Set Up Your User Account in Duo Multi-Factor Authentication

Overview

OHSU uses Duo for multi-factor authentication. This tool is required when you log in to many OHSUsystems from outside the secure network. With Duo, you will be prompted to confirm your identity after entering your OHSU username and password.

Duo requires you to install Duo Mobile app on your smartphone or tablet. Alternately, you can use a security token (key fob) to complete the login process.

> ⚠ If you opt to use a security token for Duo multi-factor authentication, ask your department's IT Contact to obtain one for you.
>
> Find an ITC - Search for your department's IT Contact.

Before you start

- You must have a working OHSU network account.
- Duo Mobile app setup requires you to have both a computing device (computer or tablet) and a mobile device (smartphone or tablet) with internet connection for both.
- If you are using an Apple device, an Apple ID is required to download the Duo Mobile app from the App Store.

> ⓘ If you don't have an Apple ID, create one before downloading the Duo Mobile app.
>
> Apple ID - Visit Apple's website to create an Apple ID.

- If you are using an Android device, a Google account is required to download the Duo Mobile app from the Google Play Store.

> ⓘ If you don't have a Google account, create one before downloading the Duo Mobile app.
>
> Create your Google Account - Visit Google's website to create a Google account.

- If you wish to use Duo security token instead of a mobile device, ask your department's IT Contact to obtain a security token before you use multi-factor authentication.

Set up Duo multi-factor authentication for the first time

If you have never used Duo before, review all the instructions in this section before proceeding. With Duo, you may notice differences in the way you log into OHSU systems.

> ⚠ **Reminder**
>
> You will need an internet-connected computing device and a mobile device if you are using Duo Mobile app for multi-factor authentication.

Learn how Duo Mobile changes your login experience

When you log into an OHSU system that uses Duo, the login process contains these steps:

1. Sign into the system with your username and password.
2. Confirm your identity with your Duo Mobile app or Duo security token.
3. Once your identity is confirmed, you will be logged into the OHSU system.

> ⓘ **Duo multi-factor authentication is used only when you are connecting from outside the secure OHSU network**
>
> You will not receive Duo prompts when your device is connected to the secure OHSU network (e.g., wired network, *OHSU-Secure* wireless network, OHSU VPN).

Every time you log into an OHSU system from outside the secure OHSU network, you will use Duo to complete the login process.

Install the Duo Mobile app on your mobile device

The Duo Mobile app option allows you to confirm your identity by allowing you to approve connection requests or entering a six-digit passcode. Make sure that your mobile device is connected to the internet.

1. **On your mobile device,** launch its app store and search for *Duo Mobile.*
2. Download and install the app.

⚠

> ⚠ There are many apps with similar names. Be sure to download the *Duo Mobile* app.

3. Continue the setup process **with your computing device** in the next section.

Use your computing device and your mobile device to register with Duo

After Duo Mobile app is installed on your mobile device, register (enroll) your OHSU account using your computing device.

> ⚠ If you have already registered (enrolled) in Duo and just need to add a new mobile device to your OHSU account, skip to the *Add your new or replacement mobile device in Duo multi-factor authentication* section.

Register (enroll) from a computing device that is connected to the secure OHSU network

Follow these steps if your computing device is connected to the secure OHSU network (e.g., wired network, *OHSU-Secure* wireless network, OHSU VPN).

1. *From your computing device,* open a web browser and navigate to Duo Self-Service Portal (*duo.ohsu.edu*).
   Duo Self-Service Options - Navigate to the portal.
2. At the *Duo Self-Service Options* screen, select **Enrollment.**
3. Log in with your OHSU **Username** and **Password.**

