Introduction

Duo Multi-Factor Authentication is program that allows you to establish your identity by providing another method in addition to your password.

Enrolling your First Device in Duo

To begin the Duo enrollment process, download the **Duo Mobile Application** from the **Apple** or **Google Play** stores.

1. Navigate to **MyAccess**.

2. When prompted, enter your **UCSF email address** and **password** before selecting Login.

3. On the **Welcome to Duo Security** screen, select the **Next** button.

4. From the **Select an Option** screen, select the **Duo Mobile** option to get a *push notification* or a *code* sent to your mobile device.

5. Enter the **phone number** for your mobile device before clicking the **Add Phone Number** button.


6. Select the **Yes, It's Correct** button to **confirm** your phone number.

7. As a reminder, download the **Duo Mobile** app from Apple Store or Google Play, if you have not already. Once downloaded, select the **Next** button.

8. Scan the **QR code** presented by **Duo** with your mobile device by completing the following:

   a. Open the **Duo Mobile** App and select the **Add +** button.
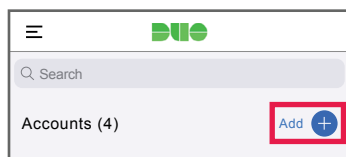
   b. Select the **Use QR Code** option.
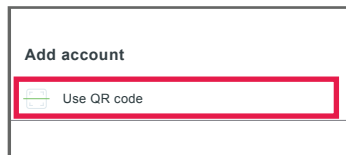
   c. Then point your device's camera to the QR code to receive a **device addition confirmation** message

9. Duo will ask if you want to add another method for logging in. Select the **Skip** for now to complete the process.

10. Congratulations! You have successfully enrolled your first device and are ready to start using Duo to access UCSF systems!

Accessing Device Management in Duo

This section will assist you with accessing the **Device Management** screen in Duo.

NOTE: You will need to disconnect from VPN or any UCSF networks prior to accessing the Device Management menu in Duo.
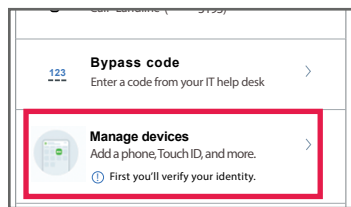
1. Navigate to an **application** that requires Duo such as *MyAccess* or *UCPath.*

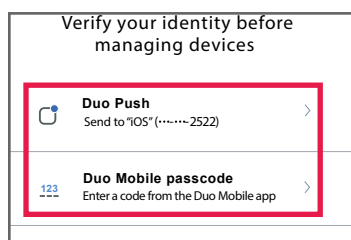2. The **Check for a Duo Push** screen will appear, select the **Other Options** link.
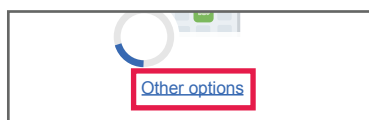
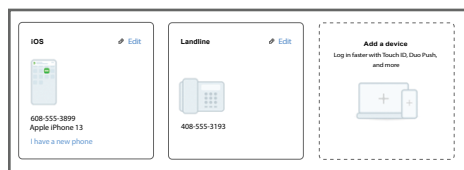## Accessing Device Management in Duo (continued)

3. Select the **Manage Devices** option.

4. When asked to *verify your identity*, select either the **Duo Push** or **Duo Mobile Passcode** to complete the *verification* process.


5. Congratulations! You have successfully accessed Duo device management. From this screen, you will be able to manage your existing devices as well as add new ones.
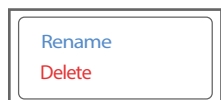

Manage Existing Devices in Duo

These instructions will assist you with accessing the Device Management screen in Duo to edit or remove an existing smart device in your profile.
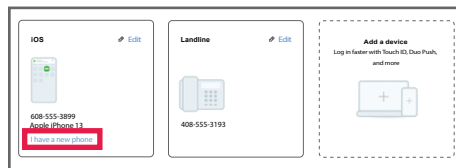
1. From the **Duo Device Management** Screen, locate your device before selecting the **Edit** button.
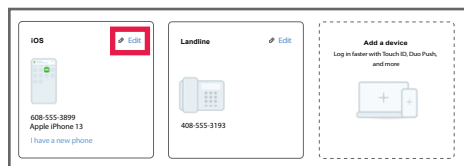
2. On the **Edit** menu, you can **Rename** or **Delete** it from your profile by selecting the applicable option.

