



# Multi Factor Authentication Procedure

What is Two-Factor Authentication?

Two-factor authentication adds a second layer of security to your online accounts. Your first factor is your password which is something that you know. One option for a second factor is something that you have. Verifying your identity using something that you have (like your phone or other mobile device) prevents anyone but you from logging in, even if they know your password.

MFA enrollment is the process of establishing your additional factor for authentication. Typically, you will only need to complete this once, but you may need to reenroll due to a change in phone or other MFA device.

The three most convenient and often used option of accomplishing Multi Factor Authentication (MFA) in our environment include:

1. The Duo App on a Smartphone (Send me a Push, Call me, Enter a Passcode).
2. An SMS (text) message to a cell phone, or Smartphone (No App installation is required).
3. A Direct call to any phone number (This does not work with extensions).

NOTE:

*DO NOT connect Duo to a Google Voice account that is linked to a @sandi.net email address. Email and Google are MFA protected applications and you will not be able to retrieve the MFA code for login.*

If a phone is not available to use for MFA and you need an alternative option, please contact the IT representative found at the bottom of the notification email. You may also contact the IT helpdesk at (619) 209-HELP.

This job aid will walk you through:

1. Logging in to your district MFA-required application (ex. Peoplesoft, Powerschool, Google).
2. Installing and enrolling DUO on your smartphone (ex. iPhone, Android).

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## Section 1

### **Duo Mobile phone setup procedure**

Launch the District application that you want to sign in to on your computer (ex. PeopleSoft, PowerSchool, Office 365, etc.)

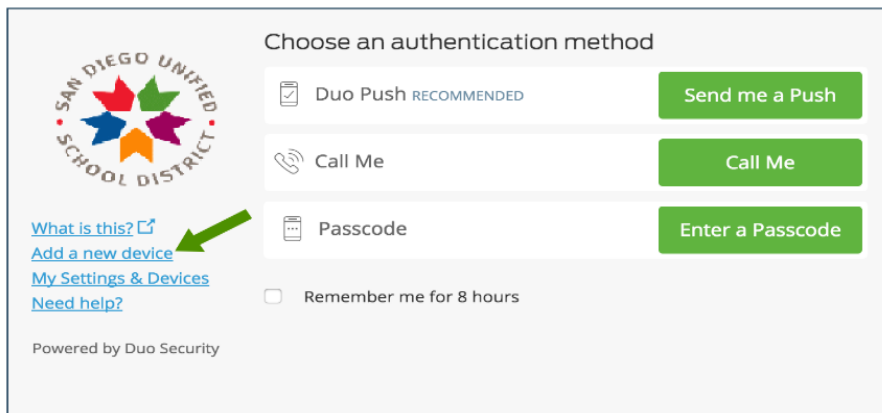
Note:

*You will be using your phone camera to scan the barcode shown by Duo Enrollment in your browser. If you're prompted to allow Duo Mobile permission to use your device camera, please grant it.*

### **Enrolling a new device**

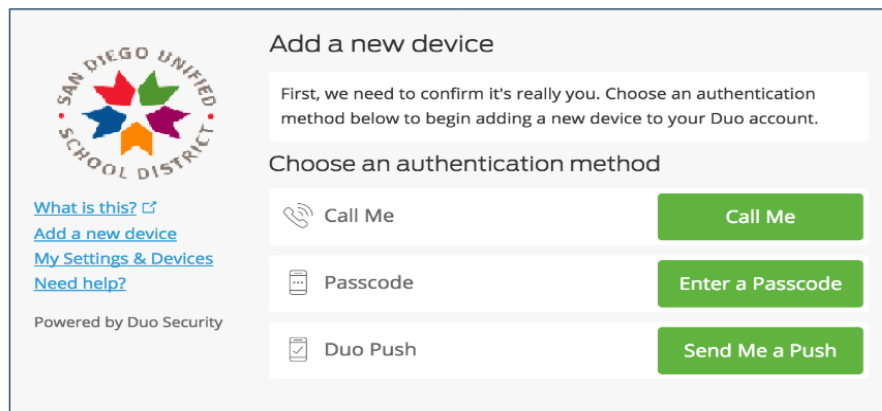
Enroll your device (iPhone/Android) from the Duo Prompt on the application that you have opened.

