

## UMass Lowell Multi-Factor Authentication Enrollment Guide

To enroll in Duo multi-factor authentication, please follow the steps below. Please note that all of the images on this page are examples, and explain what you will be doing at each step.

If you have already enrolled and wish to add a new device to use with Duo, or modify an existing one, you can visit the Duo self-service portal at <https://www.uml.edu/duo>. There you will find instructions for adding or modifying devices and phone numbers that you use with Duo.

### Enrollment Instructions

1. Visit <http://www.uml.edu/duo>. It is highly recommended that you do this from a computer, and not the mobile device that you will be enrolling with Duo.
2. Log in using your UMass Lowell email address and password. Click Login to continue.

*Secure Area*

**AUTHENTICATION REQUIRED**

Please log in with your University of Massachusetts Lowell email address and password.

Email Address

Password

Log In

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### Protect Your University of Massachusetts - Lowell Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

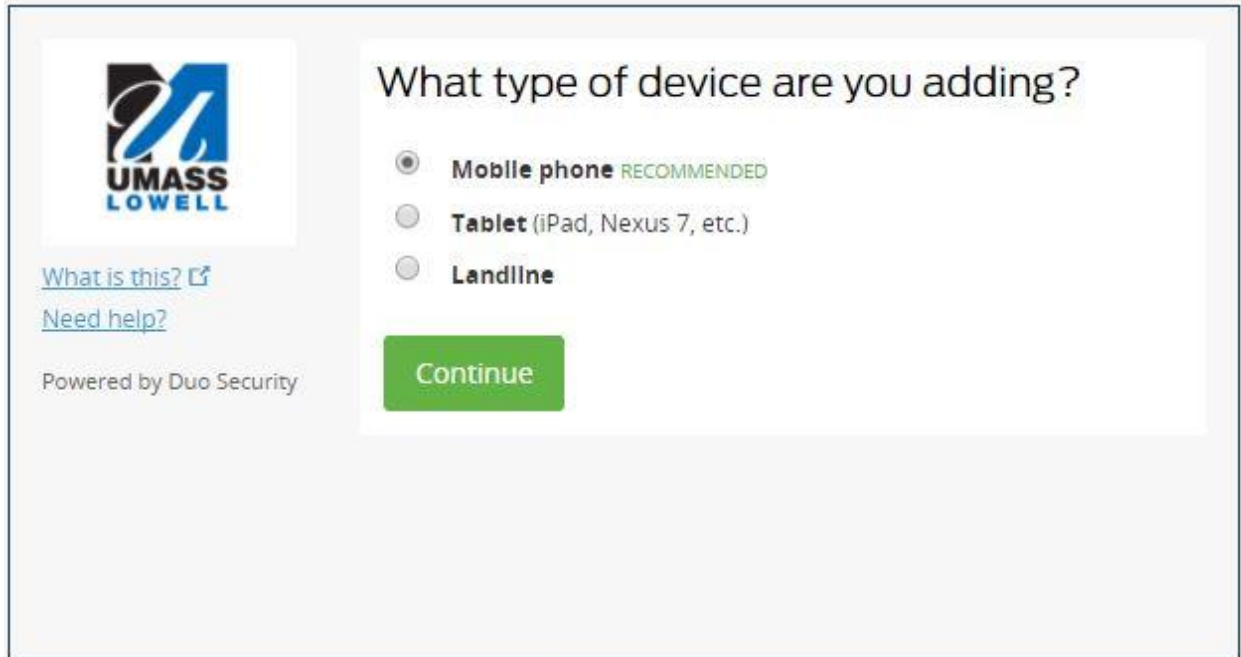
[What is this?](#) [Need help?](#)

Powered by Duo Security

[Start setup](#)