OHSU

Duo Device Management Portal

Log in to access the Duo Device Management Portal where you can enroll in Duo, add new devices, remove existing devices, and change your Duo settings.
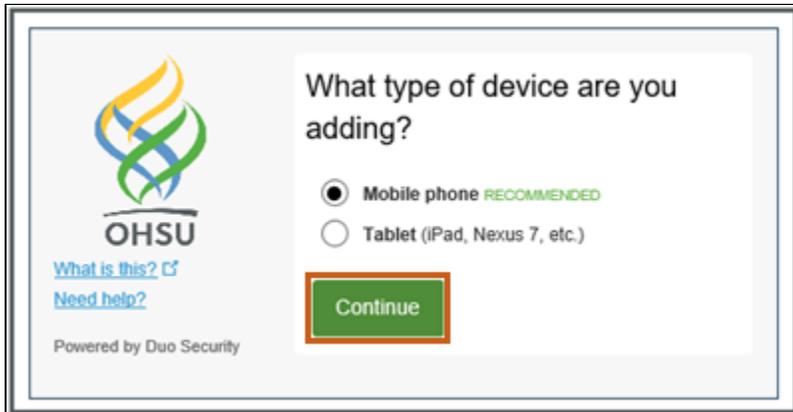
Username

goth

Password

••••••••••••••••

Login

4. At the *Protect Your OHSU Account* prompt, select **Start setup.**

5. At the *What type of device are you adding?* prompt, select **Mobile Phone** or **Tablet,** depending on the device type. Select **Continue.**
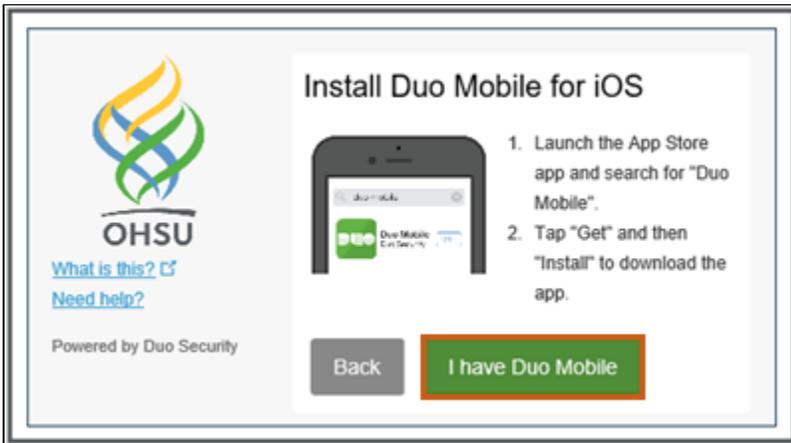

6. If you have selected **Mobile Phone** in the previous step, enter your smartphone number, verify that you have entered it correctly and select **Continue.**
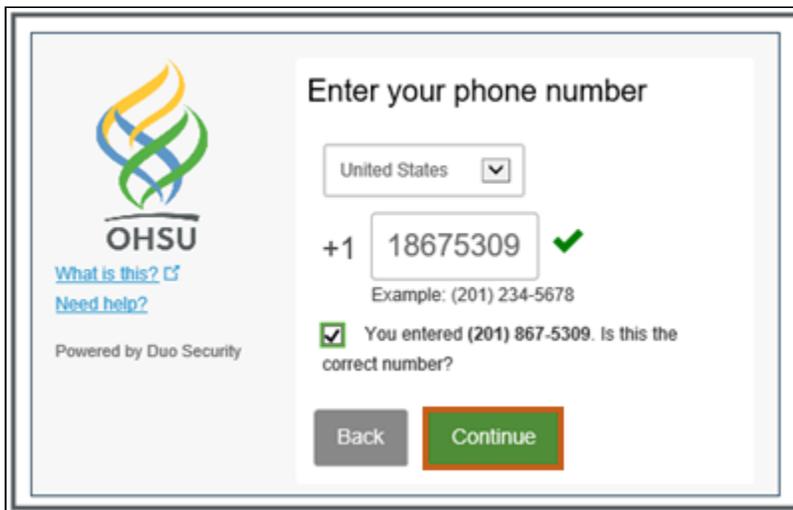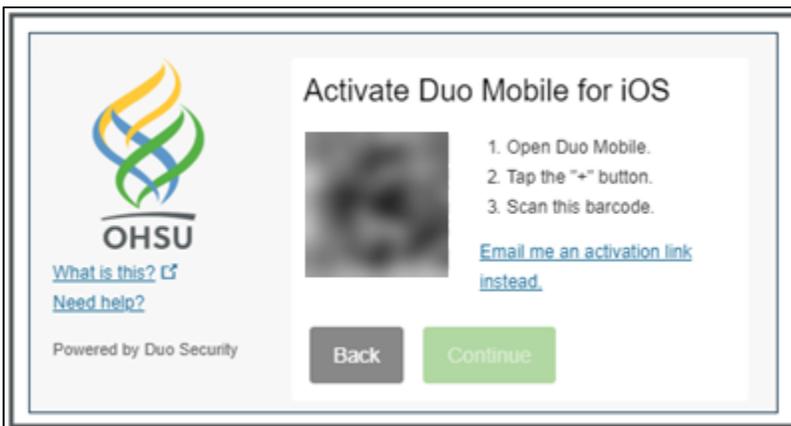