To start enrolling a new device, click “Add a new device.”



The screenshot shows the Duo authentication selection screen for Sam Diego Unified Schools District. The title is "Choose an authentication method". There are three main options, each with a green button: "Duo Push RECOMMENDED" with a "Send me a Push" button, "Call Me" with a "Call Me" button, and "Passcode" with an "Enter a Passcode" button. Below these is a checkbox for "Remember me for 8 hours". On the left side, there is a logo for Sam Diego Unified Schools District and a list of links: "What is this?", "Add a new device" (highlighted with a green arrow), "My Settings & Devices", and "Need help?". At the bottom left, it says "Powered by Duo Security".

Choose an authentication method (“Send me a Push”, “Call Me”, or “Enter a Passcode”) to complete the two-factor authentication and begin adding your new device.



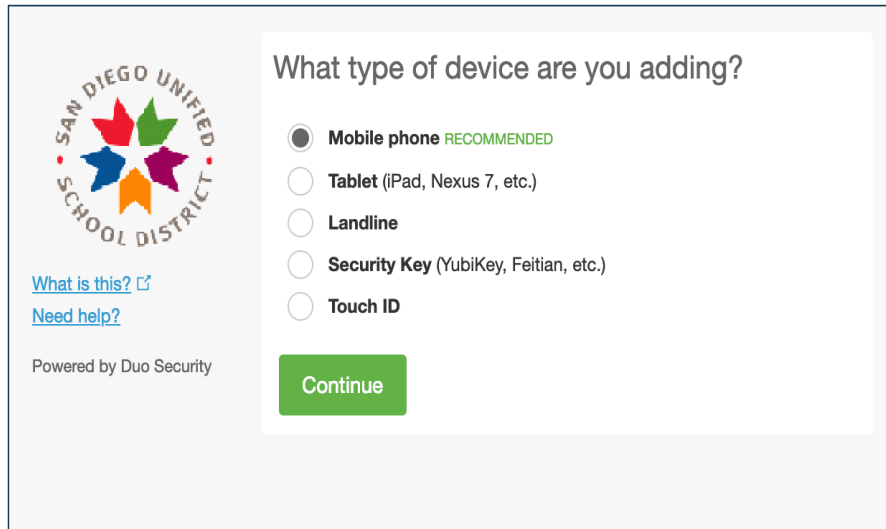
The screenshot shows the Duo "Add a new device" screen for Sam Diego Unified Schools District. The title is "Add a new device". A message box says: "First, we need to confirm it's really you. Choose an authentication method below to begin adding a new device to your Duo account." Below this is the "Choose an authentication method" section with three options, each with a green button: "Call Me" with a "Call Me" button, "Passcode" with an "Enter a Passcode" button, and "Duo Push" with a "Send Me a Push" button. On the left side, there is a logo for Sam Diego Unified Schools District and a list of links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". At the bottom left, it says "Powered by Duo Security".

Note:

*If you're adding a new device to replace one that you previously activated for Duo Push, don't select the Duo Push authentication method on this page unless you still have the original device. If you don't have the original device, but you have a new device with the same phone number, then you can authenticate with a phone call or SMS passcode.*

