

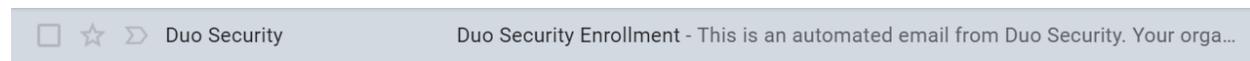
# NORTHEASTERN ILLINOIS UNIVERSITY

## 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](mailto: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.



----- Forwarded message -----  
From: **Duo Security** <[no-reply@duosecurity.com](mailto: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:

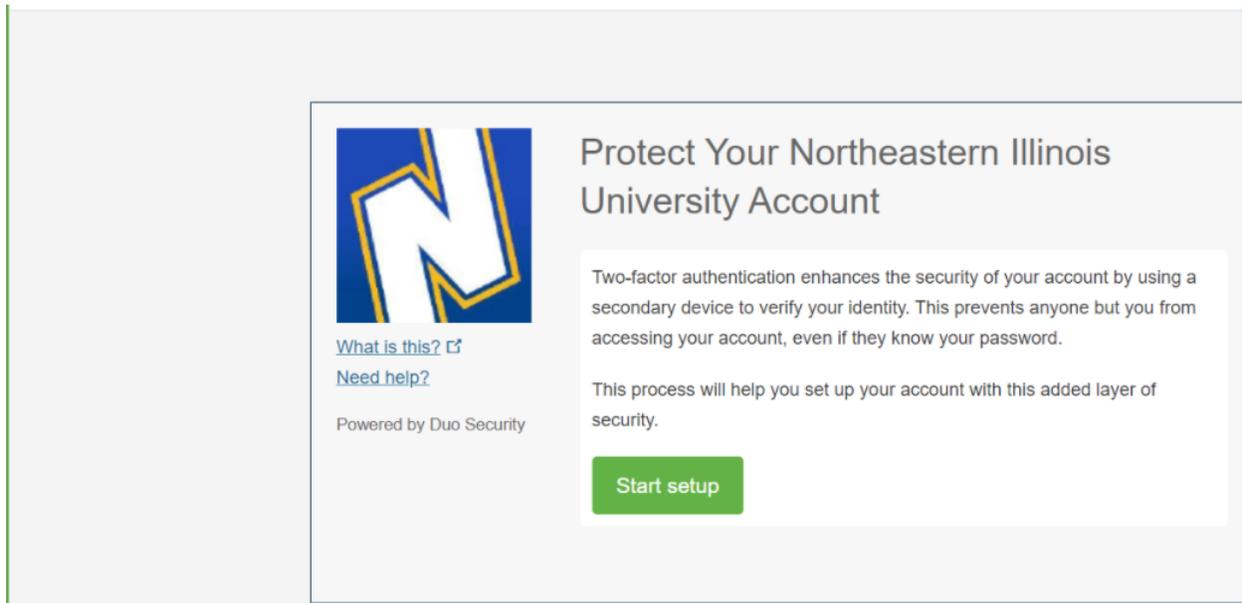
[https://\[REDACTED\]](https://[REDACTED])