7. At the *What type of phone is...* prompt, Select your device type and select **Continue.**

8. At the *Install Duo Mobile for...* prompt, select **I have Duo Mobile.**

9. At the *Activate Duo Mobile for...* prompt, Verify that a QR code appears onyourcomputing device's screen. This code will be used in a later step.


10. On your mobile device, open the Duo Mobile app.

> ✓ If prompted, allow Duo Mobile app to access the device's camera.

11. On your mobile device, *s*canthe QR code on the computing device's screen.
12. The Duo Mobile app will send a push notification to your mobile device. Approve it.
13. At the *Activate Duo Mobile for...* prompt on your computing device, a green check mark will appear inside the QR code. Select **Continue.**
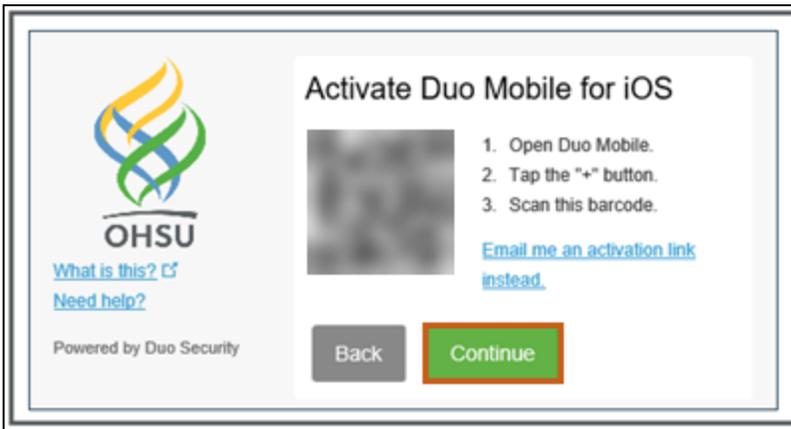
14. At the *Enrollment Successful!* message, select **Dismiss.**
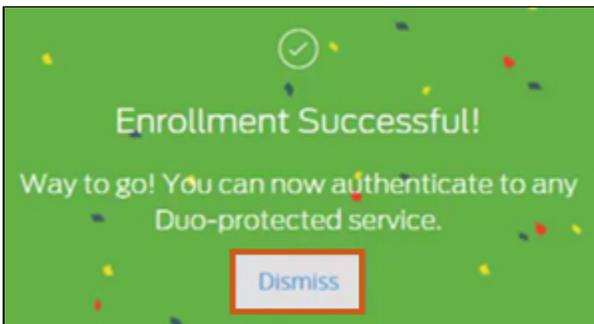
15. Continue to the *Set notification options in Duo Mobile app* section.

Register (enroll) from a computing device that is not connected to the secure OHSU network

Follow these steps if you are connecting from outside the secure OHSU network.

1. ***From your computing device,*** open a web browser and navigate to OHSU Outlook on the web login page (*mail.ohsu.edu*).
   OHSU Outlook on the web - Navigate to the login page.

   > ✓ If your OHSU email account has been migrated to cloud, navigate to the Exchange Online Outlook web login site (*outlook. office.com*) instead.