NOTE: If you have a **new** phone, select **I have a new phone** to initiate the add a new Smart Device process detailed earlier in this guide.
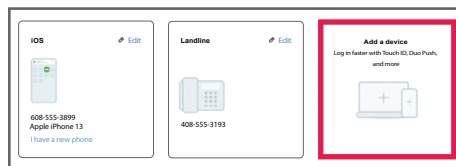

3. Congratulations! You have successfully renamed and removed devices from your Duo profile.
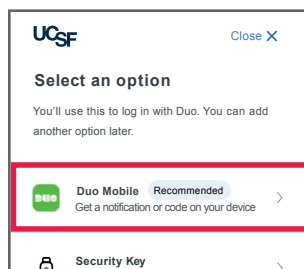
Add a New Smart Device

These instructions will assist you with accessing the Device Management screen in Duo to add a new smart device to your profile.
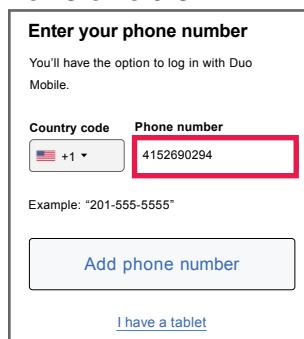
1. From the **Duo Device Management** screen, select the **Add a Device** Option.

2. After the **Select an Option** screen loads, select **Duo Mobile**.

3. Enter the **Phone Number** for your device before clicking the **Add Phone Number** button. If you would like to use **Duo** on a tablet, select the **I have a tablet** link.

4. Confirm the **phone number** you entered, then click the **Yes, it's correct** button.
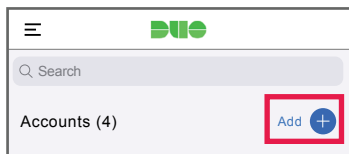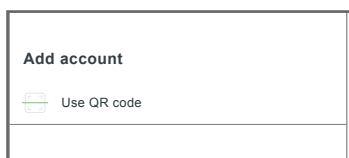
Add a New Smart Device (continued)

NOTE: If you entered the number incorrectly and would like to change it, select the **No, I need to change it** link to update the number.

5. Scan the **QR code** presented by **Duo** with your mobile device by completing the following:

a. Open the **Duo Mobile** App and select the **Add +** button.

b. Select the **Use QR Code** option.

c. Then point your device's camera to the QR code to receive a **device addition confirmation** message.

6. Duo will ask if you want to add another method for logging in. Select the **Skip** for now to complete the process.

7. Congratulations! You have successfully added a new smart device in Duo device to receive and accept notifications from Duo.
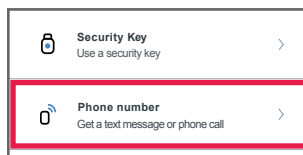
Add a New Mobile or Landline Phone

This section will walk you through the process for adding a new mobile (non-smartphone) or landline phone for use in Duo.
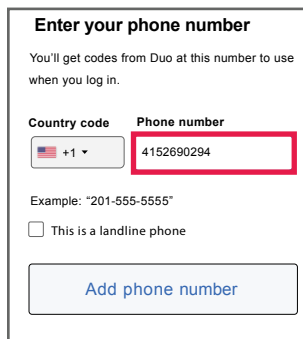
1. From the **Duo Device Management** screen, select the **Add a Device** option.
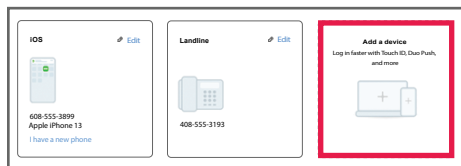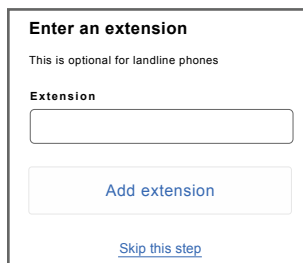
2. After the **Select an Option** screen loads, select **Phone Number**.

