

Enrolling in and Activating MFA

Enrollment Methods & Prerequisites

Method #1 Computer + Mobile Device in Hand (Easiest method):

1. You must have an internet connected laptop or desktop
2. You need to also have the mobile device (smart phone, tablet, etc.) you wish to enroll
3. You need to install "Duo Mobile" on the mobile device
4. From your desktop or laptop click the enrollment link from the Duo email and follow the instructions

Method #2 Mobile Device Only

1. You need to install "Duo Mobile" on the mobile device
2. From your mobile device click the enrollment link from the Duo email and follow the instructions

Note: that on some devices you need to scroll up on the initial enrollment page to see the BEGIN button



Note that there are multiple apps called Duo in the Apple App Store and Google Play Store. Install the app called **Duo Mobile** (logo similar to one pictured on the left)

Enrollment Steps

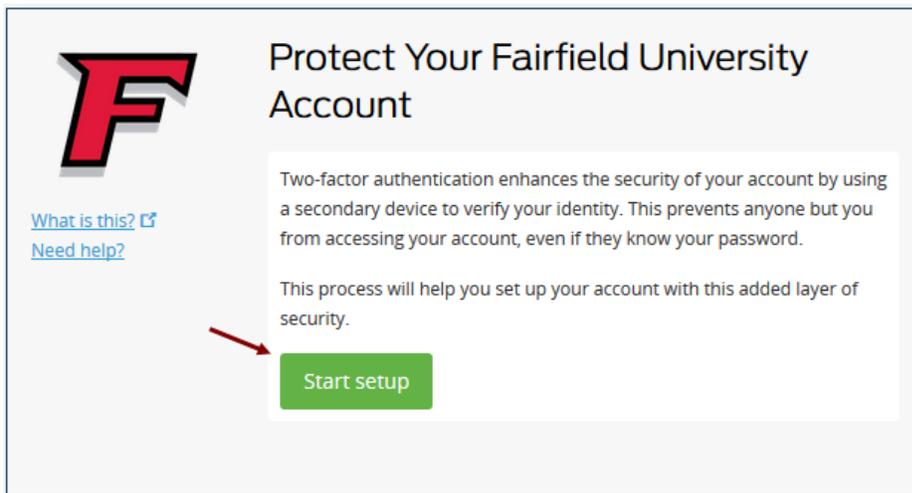
Our vendor, Duo Security, will send all users an enrollment email as ITS enables them for MFA. This email will contain a link that will allow you to complete the enrollment process and register your MFA device(s). The link will open in a browser and is accessible both on and off campus.

If you have not enrolled and attempt to access any of the MFA protected apps from off campus, you will be prompted to enroll at that time. The enrollment process remains the same. You will not be prompted to enroll when you are on campus.

The steps below will guide you through the enrollment process.

1. Welcome Screen

Click **Start setup** to begin enrolling your device.



2. Select your device authentication type

Select the type of device you'd like to enroll and click **Continue**. We recommend using a smartphone for the best experience, but you can also enroll a landline telephone, a U2F token, or iOS/Android tablets.

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[What is this?](#) [Need help?](#)

What type of device are you adding?

Mobile phone RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

Landline

U2F token (Requires a compatible browser)

Continue

3. Enter your phone number

Select your country from the drop-down list and type your phone number. Use the number of your smartphone, landline, or cell phone that you'll have with you when you're logging in to a Duo-protected service. You can enter an extension if you chose "Landline" in the previous step.

Then double-check that you entered it correctly, check the box, and click **Continue**.