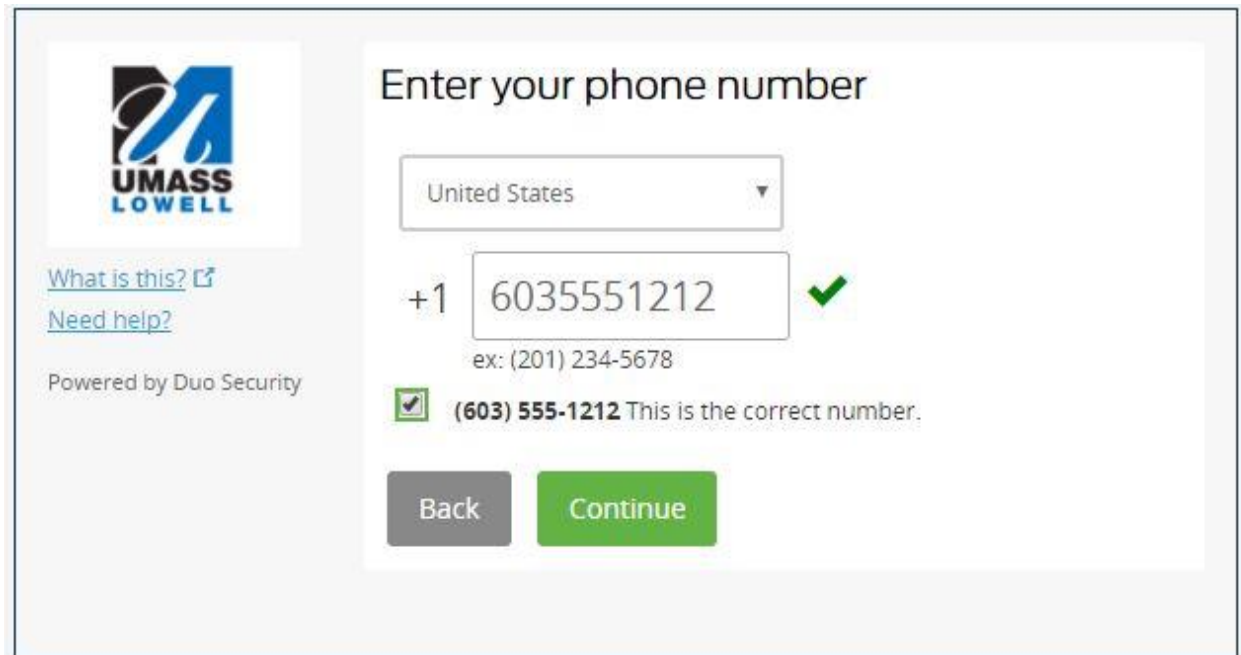
4. You can now start the enrollment process by clicking the Start setup button. You will be prompted to provide the type of device you want to enroll for MFA: mobile phone, tablet, or landline. It is HIGHLY recommended that you use a mobile phone, as this option best supports the features offered by Duo.

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The screenshot shows the UMass Lowell logo on the left. Below it are links for "What is this?" and "Need help?", and the text "Powered by Duo Security". The main heading is "What type of device are you adding?". There are three radio button options: "Mobile phone RECOMMENDED" (selected), "Tablet (iPad, Nexus 7, etc.)", and "Landline". A green "Continue" button is at the bottom right.