3. Enter the **Phone Number** for your mobile or landline phone. **NOTE**: If you are adding a landline phone, select the **This is a landline phone** option.
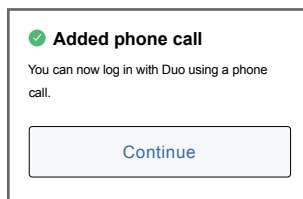
4. **OPTIONAL**: Add an **extension** (If your landline has one) otherwise, click the **Skip this step** link.

5. Confirm that your **phone number** is correct before clicking the **Yes, it's correct** button.
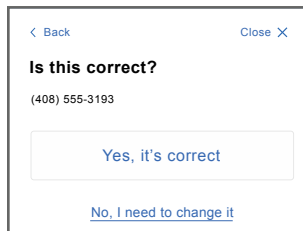
6. Duo will provide a *confirmation* message that your mobile (non-smartphone) or landline has been added.

7. When prompted to **Add another way to log in**, select the **Skip for Now** link.

8. Congratulations, you have successfully added a mobile phone (non-smartphone) or landline phone in Duo!

Authentication Methods

Receiving a Duo Push

With a cell phone or mobile device added in Duo, these instructions will highlight the process for each available **Authentication Methods** in Duo.
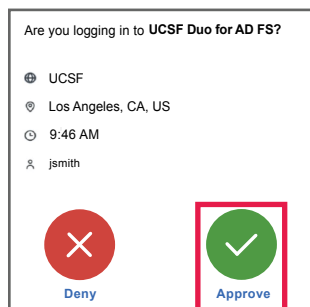
1. Enter your **UCSF email address** and **password** in a Duo-enabled application such as **MyAccess** or **Outlook Web Access**.

2. After a few moments, Duo will send you a **push notification** to your registered device.
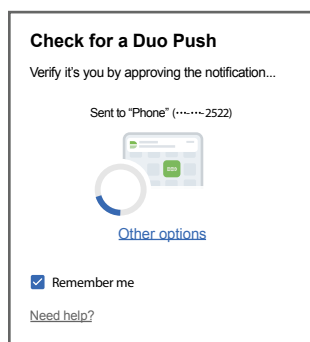
3. Once the *notification* is received, tap it to open it within the **Duo Mobile App**.
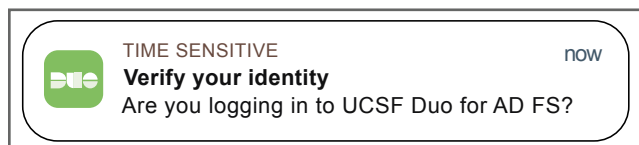
4. After **Duo** loads successfully, you will have the option to **Deny** or **Approve** the push notification.

5. Select **Approve** to confirm the Duo Push.

6. Congratulations! You have successfully initiated and accepted a Duo push notification to access the UCSF system.

NOTE: Be sure to review the notification **before** selecting *Approve* to ensure that you initiated the authentication process, and that the notification is valid and not malicious.

Entering a Mobile Code

1. Enter your **UCSF email address** and **password** in a Duo-enabled application such as MyAccess, VPN or Outlook Web Access.

2. When the **Duo** screen loads, select the **Other Options** link.
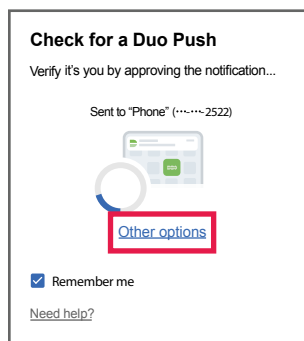
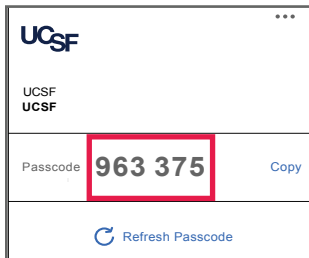3. From the **Other Options to log in** screen, select the **Duo Mobile Passcode** option.
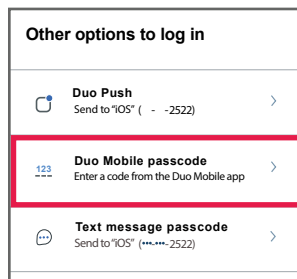
4. On your mobile device, open the **Duo Mobile** app.