2. Log in with your OHSU **User name** and **Password.**
3. Select **Add a new device.**
4. At the *What type of device are you adding?* prompt, select **Mobile Phone** or **Tablet,** depending on the device type. Select **Continue.**
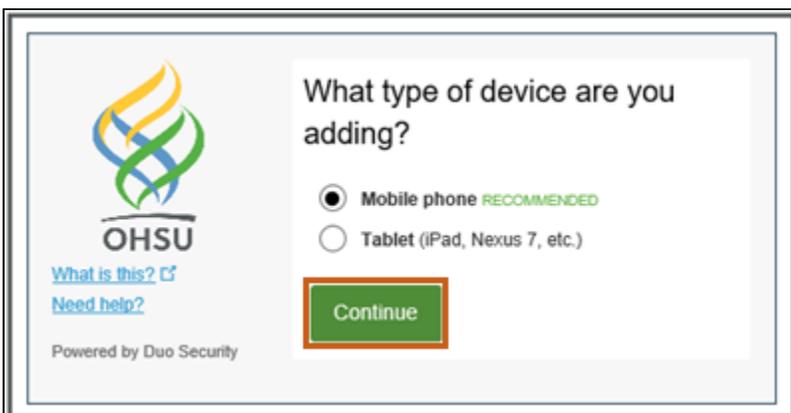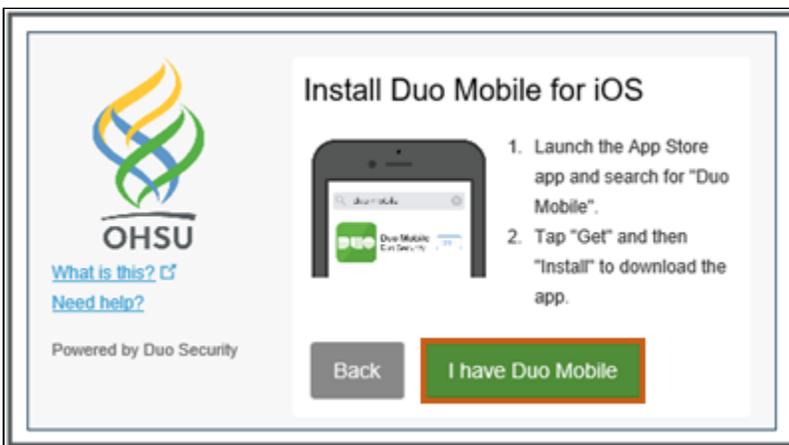

5. If you have selected **Mobile Phone** in the previous step, enter your smartphone number, verify that you have entered it correctly and select **Continue.**
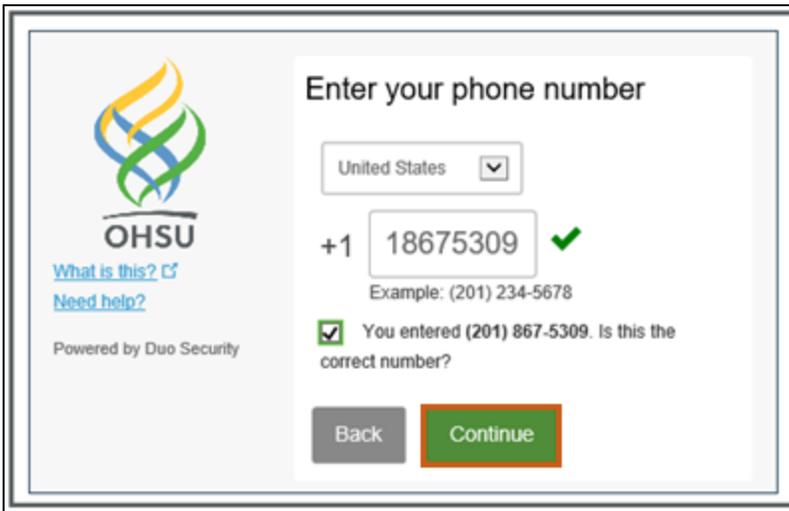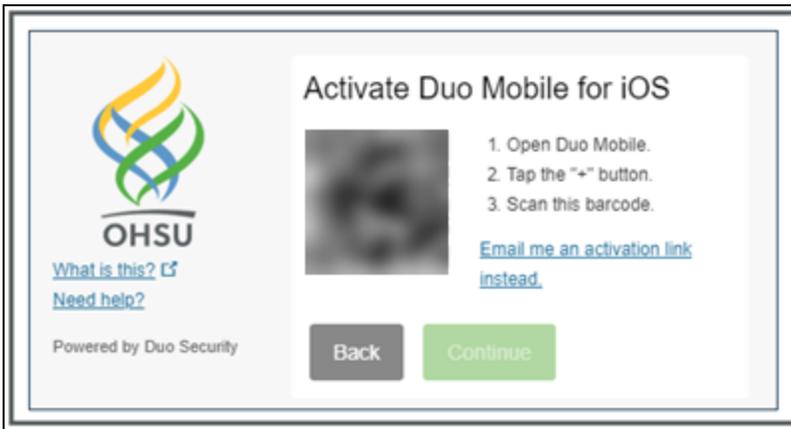
6. At the *What type of phone is...* prompt, Select your device type and select **Continue.**
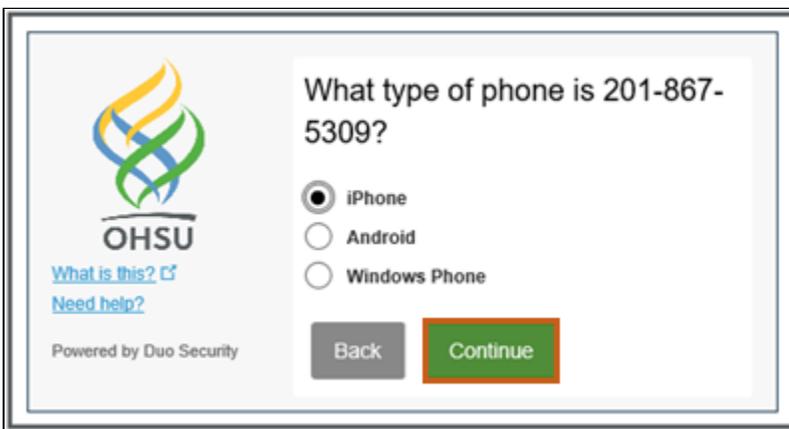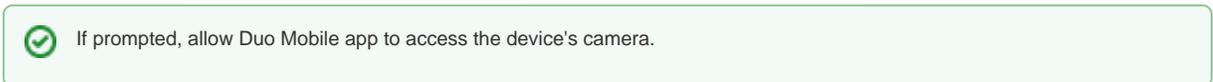