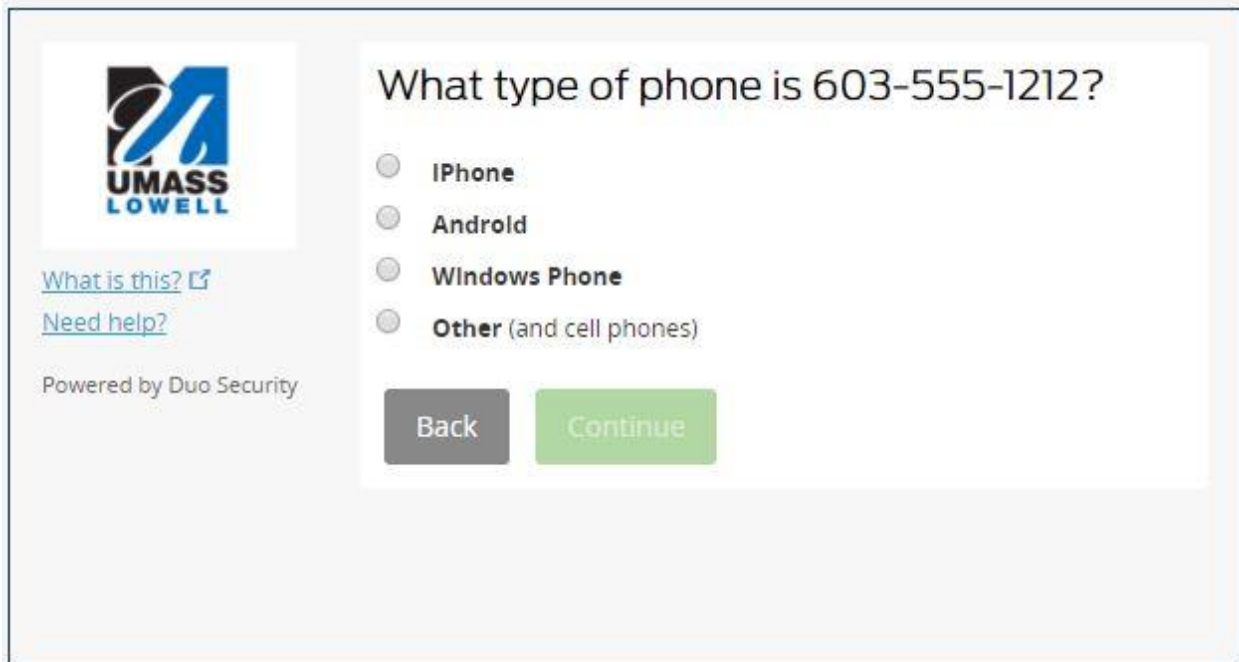
5. On the next page, you will need to enter your phone number, confirm that it is correct, and confirm that you own the device by receiving a call or text message. You will then enter the verification code that you are given to continue to the next step. The number is only for demonstration purposes – please enter your own phone number.



The screenshot shows the UMass Lowell logo on the left. Below it are links for "What is this?" and "Need help?", and the text "Powered by Duo Security". The main heading is "Enter your phone number". There is a dropdown menu for "United States". Below it is a text input field containing "+1 6035551212" with a green checkmark to its right. Below the input field is the text "ex: (201) 234-5678". There is a checked checkbox followed by the text "(603) 555-1212 This is the correct number.". At the bottom are two buttons: "Back" and "Continue".

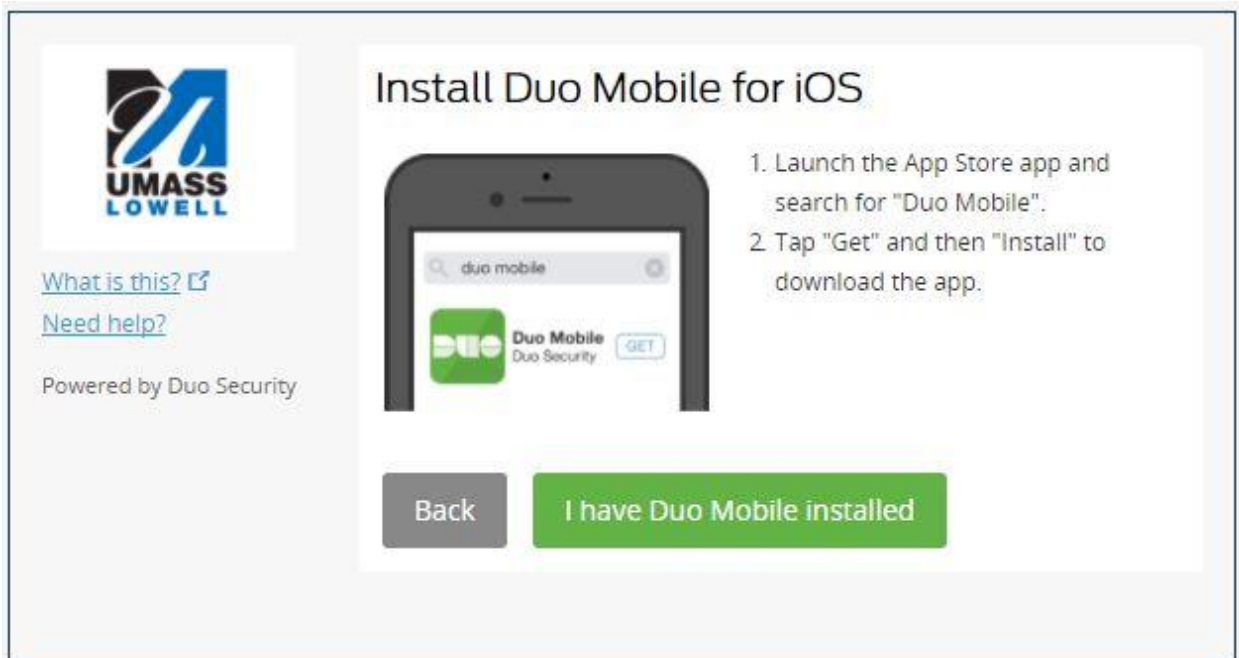
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6. Next, you will need to select the type of device you have. If you are using a phone that is not a smartphone, select 'other' and the setup will complete. If you have a smartphone, continue to the next step.