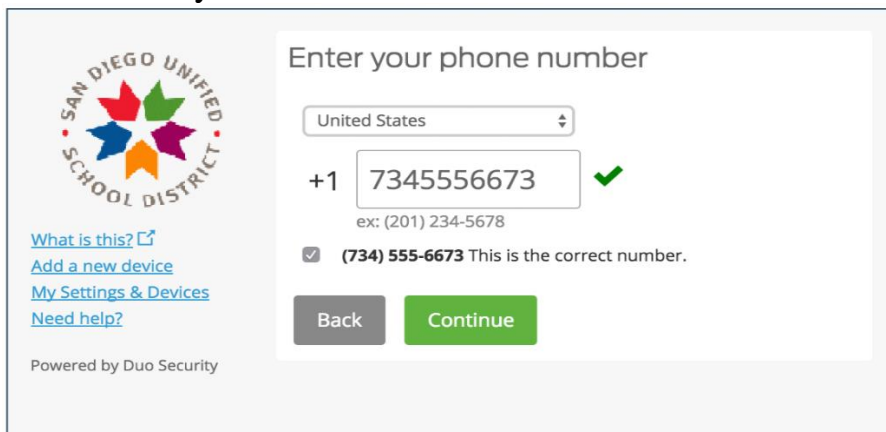
*You can't add a new device from this page if you do not have access to any of your previously enrolled authentication devices, contact the Duo administrator that sent you these instructions for help.*

Proceed with the device enrollment process. See the example below.



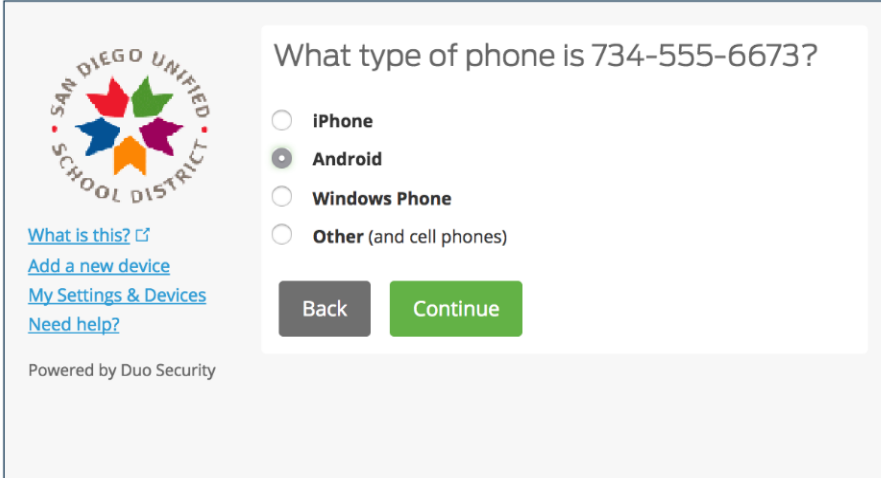
The screenshot shows the Duo Security enrollment interface for San Diego Unified School District. On the left is the district's logo and links for 'What is this?', 'Need help?', and 'Powered by Duo Security'. The main content area is titled 'What type of device are you adding?' and features five radio button options: 'Mobile phone RECOMMENDED' (selected), 'Tablet (iPad, Nexus 7, etc.)', 'Landline', 'Security Key (YubiKey, Feitian, etc.)', and 'Touch ID'. A green 'Continue' button is positioned at the bottom of the options.


Enter the phone number of the device you are trying to add. Check the box to confirm that you entered the correct number. Click Continue.




The screenshot shows the 'Enter your phone number' step of the Duo Security enrollment process. It includes the San Diego Unified School District logo and links for 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. The main form area has a dropdown menu for 'United States', a text input field containing '+1 7345556673' with a green checkmark, and an example 'ex: (201) 234-5678'. Below the input is a checked checkbox with the text '(734) 555-6673 This is the correct number.' At the bottom are 'Back' and 'Continue' buttons.

Select the new phone's operating system, click Continue.



