Enroll a Device in Duo Mobile

Introduction

Duo Mobile adds a second level of login security (i.e. “two-factor” or “2FA”) by prompting users to authenticate their identity when logging in. U-M’s preferred method of authentication is a “Push” which is done using the Duo Mobile app from a smart phone (or tablet/iPad). There are additional methods for authenticating besides the Push option.

To use any of the available authentication methods, you must first enroll a device. The table below identifies the devices you can use and the different authentication options available for those devices.

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It is highly recommended that you enroll a device while ON-SITE. Failing to enroll on-site will require a call to the Service Desk (734-936-8000) and additional VPN connection steps before enrollment can begin.

Click the blue text on the image below to jump to that section of this job aid.

See the Device Enrollment Options document to learn more about each authentication option.

To manage multiple registered devices, see the Managing Devices Enrolled in Duo job aid [link forthcoming].

To connect to VPN once a device is enrolled, see the Connect to VPN Using Two-Factor (Duo) job aid.
Enroll Smartphone in Duo for Two-Factor Authentication

What you will need:
- Computer/laptop
- Smartphone
- Your app store credentials (username and password).
- Do not start enrollment unless you can finish it in one sitting!

Install the Duo Mobile App

1. With your device, either go to the UMHS App Store if you are enrolled in AirWatch; otherwise, go to the app store for your device:
   - App Store for Apple devices.
   - Google Play Store for Android devices.
   - Microsoft Store for Windows devices.
   - Blackberry World for Blackberry devices.
2. Type Duo Mobile in the Search bar and select the app when it appears.
3. Install the Duo Mobile App following your device’s instructions, but do not open the app.
   - If asked to allow push notifications, tap OK.

Register Your Smartphone with Duo

Complete this process through your UHMS User Self-Service Profile page:

1. From your computer, go to your UMHS Profile Page and log in.
Enroll a Device in Duo Mobile

6. Enter your **phone number** with area code.
7. Verify the number is correct then click the checkbox.
8. Click **Continue**.
9. Select the **type of phone** you are using then click **Continue**.

10. Click **I have Duo Mobile installed**.

**Activate Duo Mobile**

1. Open the **Duo Mobile App** on your mobile device.
2. Tap the + symbol near the top of the screen. This simultaneously launches the camera on your device and triggers a barcode to appear on your **UMHS Profile** page.

**Configure Your Duo Account Settings**

1. Click the drop-down for **When I log in** and select either:
   - Automatically send this device a Duo Push, or
   - Automatically call this device.
2. Click the **Saved** button. A message appears confirming the process was successful.
3. Click **Continue to Login**.

**Verify Your Smartphone is Now Connected to the Duo Service**

1. Press **F5** to refresh the page.

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If using a Blackberry, you will not use a barcode scanner. Instead, enter your **email address as prompted** on the screen and click **Send Email**. Using your phone, open the email message and click the **activation link**.

3. Point the camera toward the **barcode** that appears on your monitor. The app captures the code and a green check mark appears indicating completion.
4. Click **Continue**.

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If using a Blackberry, you will not use a barcode scanner. Instead, enter your **email address** as prompted on the screen and click **Send Email**. Using your phone, open the email message and click the **activation link**.

3. Point the camera toward the **barcode** that appears on your monitor. The app captures the code and a green check mark appears indicating completion.
4. Click **Continue**.
2. Click the **U-M Duo Settings** drop-down.

3. Authenticate by either:
   
   A. Tapping **Approve** on your device (if you chose Duo Push during configuration), or
   
   B. Answering the call to your phone (if you chose Phone Call during configuration) and following the prompts.

Automated testing continues until you click Cancel.

![Choose an authentication method](image)
Enroll Tablet/iPad in Duo for Two-Factor Authentication

What you will need:
- Computer/laptop
- Tablet/iPad
- Your app store credentials (username and password).
- Do not start enrollment unless you can finish it in one sitting!

Install the Duo Mobile App

1. With your device, either go to the UMHS App Store if you are enrolled in AirWatch; otherwise, go to the app store for your device:
   - App Store for Apple devices.
   - Google Play Store for Android devices.
   - Microsoft Store for Windows devices.
   - Blackberry World for Blackberry devices.
2. Type Duo Mobile in the Search bar and select the app when it appears.
3. Install the Duo Mobile App following your device’s instructions, but do not open the app.
   - If asked to allow push notifications, tap OK.

Register Your Tablet/iPad with Duo

Complete this process through your UHMS User Self-Service Profile page:

1. From your computer, go to your UMHS Profile Page and log in.
Enroll a Device in Duo Mobile

**7. Click I have Duo Mobile installed.**

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**Activate Duo Mobile**

1. Open the **Duo Mobile App** on your mobile device.
2. Tap the + symbol near the top of the screen. This simultaneously launches the camera on your device and triggers a barcode to appear on your **UMHS Profile** page.

   - **i**f using a Blackberry, you will not use a barcode scanner. Instead, enter **your email address as prompted** on the screen and click **Send Email**. Using your phone, open the email message and click the **activation link**.

3. Point the camera toward the **barcode** that appears on your monitor. The app captures the code and a green check mark appears indicating completion.
4. Click **Continue**.