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Enter your phone number

United States

+1 4755559209 ✓

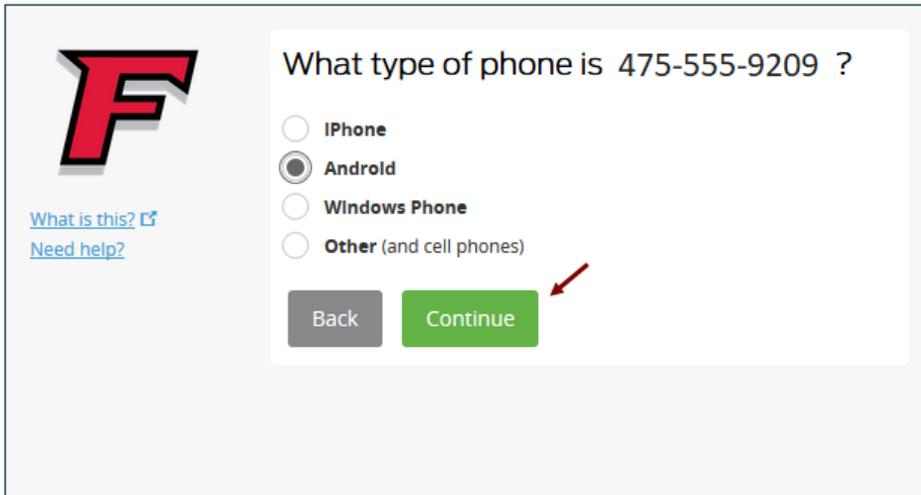
ex: (201) 234-5678

(475) 555-9209 Is this the correct number?

Back **Continue**

4. Select your device OS

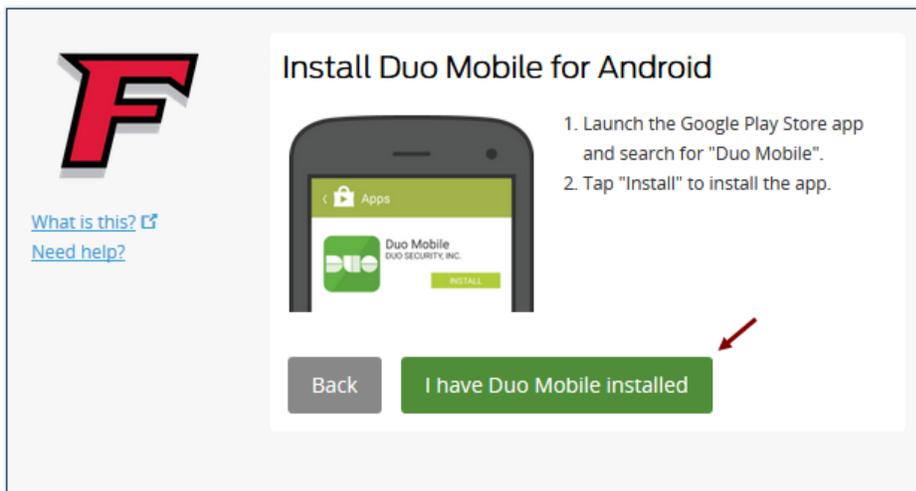
Choose your device's operating system and click **Continue**.



5. Install Duo Mobile App

Duo Mobile is an app that runs on your smartphone and helps you authenticate quickly and easily. Without it you'll still be able to log in using a phone call or text message, but for the best experience we recommend that you use Duo Mobile.

Follow the platform-specific instructions on the screen to install Duo Mobile. After installing our app return to the enrollment window and click **I have Duo Mobile installed**.



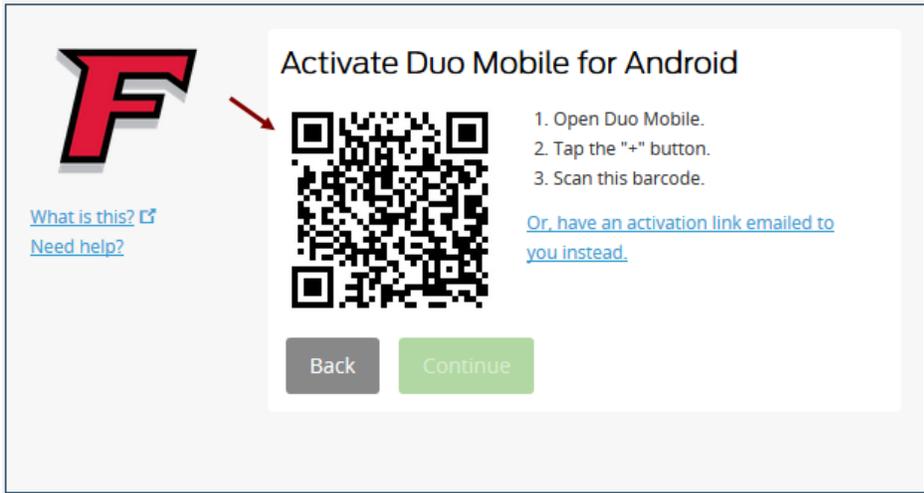
6. Activate Duo Mobile

Activating the app links it to your account so you can use it for authentication.