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>

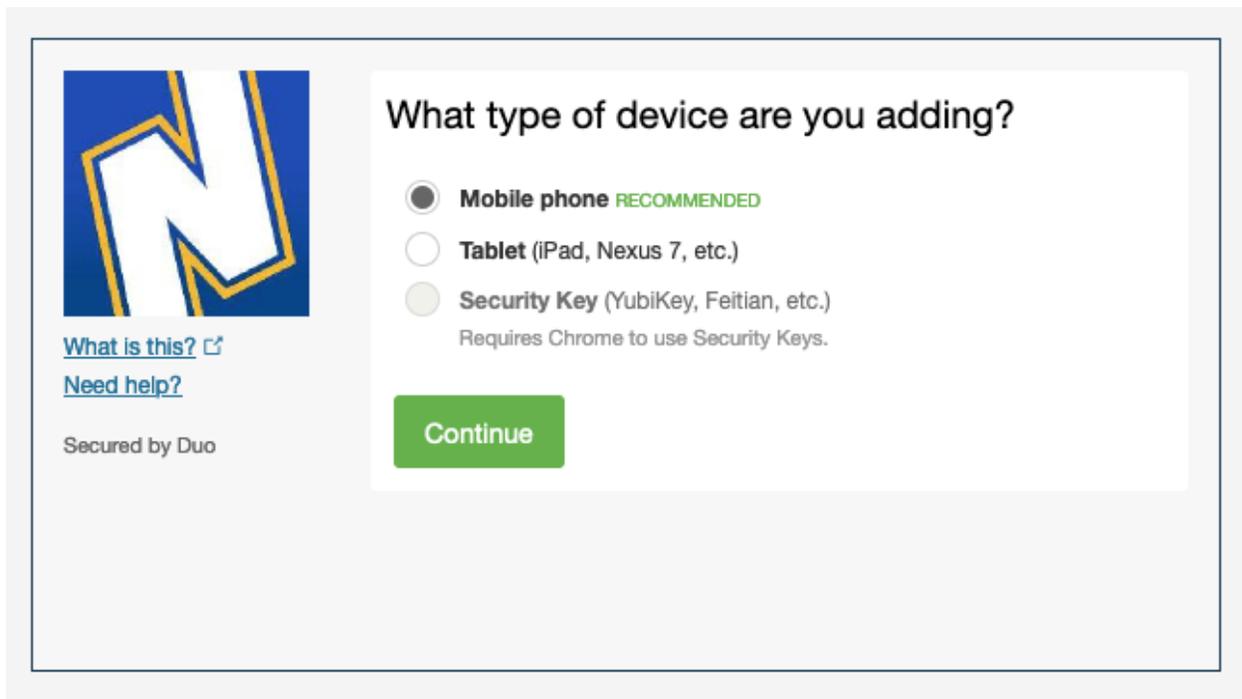
**Step 2:** Open this email and **click the embedded link** for the enrollment process to start.

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



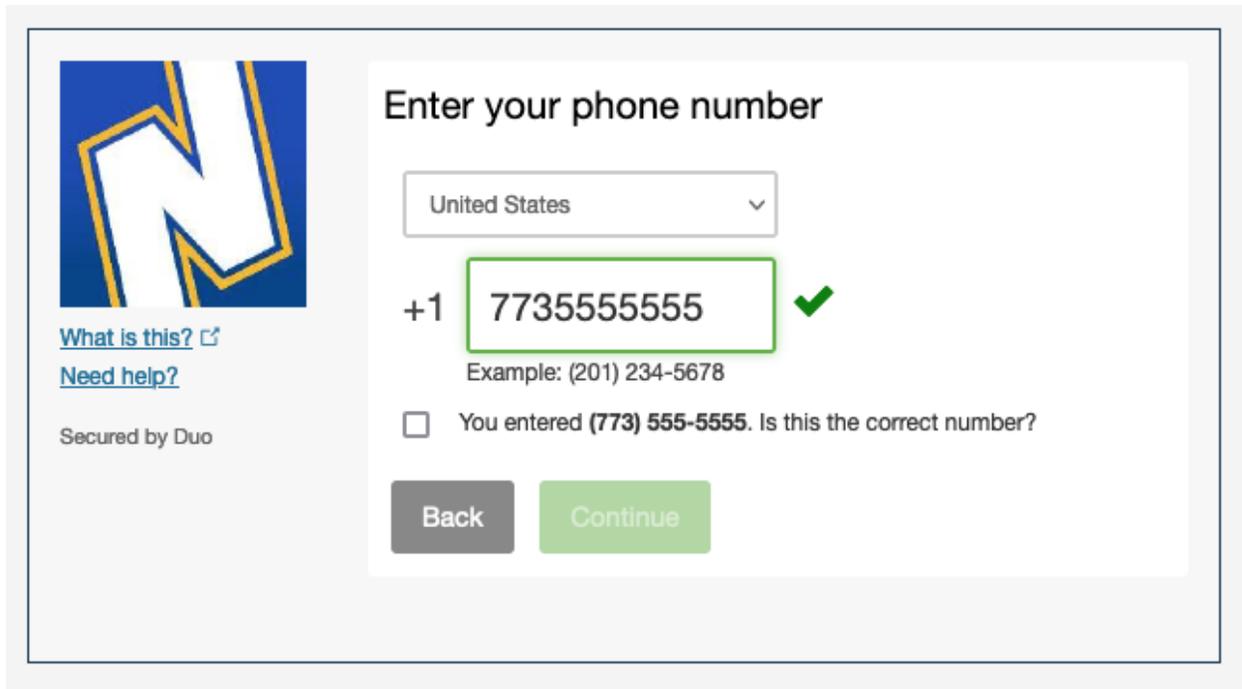
The screenshot shows a webpage titled "Protect Your Northeastern Illinois University Account". On the left, there is a large blue and yellow "N" logo. Below the logo are two links: "What is this?" and "Need help?". Underneath the links, it says "Powered by Duo Security". The main content area on the right has the title "Protect Your Northeastern Illinois University Account" and a paragraph explaining that two-factor authentication enhances account security by using a secondary device. Below this is another paragraph stating that the process will help set up the account with an added layer of security. At the bottom of the main content area is a green button labeled "Start setup".