The screenshot shows a web page with the UMass Lowell logo on the left. Below the logo are links for "What is this?" and "Need help?", and the text "Powered by Duo Security". The main content area has the heading "What type of phone is 603-555-1212?". Below the heading are four radio button options: "iPhone", "Android", "Windows Phone", and "Other (and cell phones)". At the bottom of the options are two buttons: "Back" and "Continue".

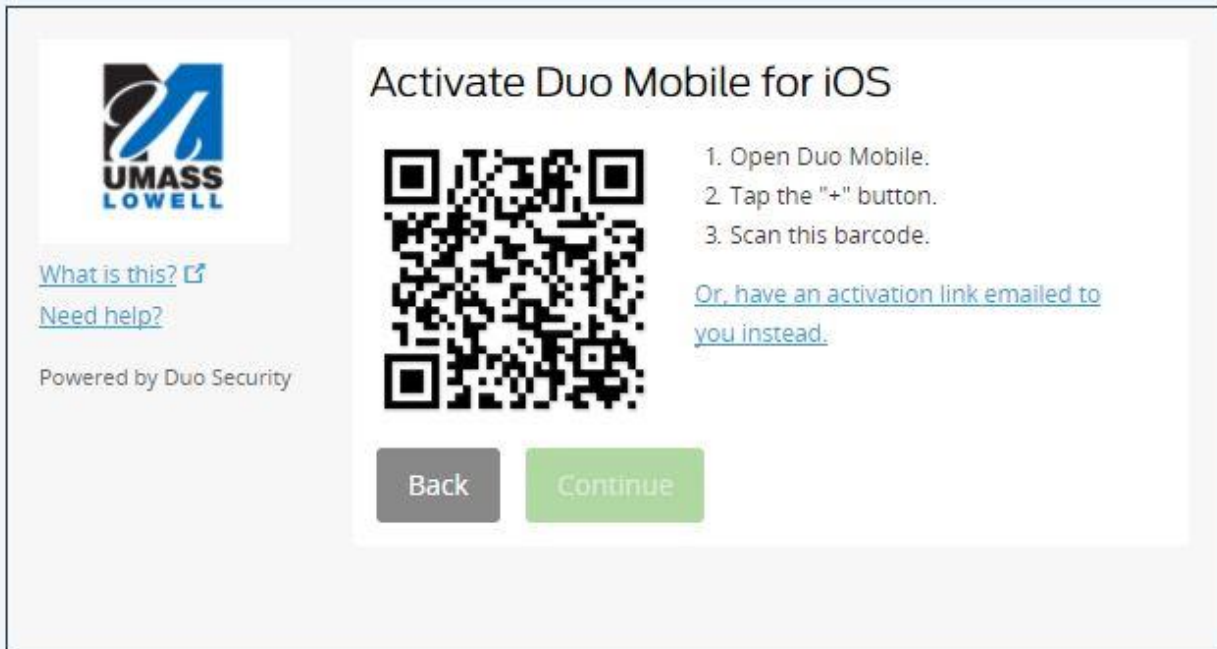
7. You will now be prompted to install the Duo app from your device's application store (iTunes App Store, Google Play Store, Windows App Store, etc.). Search for "Duo Mobile" app and install. After the installation is complete, click on the "I have Duo Mobile Installed" button.



