# Enroll in Duo

## Overview

OHSU uses Duo Security for two-step authentication, which is required when logging in to many OHSUsystems from outside the network. After entering your OHSU username and password, you will confirm your identity by using the Duo Mobile app on an enrolled smartphone or tablet. This is the second step of the two-step authentication process.

After you install Duo app for your mobile device, you can enroll in Duo in about two minutes.

**Note:** If you do not have a smartphone or tablet to use the Duo Mobile app, or if you don't want to use it, you may request a security token (key fob) from your IT Contact.

## Before you start

- You must have a working OHSU network account.
- Your computer must be connected to the internet.
- Your mobile device (smartphone or tablet) must be connected to the internet.
- If you are using an Apple device, an Apple ID is required to download the Duo Mobile app from the App Store. If you do not have an Apple ID, create one.
- 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 do not have a Google account, create one.

## First-time Duo setup

When you log into an OHSU system that uses Duo, there are two steps for a successful login: signing in with your username and password, and then confirming your identity using your Duo app or Duo key token.

After you enroll in Duo, you will be prompted to confirm your identity the next time you log in to a Duo-protected system from outside the OHSU network. You will enter your username and password, then you will approve a push notification on your Duo-enrolled mobile device. Alternatively, you can enter a passcode from your Duo Mobile app or your Duo security token (if you have one).

***Every time you log in using Duo, you must use your Duo-enrolled mobile device or a Duo security token.***

1. ***With your mobile device,*** launch its app store and search for *Duo Mobile.*

   **Note:** There are many apps with similar names. Be sure to download the *Duo Mobile* app. The correct icon has a bright green background with *DUO* in white, capital letters.
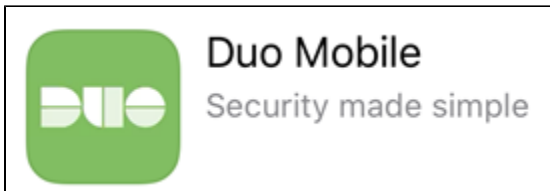
   

2. Download and install the app.
   - **iOS:** Select **Get** then **Install.**
   - **Android:** Select **Install.**
3. Continue the setup process ***with your computer*** in the next section.

If you are replacing a mobile device you previously enrolled in Duo, please review the *Enroll your new/replacement phone in Duo* section to learn how to reactivate your Duo Mobile app on your new smartphone.

1. ***From your computer,*** open a web browser.
   - If you are connected to the OHSU secure network (e.g., wired or*OHSU-Secure* wireless network), openDuo Self-Service Portal (duo. ohsu.edu), select **Manage Your Duo Devices**and log in with your OHSU **Username** and **Password.**

- If you are away from the OHSU campus, openOHSU Outlook Web App (mail.ohsu.edu)and log in with your OHSU **User name** and **P assword.**



**2.** Select **Start setup.**

3. Select **Mobile Phone** or **Tablet,** depending on the type of device. Select **Continue.**



4. **Smartphones only:** Enter your smartphone number, verify that you have entered it correctly and select **Continue.**