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



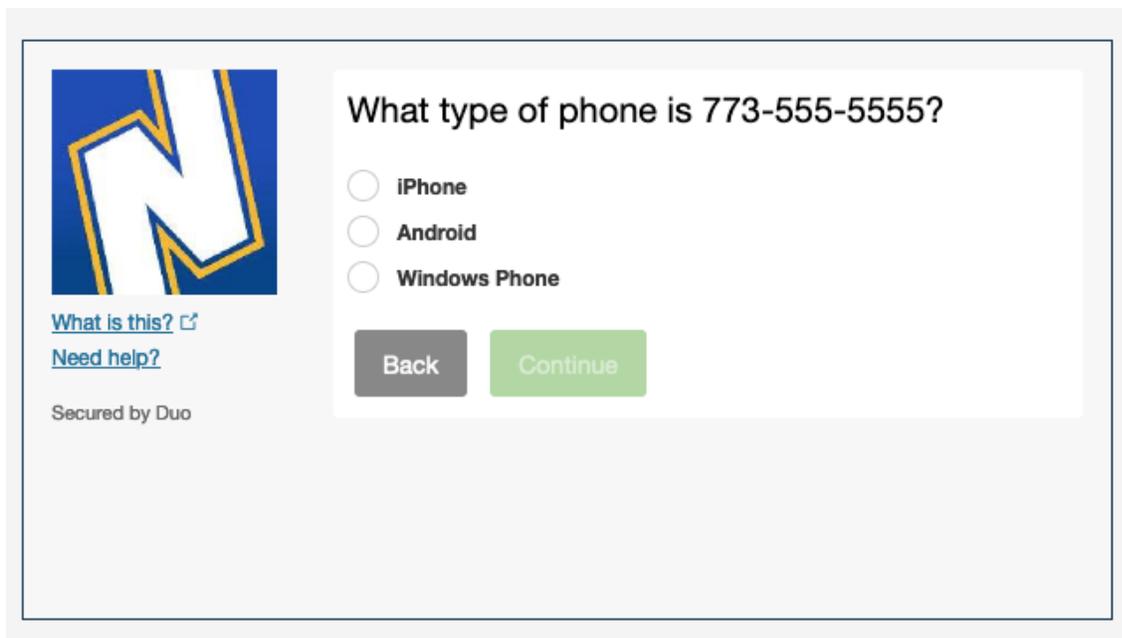
The screenshot shows a webpage titled "What type of device are you adding?". On the left, there is a large blue and yellow "N" logo. Below the logo are two links: "What is this?" and "Need help?". Underneath the links, it says "Secured by Duo". The main content area on the right has the title "What type of device are you adding?" and three radio button options: "Mobile phone RECOMMENDED", "Tablet (iPad, Nexus 7, etc.)", and "Security Key (YubiKey, Feitian, etc.)". Below the "Security Key" option, it says "Requires Chrome to use Security Keys." At the bottom of the main content area is a green button labeled "Continue".

