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.
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**”.

![Screenshot of the enrollment process](image-url)
**Step 5:** Input your mobile phone number, click the check box to verify your phone number, and then click “Continue”.

![Image of phone number input interface]

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

![Image of phone type selection interface]
**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”.
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.

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

Android (XXX-XXX-6419)

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-6418)

- 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.

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.