5. Select your device type and select **Continue.**

6. **On your computer screen,** select **I have Duo Mobile.**



7. Verify that a QR code appears **onyourcomputer screen.** This code will be used in a later step.



8. Open the Duo Mobile app **on your mobile device.** If prompted,allowDuoMobiletoaccess yoursmartphone'scamera (this permission can be turned off after activating the app).
9. With **yourmobile device,** scanthe QR code on **your computer screen.**
10. The Duo Mobile app will send a push notification to your mobile device. Open it, and select **Approve.**
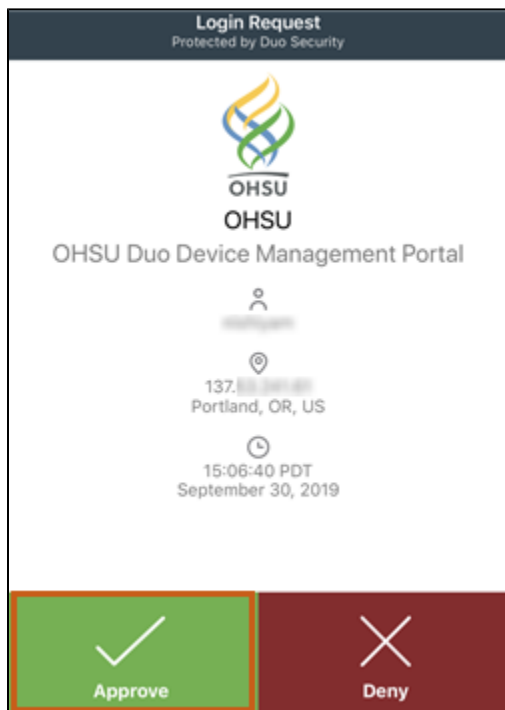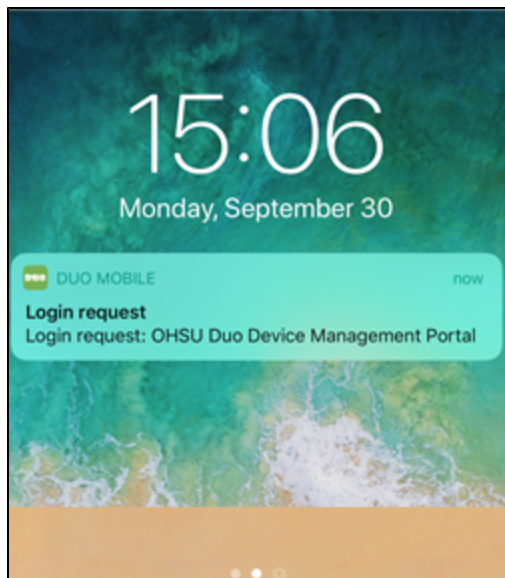
11. On your computer, a green check mark will appear on the QR code to confirm that you have scanned the code. Select **Continue.**
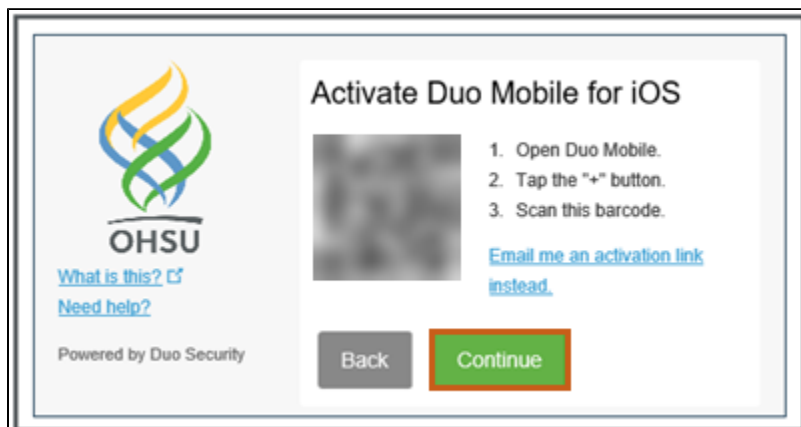
12. When the computer displays an *Enrollment Successful!* message, select **Dismiss.**
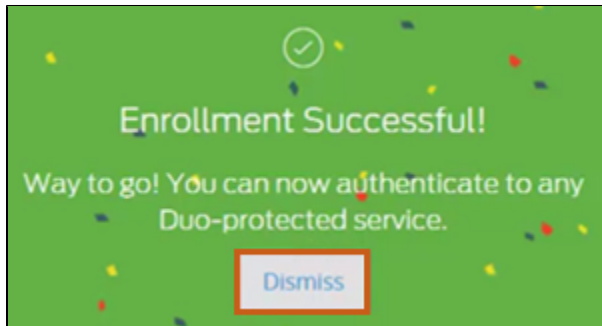


13. Continue to the next section. You will choose how to configure the Duo mobile app to automatically prompt you during a login attempts.

After enrolling your mobile device, a **My Settings & Devices** screen appears in ***your computer's browser.***

1. In the **When I log in:** pull-down menu, choose how you wish to be notifiedwhen you log into a Duo-protected system from outside the OHSU network.
   - **Ask me to choose an authentication method:** Every time you log in, you will be asked if you want to receive a push notification or enter a passcode. The latter option is recommended if you are in areas without cell phone service (where receiving Duo push notifications may be difficult).
   - **Automatically send this device a Duo Push:** Every time you log in, you will automatically receive a push notification. This requires you to open the Duo Mobile app and approve the notification to complete the login process.



2. Select **Save.**

3. The **Save** button turns to **Saved.** Select **Log Out.**

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

After you enroll in Duo, log in to a Duo-protected systemfrom outside the OHSU network **with your computer.** In these steps, we will use OHSU Outlook Web App (mail.ohsu.edu).

1. **From your computer,** navigate to a Duo-protected system and log in.
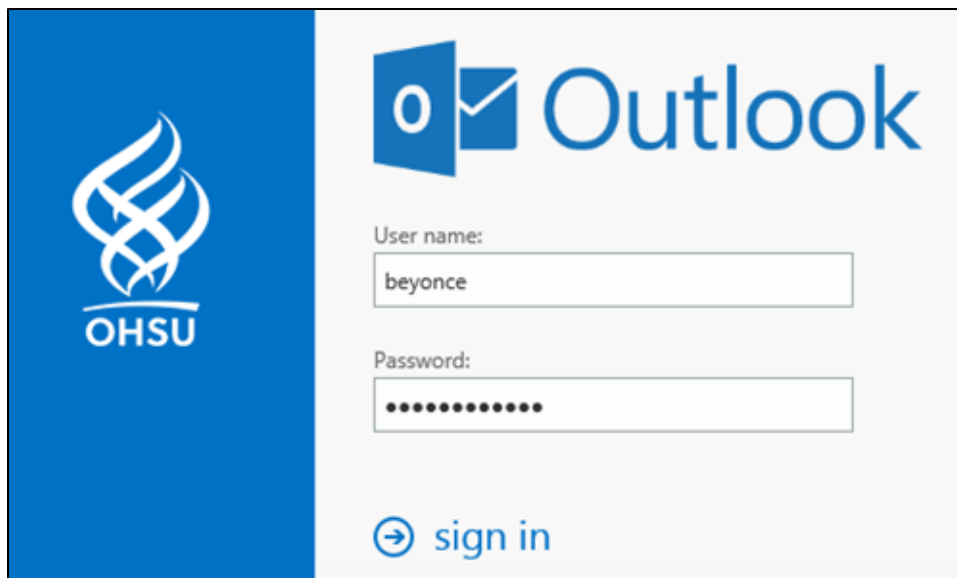