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



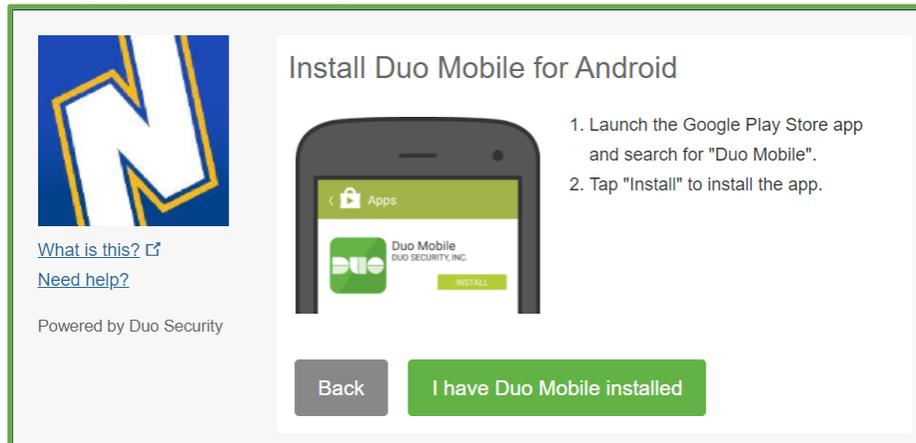
The screenshot shows a Duo authentication screen. On the left, there is a blue and yellow 'N' logo, a link for 'What is this?', a link for 'Need help?', and the text 'Secured by Duo'. The main content area is titled 'Enter your phone number'. It features a dropdown menu set to 'United States', a text input field containing '+1 7735555555' with a green checkmark to its right, and an example '(201) 234-5678'. Below the input field is a checkbox labeled 'You entered (773) 555-5555. Is this the correct number?'. At the bottom are two buttons: 'Back' and 'Continue'.

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

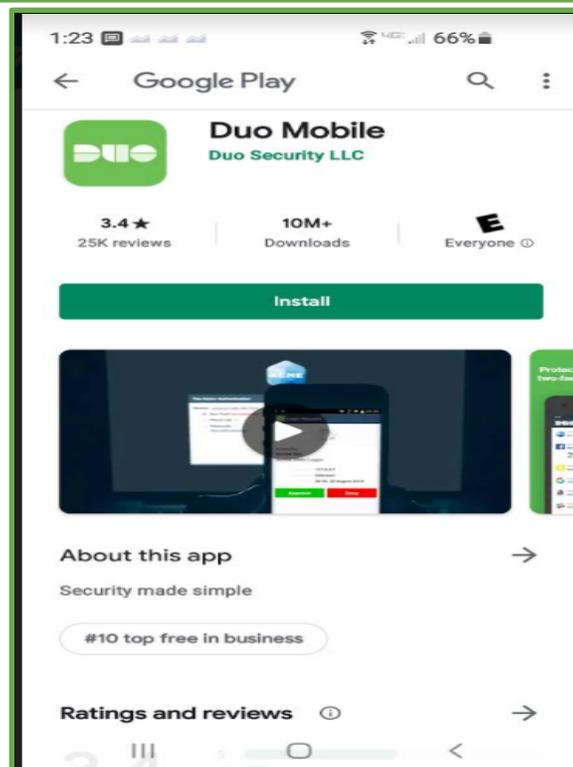


The screenshot shows a Duo authentication screen. On the left, there is a blue and yellow 'N' logo, a link for 'What is this?', a link for 'Need help?', and the text 'Secured by Duo'. The main content area is titled 'What type of phone is 773-555-5555?'. It features three radio button options: 'iPhone', 'Android', and 'Windows Phone'. At the bottom are two buttons: 'Back' and 'Continue'.