7. At the *Install Duo Mobile for...* prompt, select **I have Duo Mobile.**

8. At the *Activate Duo Mobile for...* prompt, Verify that a QR code appears onyourcomputing device's screen. This code will be used in a later step.

9. On your mobile device, open the Duo Mobile app.

> ✓ If prompted, allow Duo Mobile app to access the device's camera.

10. On your mobile device, scan the QR code on the computing device's screen.
11. The Duo Mobile app will send a push notification to your mobile device. Approve it.
12. At the *Activate Duo Mobile for...* prompt on your computing device, a green check mark will appear inside the QR code. Select **Continue.**
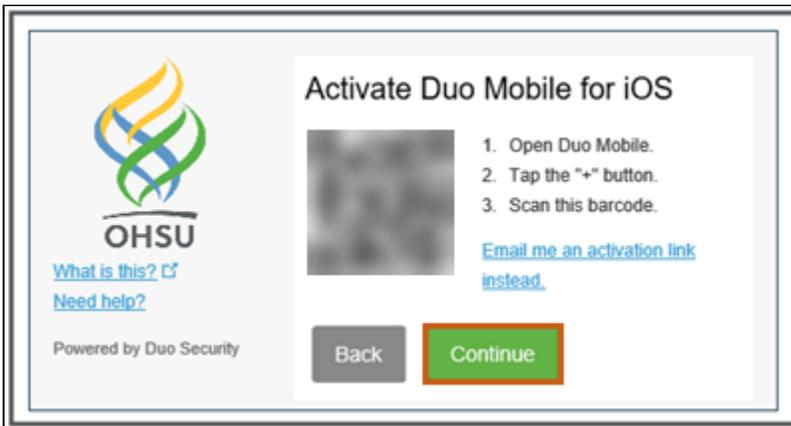
13. At the *Enrollment Successful!* message, select **Dismiss.**
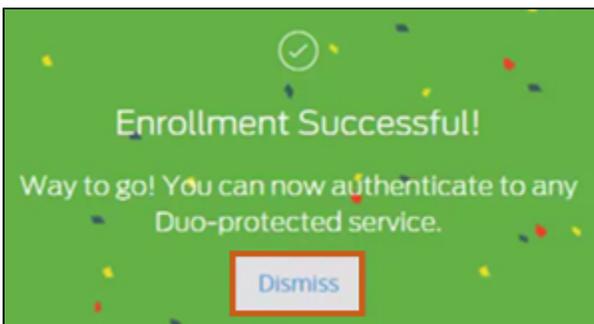
14. Continue to the *Set notification options in Duo Mobile app* section.