2. At the Duo Mobile prompt, authenticate with Duo. How you authenticate depends on your personal Duo preferences.
   - **Push notification in the Duo app with your mobile device:** On your mobile device, select the Duo Mobile Login request notification. Select **Approve** from the Duo Mobile app.
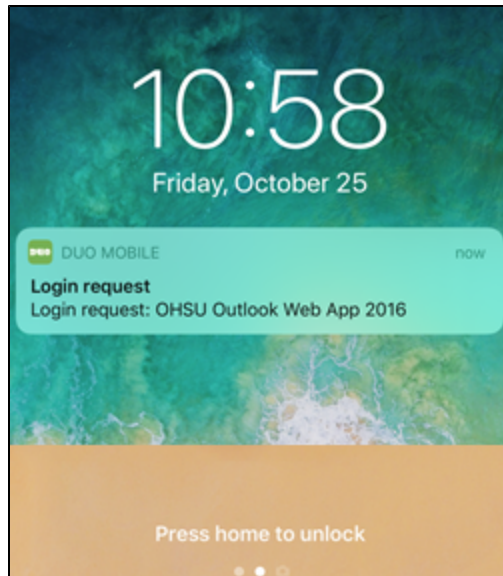
- **Passcode in the Duo app with your mobile device:** In the Duo Mobile app, select the **V** icon to retrieve your passcode, and enter it in the login screen *on your computer.*
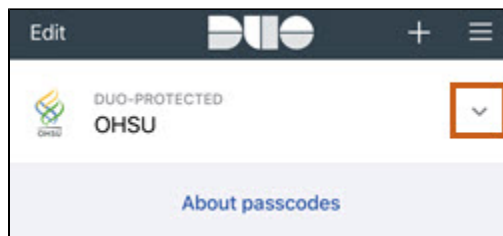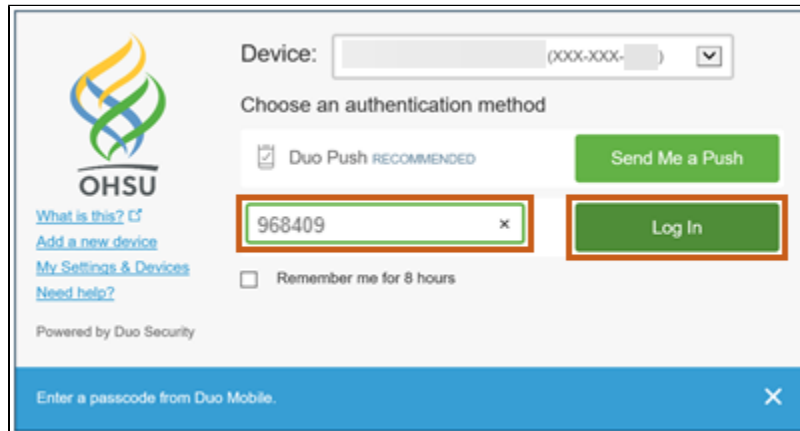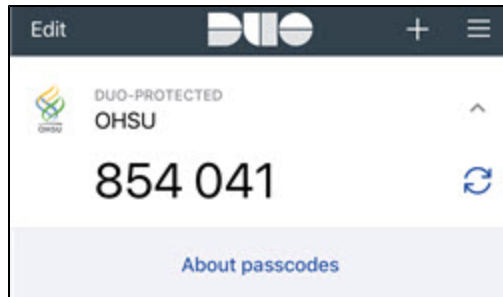
- **With a Duo key token (if you have one):** Enter the passcode that is displayed on the token, in the login screen on your computer.



**Note:** The Duo token will periodically rotate through different passcodes. Select the button on the token to generate a new passcode.

## Enroll your new/replacement phone in Duo

If you kept the telephone number you previously enrolled in Duo, go to the Duo Self-Service Portal (duo.ohsu.edu) on a computer that is connected to OHSU's secure networks, and select the green **Reactivate Duo Mobile** button. Follow the prompts to set up Duo on your new device.

- If you have a new telephone number and still have access to your old device, go to the Duo Self-Service Portal (duo.ohsu.edu) on a computer that is connected connected to OHSU's secure networks, and select the blue **Manage Your Duo Devices** button. Follow the prompts to add your new device to your OHSU Duo account, then remove your old device.
- If you have a new telephone number but no longer have access to your old device, you must call the ITG Service Desk at 503-49**4-2222** to set up Duo on your new device.

## Notes

Learn more about Duo Mobile on O2.

## Telework resources

**Looking for telework help?** Visit the Telework O2 site for information, support, resources and more.

| This article applies to | OHSU staff, OHSU students, OHSU volunteers |
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