 SAN DIEGO UNIFIED SCHOOL DISTRICT

[What is this?](#) 

[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

Powered by Duo Security

What type of phone is 734-555-6673?

iPhone

Android

Windows Phone

Other (and cell phones)

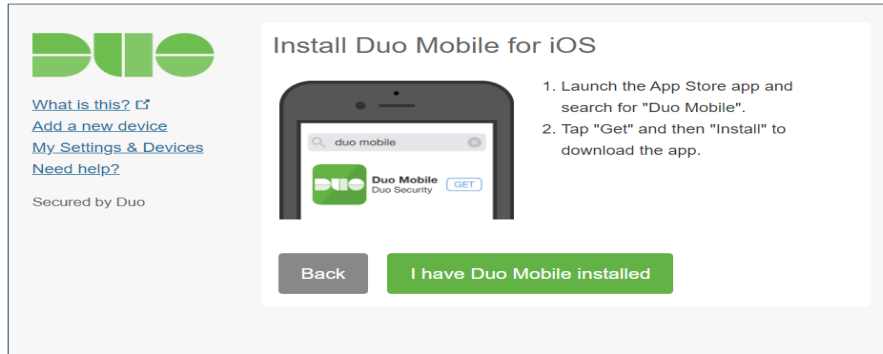
Back Continue

Follow the instructions, to install Duo on your phone (iPhone or Android) click here to go “[Install Duo on your iPhone or Android Device](#)” (Section 4). When this step is completed, you will come back to finish out the Duo installation, **don’t** click “I have DUO Mobile installed”, until you complete the installation of Duo on your device.

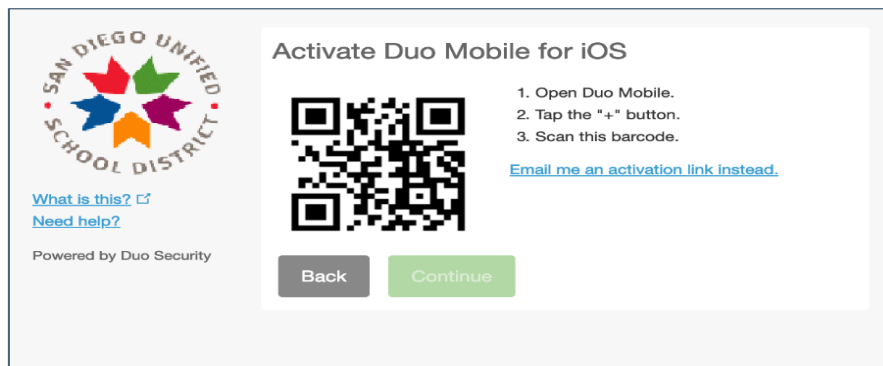
## Section 2

### Finishing Duo Installation

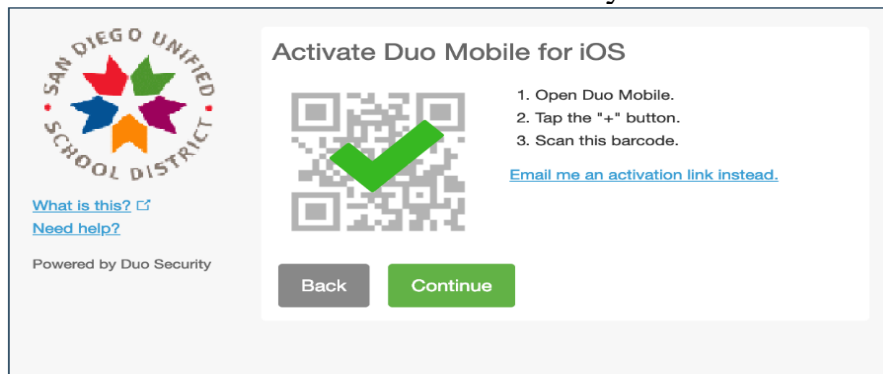
Click “I have Duo Mobile Installed”. A QR Code will be displayed.



Scan the barcode with your device (iPhone/Android etc..) to activate it. If you can't scan the barcode, click the “Email me an activation link instead”, and follow the instructions.



The "Continue" button is clickable after you scan the barcode successfully.