Set notification options in Duo Mobile app

The *My Settings & Devices* screen appears in your computing device's browser after you register (enroll) your device. Set up the multi-factor authentication options.

1. From the **When I log in:** pull-down menu, choose how you wish to be notified when you try to log in from outside the secure OHSU network.
   - **Ask me to choose an authentication method:** Every time you log in, your default device will prompt you to receive a push notification or enter a passcode.

⊘

✓ If you are working from an area with unreliable or no cellular coverage, select the passcode option.

- **Automatically send this device a Duo Push:** Every time you log in, your default mobile device will automatically receive a push notification, which you must manually approve.

2. Select **Save.**

3. After the **Save** button turns to **Saved,** select **Log Out.**

⚠ If you do not save your changes before logging out, your preferences will *not* be retained.

Set up a Duo security token (key fob)

If you wish not to use a mobile device for multi-factor authentication, you may request a Duo security token through your department's IT Contact. Follow these steps to ensure that your security token is configured correctly before first use.

1. If you have not done so already, obtain a Duo security token through your department's IT Contact.
   Order a Duo Security Token - Find out how your department's IT contact can order a Duo security token, using the *Request a Duo Security Token* form.

   > ⊘ The *Request a Duo Security Token* form is only accessible by IT Contacts. If you are unable to access this form, have your department's IT Contact submit the form.

2. When the Duo security token arrives, make sure that the device powers on.
3. Your Duo security token is pre-configured to work with your OHSU account.

> ⚠ If your security token does not power on, or returns consistent login errors when authenticating with it, contact the ITG Service Desk at 503-49**4-2222.**

Log in using Duo for the first time

After you have registered (enrolled) in Duo, you will notice Duo authentication prompt when you try to log into an OHSU system from outside the secure OHSU network. The login process is nearly identical for all OHSU systems which use Duo multi-factor authentication.

Log into a Duo-enabled OHSU system

1. On your computing device, navigate to a Duo-enabled OHSU system and log in with your OHSU **Username** and **Password.**
2. An OHSU Two-Factor Authentication screen (with an OHSU logo) appears on your computing device. Depending on how you have set up Duo notification setup (in the *Set notification options in Duo Mobile app* section), the following happens.
   - If you have selected **Automatically send this device a Duo Push,** Duo sends a **Login request** notification to your default device. Skip to the *Respond to a Duo push notification* section.
   - If you have selected **Ask me to choose an authentication method,** you will be prompted to choose a device, then select either **Send Me a Push** or Enter a **Passcode.** Follow the appropriate instruction steps for responding to push notification or entering a passcode.

Respond to a Duo push notification

When you receive a push notification on your mobile device, approve it from the Duo Mobile app or your device's notification screen.

> ⊘ If you do not receive a push notification, make sure that the notification is being pushed to the correct device (if you have more than one Duo-enabled mobile device).

Enter a passcode using Duo Mobile app

1. Open the Duo Mobile app on your mobile device.
2. In the **Accounts** section, select OHSU.
3. In the **Passcode** field, select **Show.**
4. Enter this six-digit passcode in your computing device's OHSU Two-Factor Authentication screen.

> ⊘ Select the **Refresh Passcode** button to generate additional valid passcodes.

Enter a passcode using a Duo security token

1. Select the button on the security token. A six-digit passcode appears in the display area.

2. Enter this six-digit passcode in your computing device's OHSU Two-Factor Authentication screen.

⊘

⊘ Select the button again to generate a new passcode.

Add your new or replacement mobile device in Duo multi-factor authentication

If you have been using Duo already, and have a new mobile device you wish to add to your OHSU account, register (enroll) your device online. You will need your computing device as well as your new/replacement mobile device.

Register (enroll) your mobile device while connected to the secure OHSU network

Follow these steps if your computing device is connected to the secure OHSU network (e.g., wired network, *OHSU-Secure* wireless network, OHSU VPN).