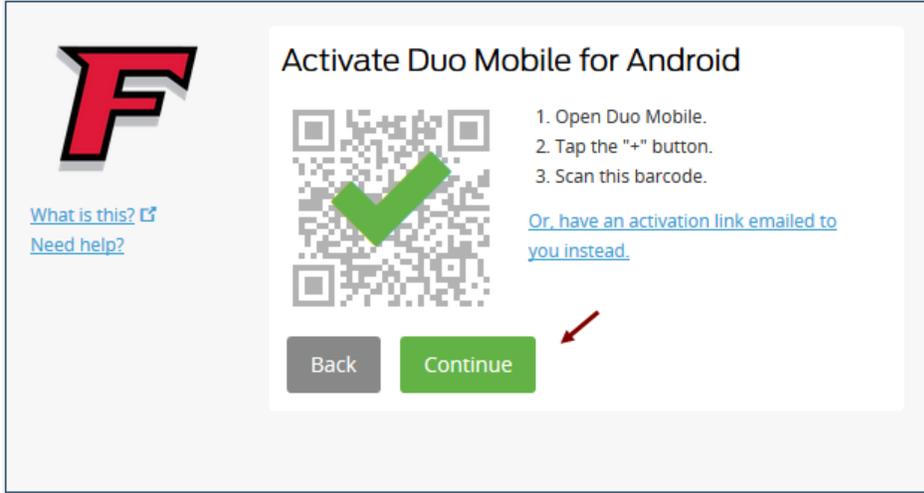
On iPhone, Android, and Windows Phone launch the Duo Mobile app and click the "+" icon on the top right, which will prepare the camera to scan barcode.



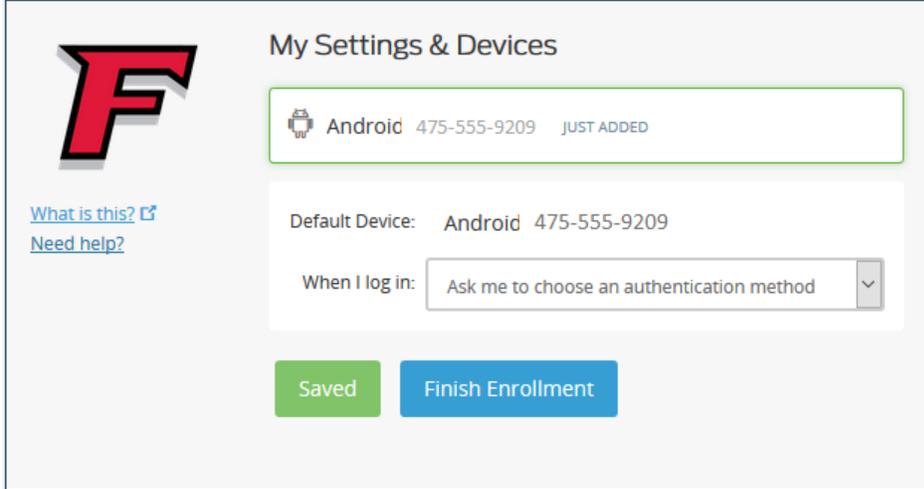
Scan the barcode that appears on the screen. Ensure the barcode fits within the camera window. You may also need to adjust the distance before the barcode is scanned.



Once the barcode is successfully scanned, a check will appear on the barcode and the "Continue" button is enabled. **Can't scan the barcode?** Click "Or, have an activation link emailed to you instead." and follow the instructions.



If you followed the MFA enrollment link in the email from Duo, you will see the following screens once enrollment is complete.