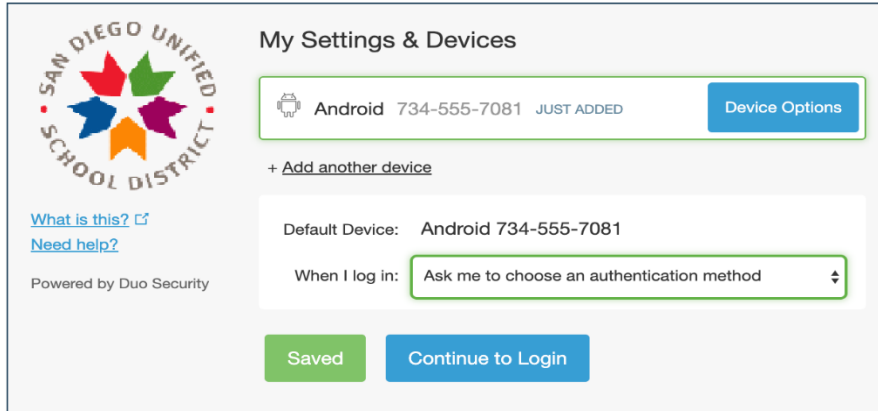


After scanning the QR Code, go to [Finish the Duo app configuration](#) (Section 5).

## Section 3

### Use your new Duo app

Click **Continue to login** to proceed to the Duo Prompt.



My Settings & Devices

San Diego Unified Schools District

Powered by Duo Security

What is this? Need help?

Android 734-555-7081 JUST ADDED Device Options

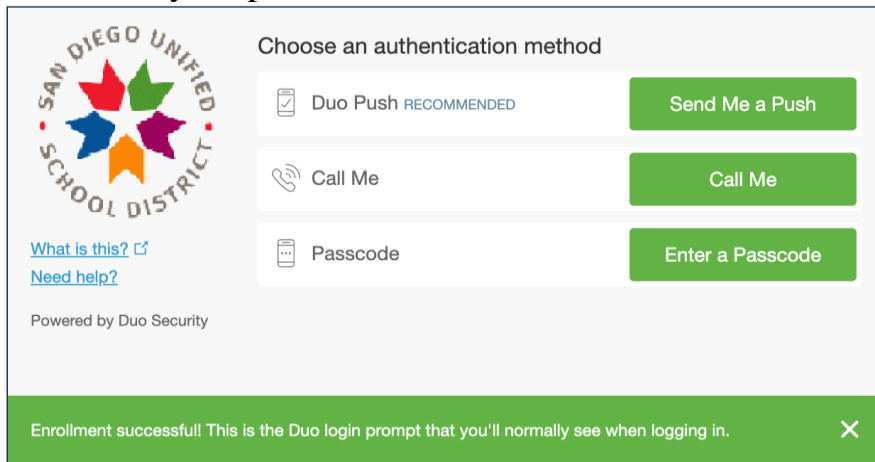
+ Add another device

Default Device: Android 734-555-7081

When I log in: Ask me to choose an authentication method

Saved Continue to Login

Your device is ready to approve Duo push authentication requests. Click **Send me a Push** to give it a try. All you need to do is tap **Approve** on the Duo login request received at your phone.



Choose an authentication method

San Diego Unified Schools District

Powered by Duo Security

What is this? Need help?

Duo Push RECOMMENDED Send Me a Push

Call Me Call Me

Passcode Enter a Passcode

Enrollment successful! This is the Duo login prompt that you'll normally see when logging in.

## Congratulations!

### You completed your first authentication with Duo!

You may close your Duo app now on your device (iPhone or Android). The new phone is now added and listed in your currently enrolled devices.

Contact the Helpdesk if you need additional help at 619-209-4357.

## **Section 4**

### **Install Duo on your iPhone or Android Device**

Find the latest version of the **Duo Mobile** app in the App Store for iPhone, or the Google Play Store for Android, and install it on your phone.

