nmail and Banner applications (NEIUWorks and Employee Self-Service portal)

1 For Nmail

The option selection page on the browser will appear once you have successfully approved MFA via either your Duo Mobile App or have entered a passcode to confirm. Check the '*Remember me for 12 hours*' (see below) on the following page and click 'Continue to application'. Do not wait for too long as the application authentication and approval process will timeout.



2 For Banner applications (NEIUWorks and Employee Self-Service portal)

The option appears on the first Duo authentication method page. Check the '*Remember me for 12 hours*' (see below) and then choose your preferred authentication method to successfully approve MFA via your Duo Mobile App or enter a passcode and click the '**Log in**' button. Do not wait for too long as the application authentication and approval process will timeout.



[What is this?](#) 

[Need help?](#)

Secured by Duo

Choose an authentication method



Duo Push RECOMMENDED

Send Me a Push



Passcode

Enter a Passcode



Remember me for 12 hours



[What is this?](#) 

[Need help?](#)

Secured by Duo

Choose an authentication method



Duo Push RECOMMENDED

Send Me a Push

999111

Log In



Remember me for 12 hours

Enter a passcode from Duo Mobile.