1. ***From your computing device,*** open a web browser and navigate to Duo Self-Service Portal (*duo.ohsu.edu*).
   Duo Self-Service Options - Navigate to the portal.
2. At the *Duo Self-Service Options* screen, select one of the following:
   - **Reactivation:** Select this option if your new/replacement device has the same phone number as your previous device.
   - **Enrollment:** Select this option if your new/replacement device has a different phone number.
3. At the Duo Device Management Portal log in prompt, log in with your OHSU **Username** and **Password.**
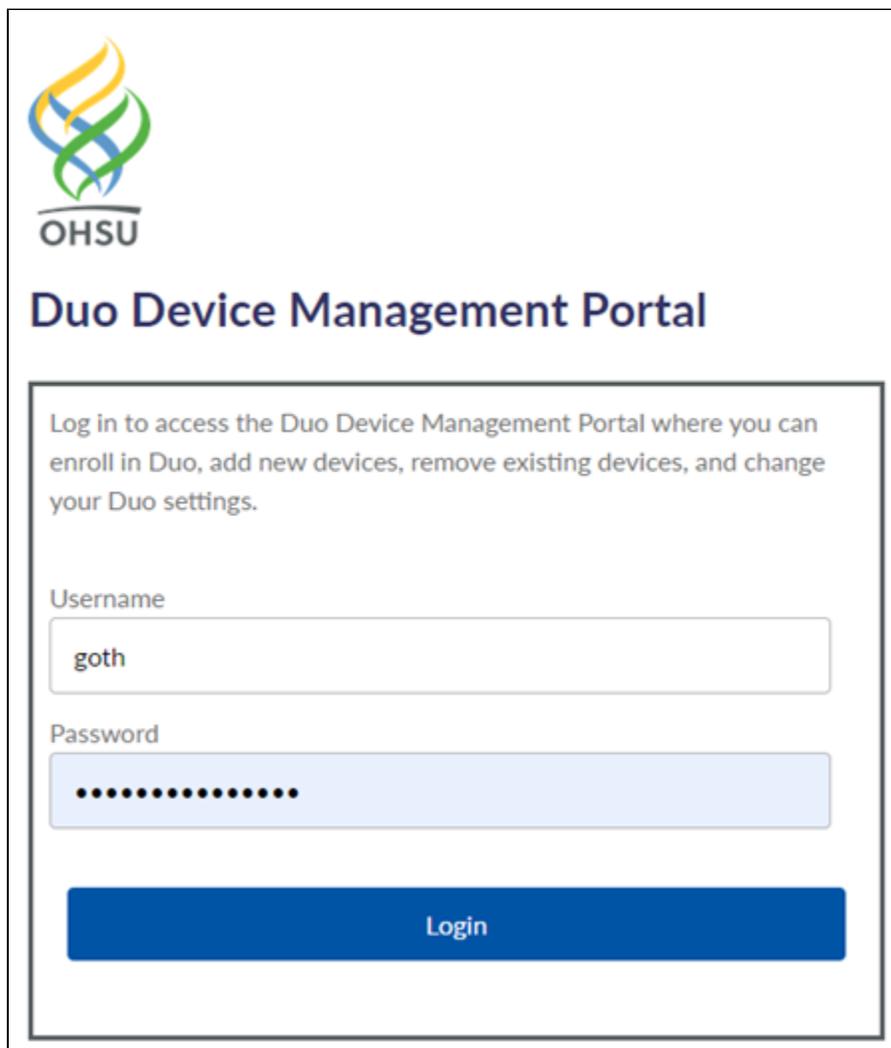
OHSU