### **iPhone**

***Supported Platforms:** The current version of Duo Mobile supports iOS 13.0 and greater.*

*To see which version of Duo Mobile is installed on your device, go to the iOS **Settings** menu, then scroll down and tap **Duo Mobile**. The "System Info" section shows the app version.*

### **Android**

***Supported Platforms:** The current version of Duo Mobile supports Android 8 and greater.*

*Duo does not provide official support for non-standard custom Android distributions like OnePlus, LineageOS, or ColorOS, nor is Duo Mobile supported for use on ChromeOS.*

*To see which version of Duo Mobile is installed on your device, go to the Android **Settings** menu, tap **Apps**, and then scroll down and tap **Duo Mobile**. The "App Info" screen shows the version.*

### **Begin Installation of the Duo app on your device**

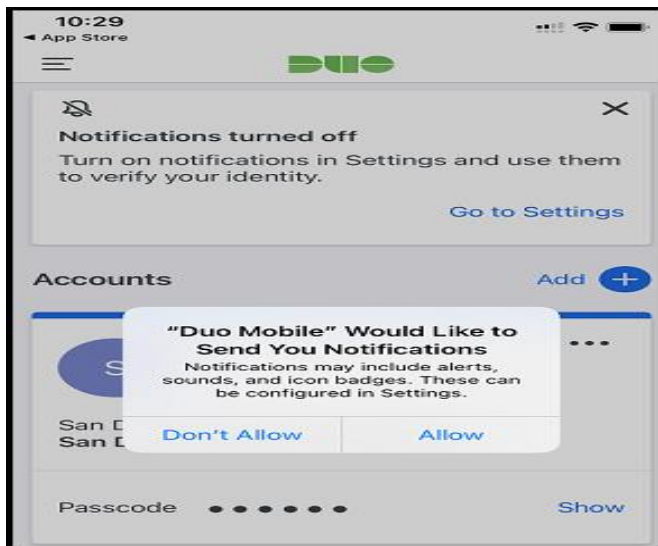
Launch Duo Mobile app and step through the introduction screens.

On the Welcome to the new Duo app, tap "Got it."





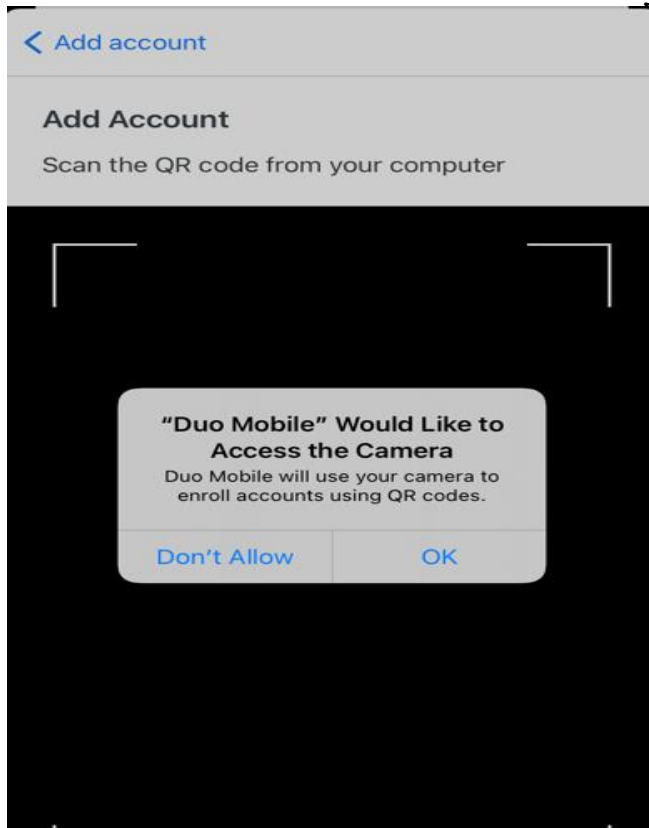
At the pop up, “Duo Mobile” Would like to send you notifications? Tap “Don’t Allow.”