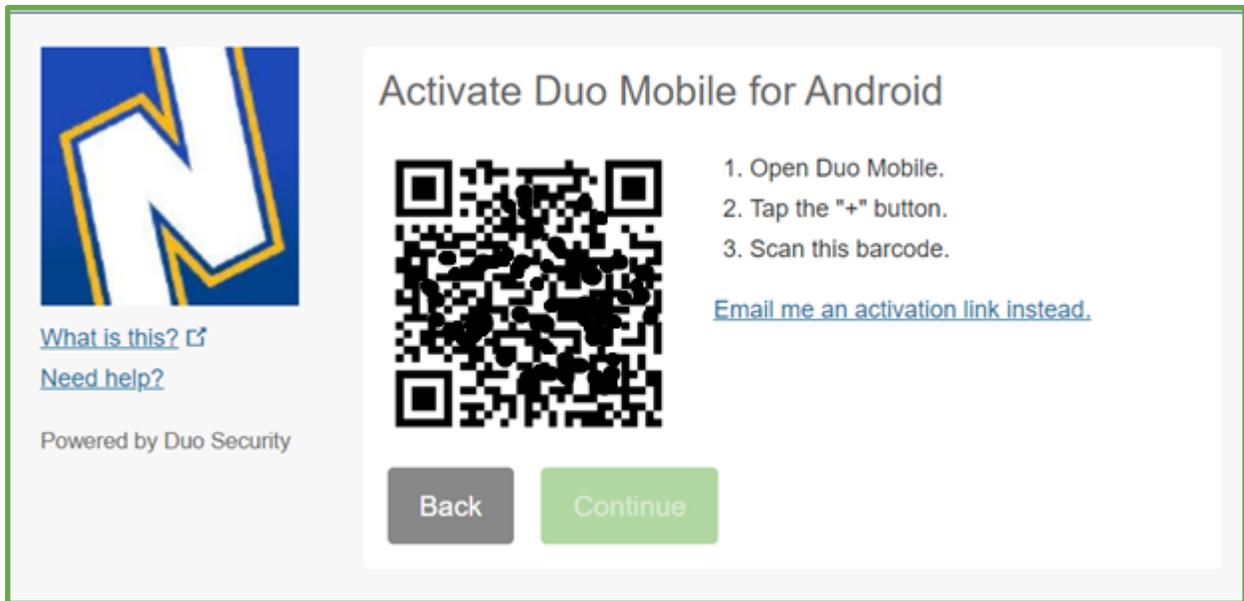
**Step 7:** Go to your mobile phone, follow the instructions to install the Duo Mobile app, and then come back to this page and **click the green button - “I have Duo Mobile installed”**.



The screenshot shows a desktop interface for installing the Duo Mobile app. On the left is a large blue and yellow 'N' logo. Below it are links for 'What is this?' and 'Need help?'. The main content area is titled 'Install Duo Mobile for Android' and features a smartphone graphic displaying the app's Google Play Store page. To the right of the phone are two numbered instructions: '1. Launch the Google Play Store app and search for "Duo Mobile".' and '2. Tap "Install" to install the app.' At the bottom of the page are two buttons: a grey 'Back' button and a green 'I have Duo Mobile installed' button.



**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).



Activate Duo Mobile for Android



1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Email me an activation link instead.](#)