The screenshot shows a web page with the UMass Lowell logo on the left. Below the logo are links for "What is this?" and "Need help?", and the text "Powered by Duo Security". The main content area has the heading "Install Duo Mobile for iOS". Below the heading is an image of a smartphone displaying the App Store search results for "Duo Mobile" by Duo Security, with a "GET" button. To the right of the image are two numbered instructions: "1. Launch the App Store app and search for 'Duo Mobile'." and "2. Tap 'Get' and then 'Install' to download the app." At the bottom of the instructions are two buttons: "Back" and "I have Duo Mobile installed".

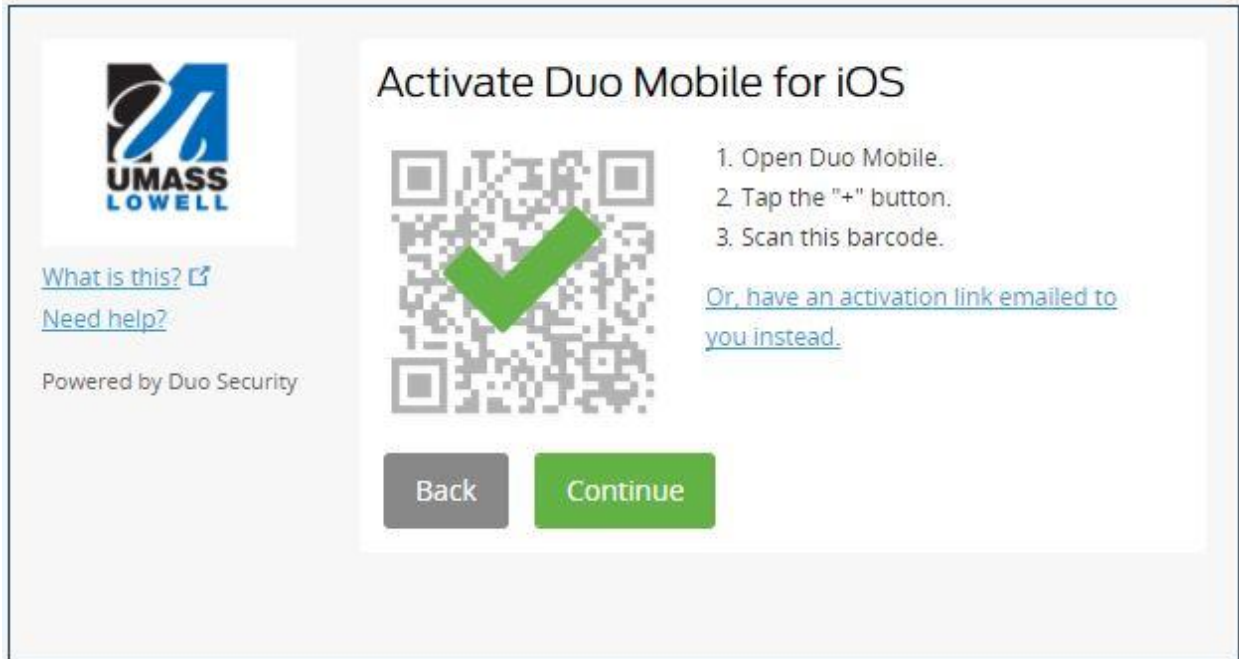
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8. Upon installation of the Duo app, you will be given the option to add a device by scanning the QR code. Open the Duo Mobile app on your smartphone and click on the + sign in the upper right section of the app. This will activate your phone's camera. Point your camera at the bar code to scan the bar code. (Do not scan the bar code in the image below).



9. Once you have scanned the bar code on your device, you should see the screen below, indicating success. If it does not, click the "Having Problems?" link to enter a code that will be sent to your phone instead. You have now finished enrolling your smartphone.