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My Settings & Devices

Android 475-555-9209 JUST ADDED

Default Device: Android 475-555-9209

When I log in:

- Ask me to choose an authentication method
- Automatically send this device a Duo Push
- Automatically call this device

Save

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Clicking on **Finish Enrollment** will show the **Enrollment Successful** window on the right.

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My Settings & Devices

Android 475-555-9209 JUST ADDED

Default Device: Android 475-555-9209

When I log in:

Save Finish Enrollment

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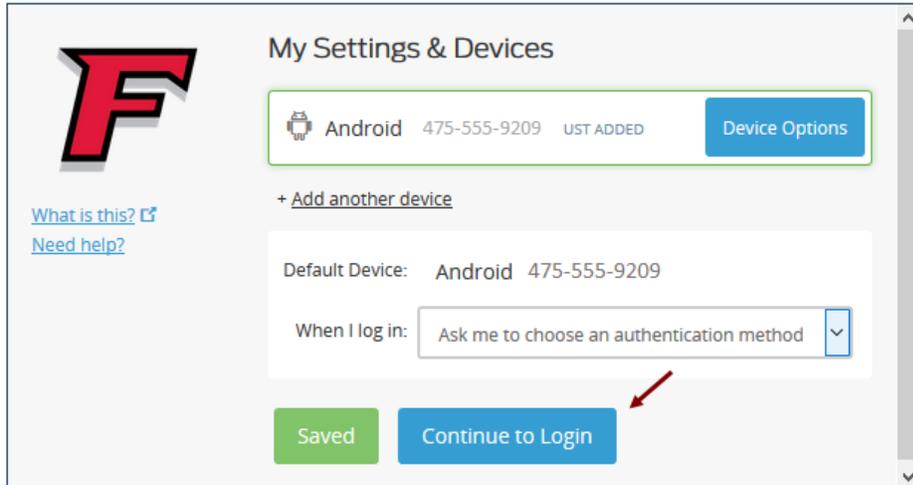
Enrollment Successful!

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

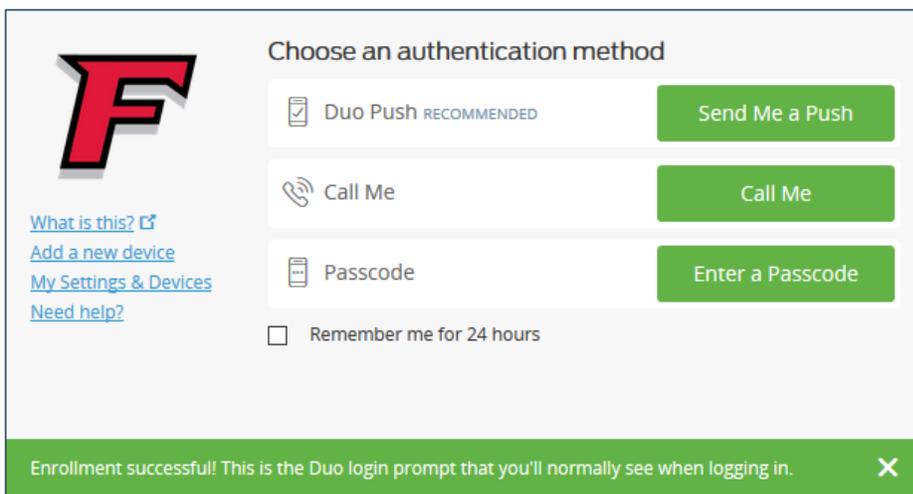
DUO + ⋮

F Fairfield University

If you did not register via the Duo email link, and instead were prompted to register when accessing an application such as OWA or my.fairfield, you will see the following screen with a "Continue to Login" button. Clicking this will allow you to enter the application you were originally trying to access. On this screen, you can also add additional devices such as a Tablet, Landline, or Smartphone. A minimum of 2 devices are recommended to ensure a backup is available when needed.



Click on "Continue to Login". Duo will then prompt for your first MFA where you can select the authentication method of choice.



Read Next [Using MFA](#)

For further assistance, please visit the ITS4U Help Desk located in NYS 215 or call 203-254-4069 during business hours.

Hours can be found here: [ITS4U Help Desk Hours of Operation](#)