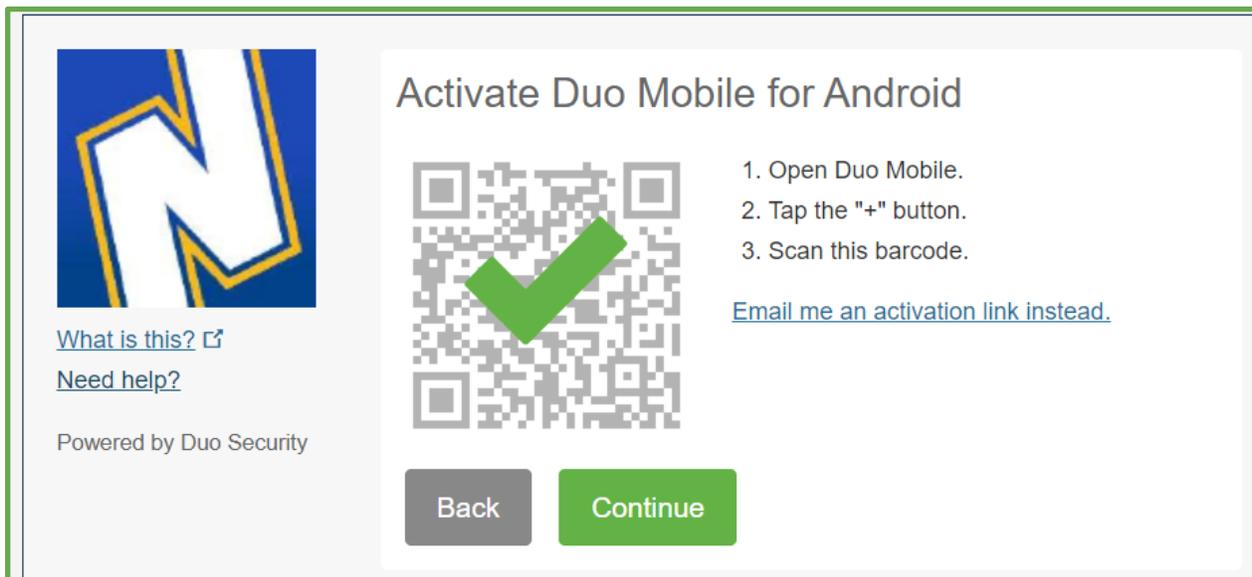
Back Continue

What is this? 

[Need help?](#)

Powered by Duo Security

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



Activate Duo Mobile for Android



1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Email me an activation link instead.](#)

Back Continue

What is this? 

[Need help?](#)