Tap on “Use a QR Code.”



At the “Duo Mobile” would like to access your camera pop up, Tap “OK.”

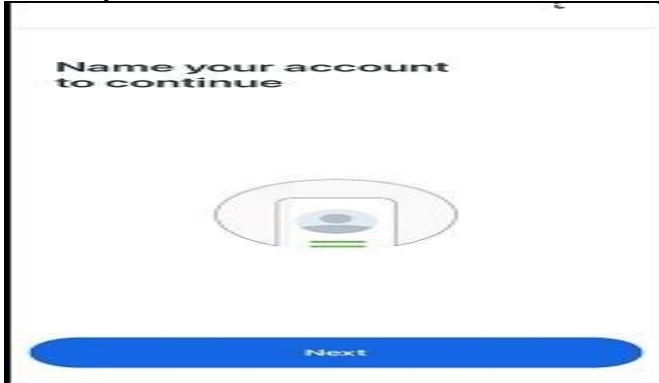


At the “Add account - Scan the QR code from your computer” screen where your camera is ready to take a picture of the QR code, STOP, and return to the [“Finishing Duo installation”](#) (Section 2) of this document.

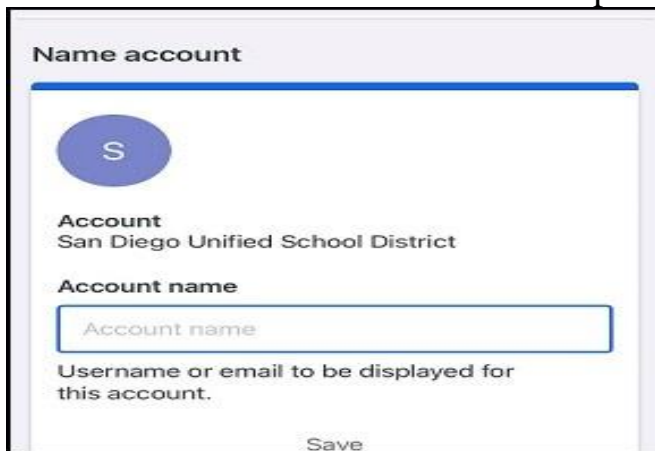
## Section 5

### **Finish the Duo app configuration**

Name your Account to continue. Click Next.



Choose and enter an Account name. Tap "Save."



It will now say, "Account linked!" Tap "Skip."



Tap "Skip."



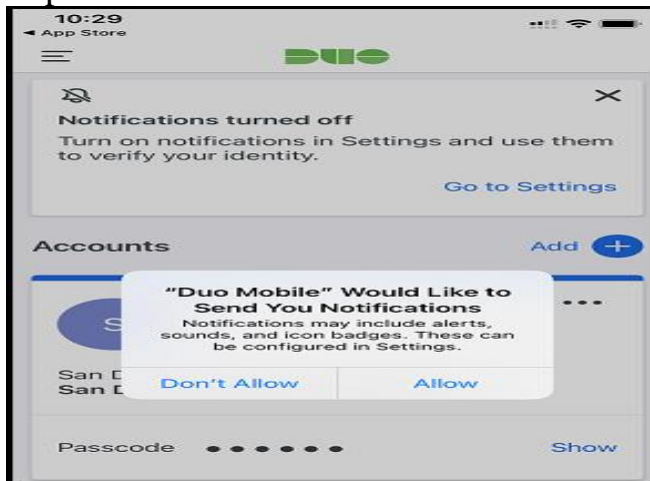
Tap "Turn Off."