5. Locate the applicable *account* and click the **show** option.

Reciving a Mobile Code (continued)

6. Manually enter the **six-digit** passcode into the device that you attempted to access before selecting the **Verify** button.


NOTE: You will need to click the Refresh Passcode link to get a new code after every use as a code can only be used once.

7. Congratulations! You have successfully used a Duo Mobile Passcode to access a UCSF system.
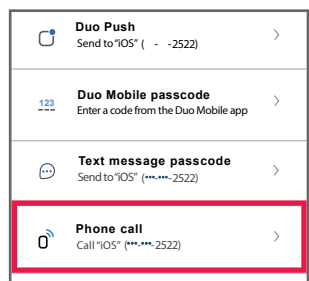
Phone Call

1. Enter your **UCSF email address** and **password** in a Duo-enabled application such as MyAccess, VPN or Outlook Web Access.

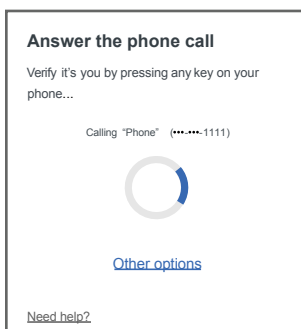2. When the **Duo** screen loads, select the **Other Options** link.
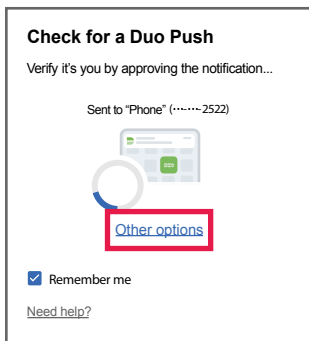
3. From the **Other Options to log in** screen, select the **Phone Call** option.

4. The *registered device* will be contacted by *Duo* via *Phone call.*

5. Once the call is **received**, **answer**, and **listen** to the call before entering the *number specified* on the call to complete the authentication process

NOTE: If the **incorrect key** is **entered**, the verification will **fail**.

7. Congratulations, you have successfully authenticated using a phone call in Duo!
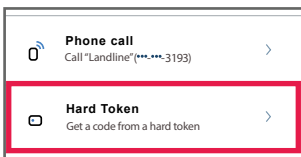
Hard Token

When accessing UCSF systems, you may have the option to utilize a **token** if you are not able to use a **smart device** or **landline phone**. Let's review the process for using a *token* to access UCSF systems.

1. Enter your **UCSF email address** and **password** in a Duo-enabled application such as MyAccess, VPN or Outlook Web Access

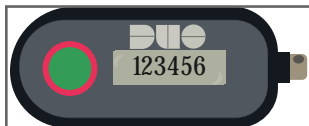2. When the **Duo** screen loads, select the **Other Options** link
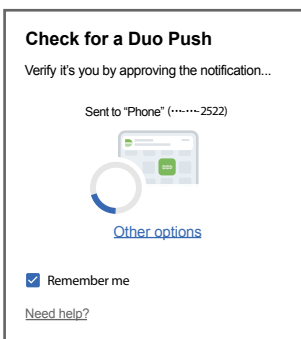
3. From the **Other Options to log in** screen, select the **Hard Token** option

Hard Token (continued)

4. Press the **Green** button on your token to **generate** a one-time **six-digit passcode**

NOTE: You will need to click the Green button to get a new code after every use as a code can only be used once.

5. Enter the *six-digit passcode* from your *Duo Token* into Duo before selecting the **Verify** button

6. Congratulations! You have successfully used a *Duo Token* to access a UCSF system.