Powered by Duo Security

**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:

Saved

Finish Enrollment

**Enrollment Successful!**

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

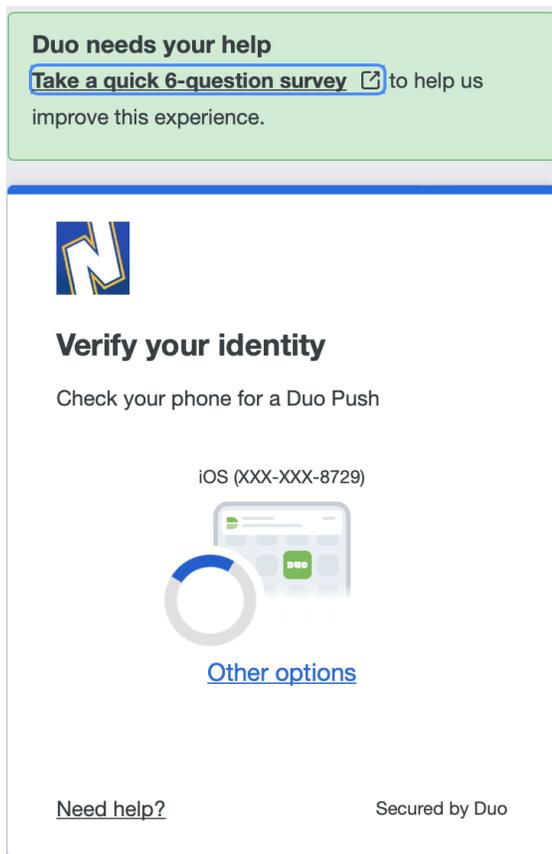
## USER LOGIN USING DUO PUSH OR HARDWARE TOKEN

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

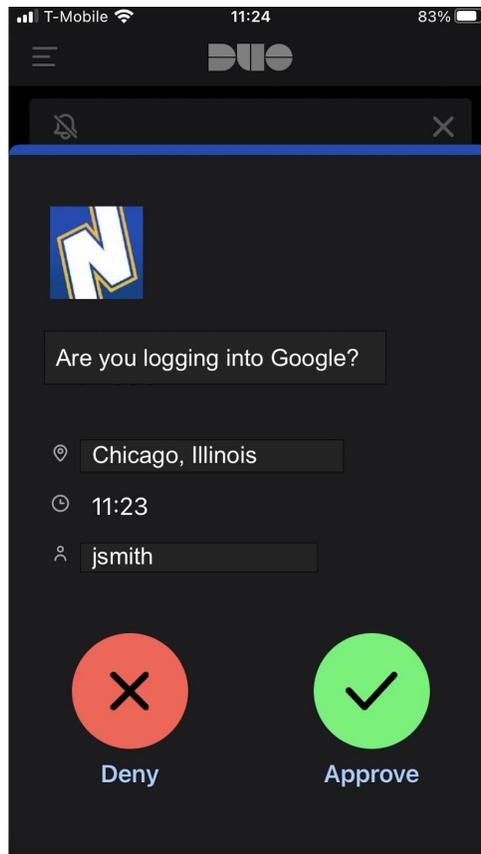
### 1 **DUO Push Notifications:**

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



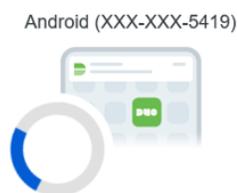
**VPN Connection:** If you are a VPN user, please use your NEIU VPN profile to log in. You will get a prompt on your Duo mobile app to "Approve" or "Deny". Click the Approve button to log into your VPN session.

- 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



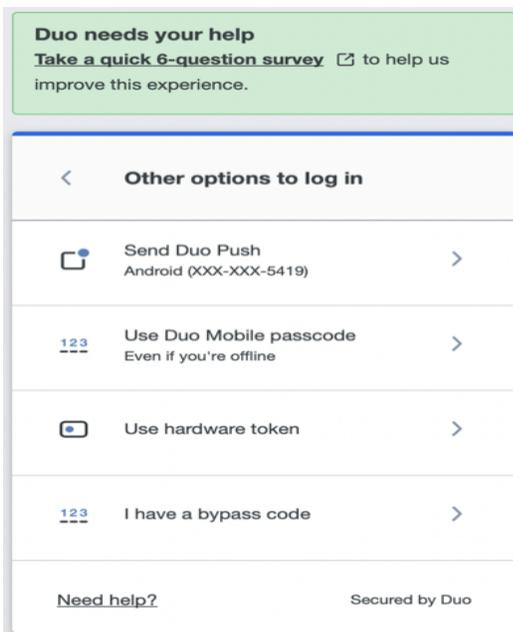
Android (XXX-XXX-5419)

[Other options](#)

[Need help?](#)

Secured by Duo

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



- 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.



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**Verify your identity**

Enter a passcode from your hardware token.

  
  
[Other options](#)  
[Need help?](#)      Secured by Duo

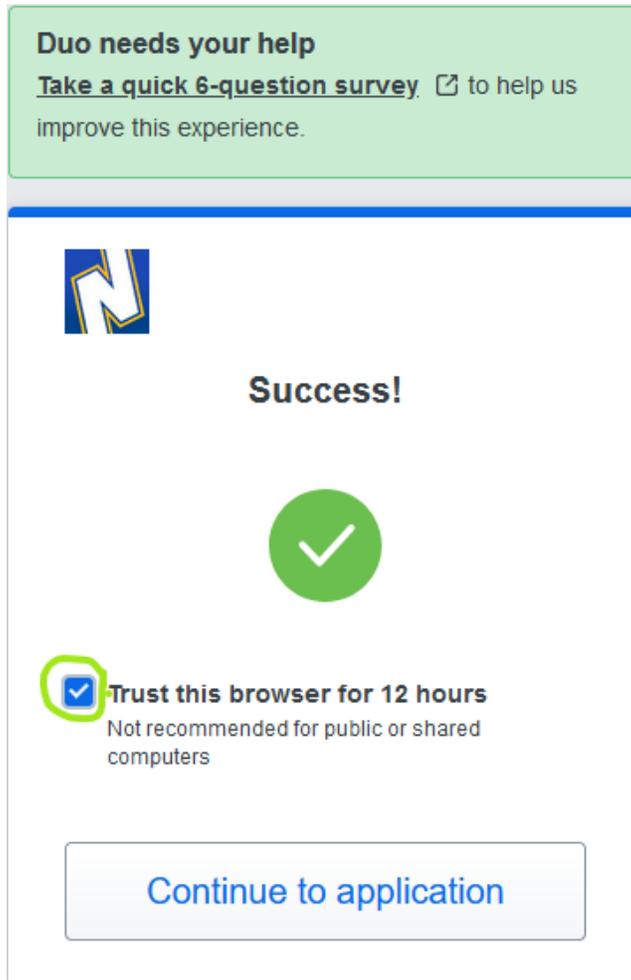
## **ADDITIONAL FEATURES**

### **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.