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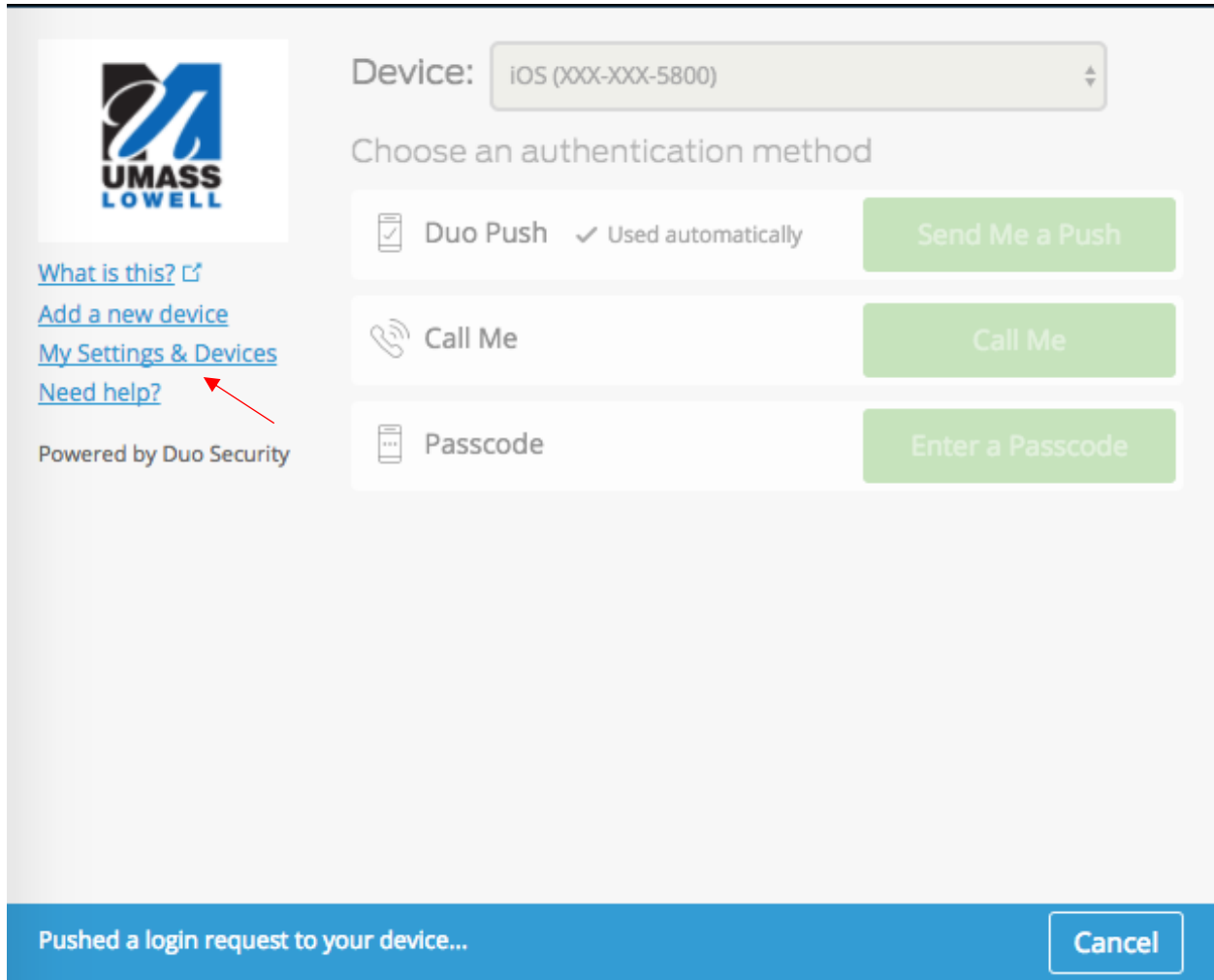
10. When adding a new device, it is defaulted to "Ask me to choose an authenticated method". If you choose to automatically push or call, you won't be able to select the option to remember your device when logging into Duo-enabled applications.

You may change this setting at any time in the self-service portal (or when logging into Duo-enabled applications) by selecting My Devices & Settings before completing multi-factor authentication:

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You can modify your existing MFA settings or add new MFA devices by accessing either the DUO self-service portal or logging into a Duo protected application.