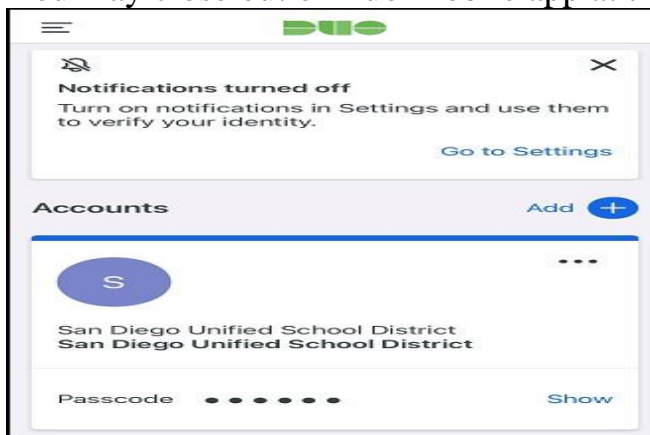
Tap "OK."



Tap “Don’t Allow.”



You may close out of Duo Mobile app at this point.



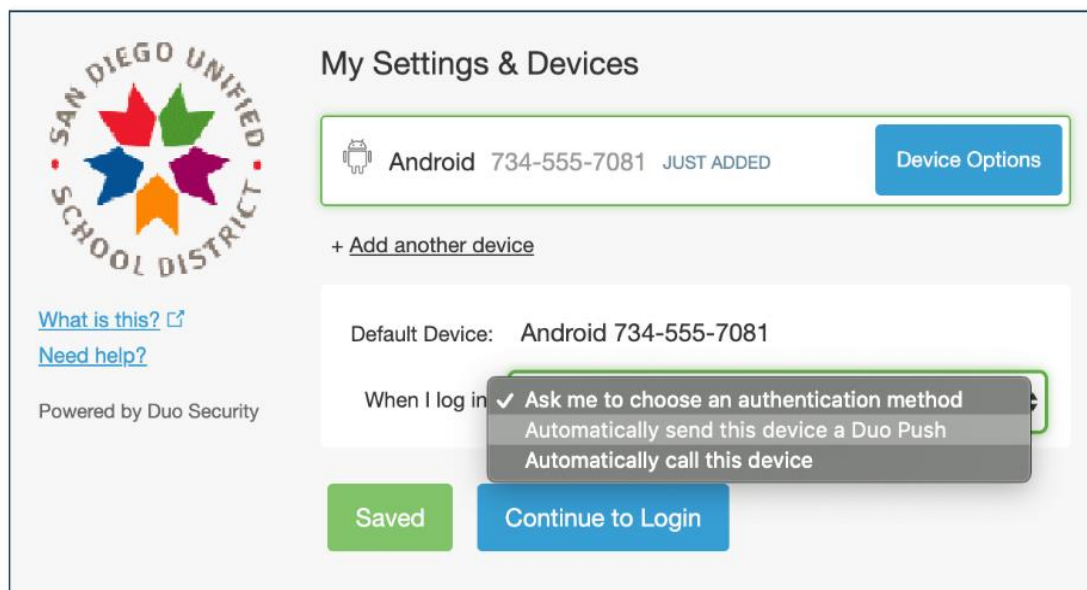
Go to [Use your new Duo app](#) (Section 3), where you started to login, and login again

## Section 6


### Configure Device Options (optional)

You can use **Device Options** to give your phone a more descriptive name, or you can click **Add another device** and start the “*Enroll a new device*” procedure again to add another authenticator (Ex. Landline, etc). You can add up to 3 devices.

If you have a device that you always use to authenticate to Duo, then you may want to enable automatic push requests by changing the “**When I log in**” setting from "Ask me to choose an authentication method" to "Automatically send this device a Duo Push" or "Automatically call this device" and clicking “**Save.**” With one of the automatic options enabled, Duo automatically sends an authentication request via push notification to the Duo Mobile app on your smartphone or a phone call to your device (depending on your selection.)



**My Settings & Devices**

 [What is this?](#) [Need help?](#)  
Powered by Duo Security

Android 734-555-7081 JUST ADDED **Device Options**

+ [Add another device](#)

Default Device: Android 734-555-7081

When I log in

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

**Saved** **Continue to Login**