Duo Device Management Portal

Log in to access the Duo Device Management Portal where you can enroll in Duo, add new devices, remove existing devices, and change your Duo settings.
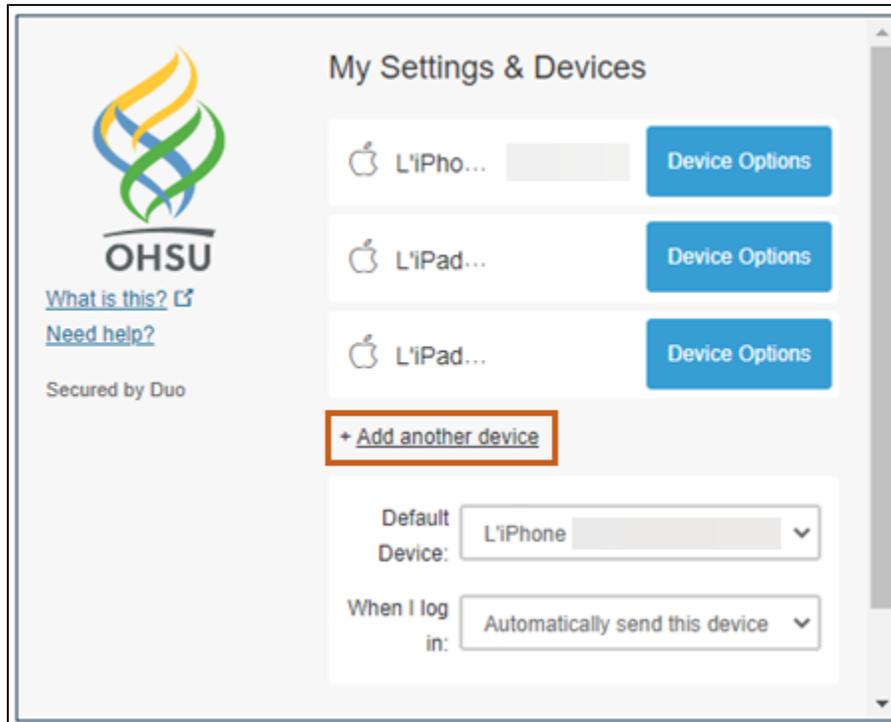
Username

> goth

Password

> ●●●●●●●●●●●●●●●●

Login

4. If you have selected **Reactivation** in Step 2, follow the on-screen instructions on your computing device to register (enroll) your new device using the same phone number as before.

5. If you have selected **Enrollment** in Step 2, complete the Duo multi-factor authentication process, select **Add another device** and enroll your new device.

> ✓ For enrollment instructions, refer to the *Register (enroll) from a computing device that is connected to the secure OHSU network* section, starting with Step 5.

> ⚠ You will need access to an existing mobile device that is enrolled in Duo in order to register (enroll) using a new phone number. If you do not have any Duo-enrolled mobile device available (or if you have lost your old mobile device), contact the ITG Service Desk at 503-49**4-2222** for assistance.

Register (enroll) your mobile device from outside the secure OHSU network

Follow these steps if your computing device is outside the secure OHSU network and you are enrolling a new mobile device with a new phone number.

> ⚠ **You must contact ITG Service Desk if you are enrolling a new device with the same phone number from outside the secure OHSU network**
>
> If your computing device is outside the secure OHSU network, you must contact the ITG Service Desk (503-49**4-2222**) to enroll your new /replacement mobile device with an existing phone number. Alternately, connect your computing device to the secure OHSU network (e.g., wired OHSU network, *OHSU-Secure* wireless network, OHSU VPN) and enroll your new/replacement mobile device using the Duo Device Management Portal (*duo.ohsu.edu*).

1. **From your computing device,** open a web browser and navigate to OHSU Outlook on the web login page (*mail.ohsu.edu*).
   OHSU Outlook on the web - Navigate to the login page.

   > ✓ If your OHSU email account has been migrated to cloud, navigate to the Exchange Online Outlook web login site (*outlook.office. com*) instead.

2. Log in with your OHSU **User name** and **Password.** The *Choose an authentication method* screen loads.

   > ⚠ Do **not** complete the authentication step at this point.

⚠️

3. Select **Add a new device.**

4. Once the *Add a new device* screen on your computing device loads, use your mobile device to complete the authentication process.

5. At the *What type of device are you adding?* prompt, complete the new device enrollment process.

✅ For enrollment instructions, refer to the *Register (enroll) from a computing device that is not connected to the secure OHSU network* section, starting with Step 4.

Additional resources

Duo Mobile - Learn additional information about OHSU's multi-factor authentication tool.

OHSU Anywhere - Discover information, support and resource materials for working remotely.

This article applies to	OHSU staff, OHSU students, OHSU volunteers
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General Inquiry - Submit your feedback (be sure to include the title of this article in the form).