New DUO Two-Factor Authentication for Faculty and Staff

Duo mobile is for faculty and staff
Students will use Microsoft's Authenticator App

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 "Automatically send me a push."

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