Upon login to either the self-service portal or application click on 'My Settings & Devices' on the left hand side of the screen. If you had set a default authentication method, you will receive the authentication via this default method (push/call, etc) – ignore that prompt and instead click on 'My Settings & Devices' on the left hand side:



The screenshot displays the Duo self-service portal interface. On the left, there is a sidebar with the UMass Lowell logo and several links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. A red arrow points to the 'Need help?' link. Below the links, it says 'Powered by Duo Security'. The main content area shows a 'Device:' dropdown menu with 'iOS (XXX-XXX-5800)' selected. Below this, the heading 'Choose an authentication method' is followed by three options: 'Duo Push' (marked as 'Used automatically' with a checkmark and a 'Send Me a Push' button), 'Call Me' (with a 'Call Me' button), and 'Passcode' (with an 'Enter a Passcode' button). At the bottom of the screen, a blue banner displays the message 'Pushed a login request to your device...' and a 'Cancel' button.

Once you click on 'My Settings & Devices', select the authentication method to confirm your identity.

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[What is this?](#) 

[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

Powered by Duo Security

## Add a new device

First, we need to confirm it's really you. Choose an authentication method below to begin adding a new device to your Duo account.

### Choose an authentication method



Call Me

Call Me



Passcode

Enter a Passcode



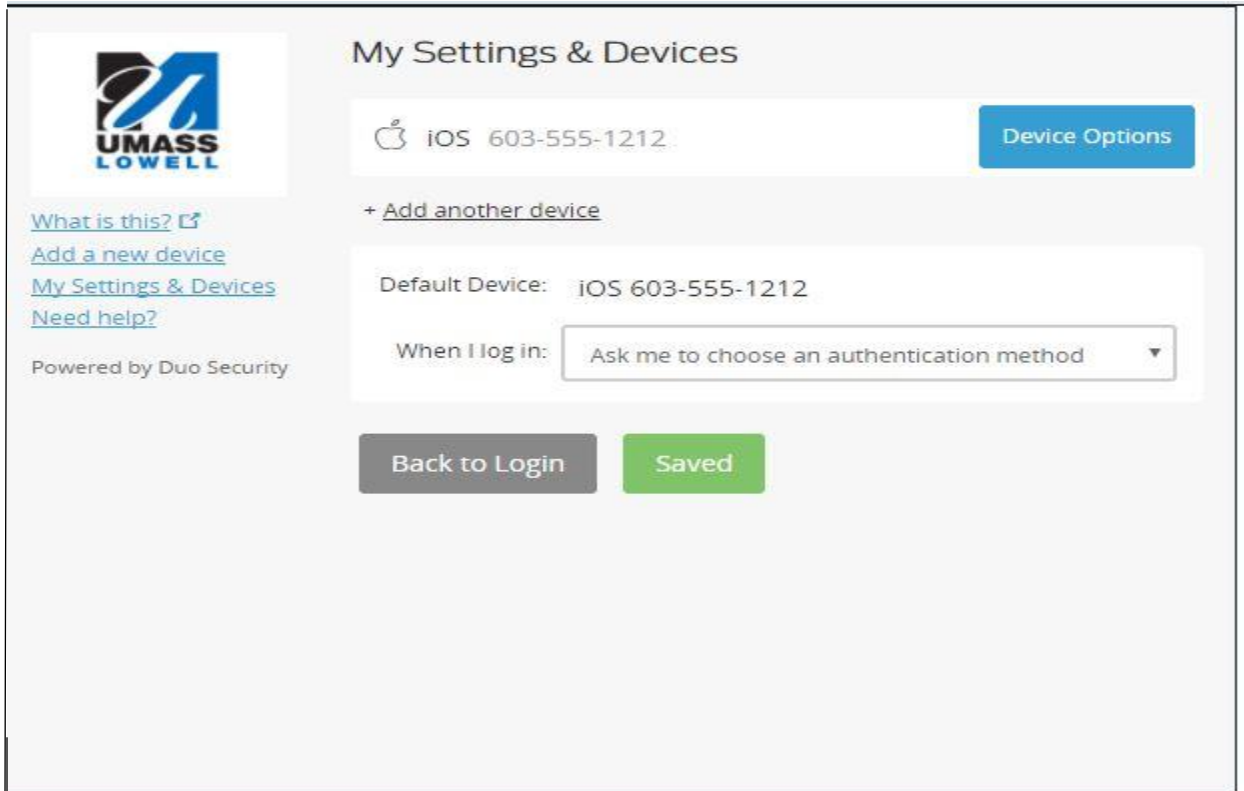
Duo Push

Send Me a Push

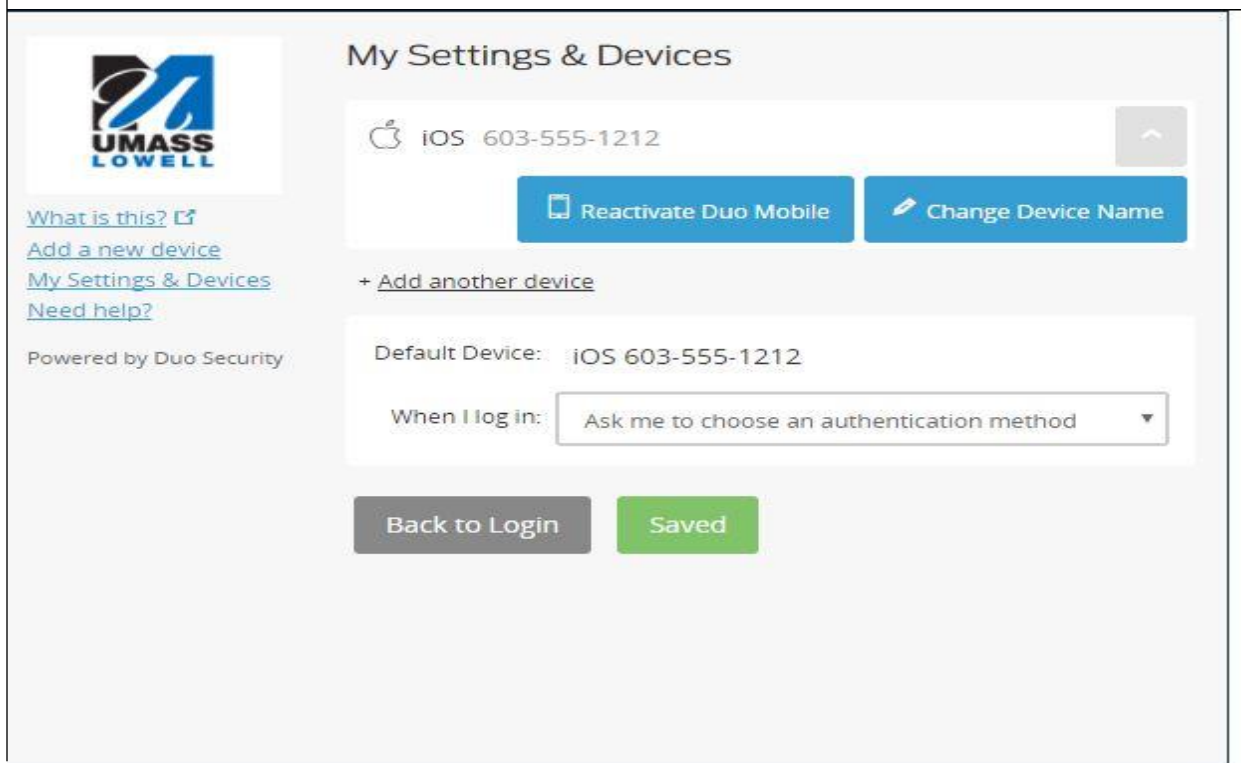


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Once authenticated, you can Add devices, Change device options and choose what happens when you log in (i.e. automatic push, call or allow you to choose):



The screenshot shows the 'My Settings & Devices' page. On the left is the UMass Lowell logo and a sidebar with links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below the links is the text 'Powered by Duo Security'. The main content area is titled 'My Settings & Devices' and displays a single device: 'iOS 603-555-1212'. To the right of the device name is a blue button labeled 'Device Options'. Below the device list is a link '+ Add another device'. A section for 'Default Device' shows 'iOS 603-555-1212'. Below that, a dropdown menu for 'When I log in:' is set to 'Ask me to choose an authentication method'. At the bottom are two buttons: 'Back to Login' (grey) and 'Saved' (green).



The screenshot shows the 'My Settings & Devices' page with additional options. The layout is similar to the first screenshot, but the device 'iOS 603-555-1212' now has two blue buttons: 'Reactivate Duo Mobile' and 'Change Device Name'. The 'Device Options' button is no longer visible. The rest of the page, including the sidebar, default device settings, and bottom buttons, remains the same.