New DUO Two-Factor Authentication for Faculty and Staff

DUO

Millersville University (MU) has just added DUO, a two-factor authentication service, to our service catalog. This feature was added to give all of us better security when signing into our MU platforms.

Jump to section on adding a new device.

Already have Duo and just need to edit your settings?

You can reach your settings even if you have it set to "Automictically send me a push."

Force Duo Prompt

To “force” Duo to prompt please use:

- Chrome - "Incognito Mode"
- Edge - "InPrivate Browsing"
- Firefox - "Private Window"
- Safari - "Private Window"

To sign up please follow the instructions below.

Step 1: Once you have opted in for the DUO you will get the message below when you try to sign in
Step 2: Next, you'll be asked to identify which device you will be adding for this example I chose mobile phone.

Step 3: Enter your phone number starting with the area code. The form will validate your phone number and then prompt you to approve the phone number again to continue.

Step 4: Next, specify the type of phone that is associated with your phone number:
Step 5: Install the DUO Mobile app on your mobile device. In our example, Duo Mobile for iOS will be installed from the Apple App Store.

Step 6: Here is the DUO Mobile for iOS product QR code which allows me to scan and download the app directly in your app store.

Step 7: Here is the DUO confirmation the app was successfully installed on your device.
Step 8: Please click "Allow" at the prompt "Duo Mobile’ Would Like to Send You Notifications"

Step 9: Finally, confirm your device information, select "Automatically send this device a Duo Push" and then click the "Finish Enrollment" button.

Step 10: Choose your authentication method, for this example we chose the recommended.
New Device

Go to office.com or any webpage that prompts for a Duo Push authentication. Use incognito or private browsing, if necessary to get prompt.

If you **have your old device** you can use either "Send Me a Push" or "Enter a Passcode" to get the new device added.

If you **no longer have the old device**, however, you still have the same phone number use "Call Me"

Additional information can be found right on Duo’s website: https://guide.duo.com/prompt