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**Configure Your Duo Account Settings**

1. Click the drop-down for **When I log in** and select **Automatically send this device a Duo Push**.
2. Click the **Saved** button. A message appears confirming the process was successful.
3. Click **Continue to Login**.

**Verify Your Smartphone is Now Connected to the Duo Service**

1. Press F5 to refresh the page.
2. Click the **U-M Duo Settings** drop-down.

3. Authenticate by either:
   - **A.** Tapping **Approve** on your device (if you chose Duo Push during configuration), or
   - **B.** Answering the call to your phone (if you chose Phone Call during configuration) and following the prompts.
Automated testing continues until you click Cancel.

Choose an authentication method

- Duo Push  (used automatically)
- Call Me

Powered by Duo Security
Enroll Basic Cell Phone in Duo for Two-Factor Authentication

What you will need:
- Computer/laptop
- Basic cell phone
- Do not start enrollment unless you can finish it in one sitting!

Register Your Basic Cell Phone with Duo

Complete this process through your UHMS User Self-Service Profile page:

1. From your computer, go to your UMHS Profile Page and log in.
   - If you are off-site, follow this link and select Click here to update your UMHS User Profile or to reset your passwords. It is recommended that you enroll a device while on-site.
2. Click Security Settings.
   - The Help tab on your UMHS Profile provides more detail concerning Duo Two-Factor Authentication.
3. Click the U-M Duo Settings drop-down then click Enroll Mobile Phone, Tablet, or Landline in Your U-M Duo Account.
4. Click Start setup.
5. Select Mobile phone then click Continue.
6. Enter your phone number with area code.
7. Verify the number is correct then click the checkbox.
8. Click Continue.
9. Select Other for the phone type then click Continue.
Enroll a Device in Duo Mobile

Configure Your Duo Account Settings

1. Click the drop-down for When I log in and select Automatically call this device.
2. Click the Saved button. A message appears confirming the process was successful.
3. Click Continue to Login.

Verify Your Basic Cell Phone is Connected to the Duo Service

1. Press F5 to refresh the page.
2. Click the U-M Duo Settings drop-down.
3. Authenticate by answering the phone call and following the prompts.

Complete the UMHS Global Default Override

If your enrolled device is set to receive a phone call to authenticate, you may need to override the global default from Push to Phone Call.

1. If you’re not there already, go to your UMHS Profile Page and log in.
2. Click Security Settings.
3. Click U-M Duo Settings.
4. Select Phone Call under Use to Complete a UMHS Global Default Override section, if not already selected.
Enroll Landline Phone in Duo for Two-Factor Authentication

What you will need:
- Computer/laptop
- Landline phone
- Do not start enrollment unless you can finish it in one sitting!

Register Your Basic Cell Phone with Duo

Complete this process through your UHMS User Self-Service Profile page:

1. From your computer, go to your UMHS Profile Page and log in.
   - If you are off-site, follow this link and select Click here to update your UMHS User Profile or to reset your passwords. It is recommended that you enroll a device while on-site.
2. Click Security Settings.
3. Click the U-M Duo Settings drop-down then click Enroll Mobile Phone, Tablet, or Landline in Your U-M Duo Account.
4. Click Start setup.
5. Select Landline then click Continue.
6. Enter your phone number with area code.
7. Enter an extension (if applicable).
8. Verify the number is correct then click the checkbox.
9. Click Continue.

Configure Your Duo Account Settings
1. Click the drop-down for When I log in and select Automatically call this device.
2. Click the Save button. A message appears confirming the process was successful.
3. Click Continue to Login.

Verify Your Landline Phone is Connected to the Duo Service

1. Press F5 to refresh the page.
2. Click the U-M Duo Settings drop-down.
3. Authenticate by answering the phone call and following the prompts:

Automated testing continues until you click Cancel.

Complete the UMHS Global Default Override

If your enrolled device is set to receive a phone call to authenticate, you may need to override the global default from Push to Phone Call.

1. If you’re not there already, go to your UMHS Profile Page and log in.
2. Click Security Settings.
To Enroll Your U-M Duo Hardware Token in Duo for Two-Factor Authentication

Acquire a U-M Hardware Token

If your unit/area does not cover the cost, and you want to have your own U-M hardware token, you can purchase directly by visiting the Computer Showcase in person or order from them online for $25 each.

- Any individual with a U-M ID may purchase a hardware token.

EPCS Providers: If you use two-factor authentication for Electronic Prescription of Controlled Substances (EPCS), work with your unit liaison to get provisioned. Do not purchase Duo hardware tokens from the Computer Showcase or follow the instructions here.

Register Your U-M Hardware Token with Duo

What you will need:

- Computer/laptop
- Duo Hardware Token
- Do not start enrollment unless you can finish it in one sitting!

Complete this process through your UHMS User Self-Service Profile page:

1. From your computer, go to your UMHS Profile Page and log in.
2. Click Security Settings.
3. Click the U-M Duo Settings drop-down then click Enroll Mobile Phone, Tablet, or Landline in Your U-M Duo Account.
4. Click Add.
5. Locate the serial number on the back of the U-M Token to register it.
6. Begin entering the serial number.
- The drop-down window will provide a list of possible serial numbers available.
7. Select your serial number from the drop-down list.
- If the serial number doesn’t appear on the list, then that token cannot be used for your U-M Duo account.
8. Confirm the serial number you entered is correct.
9. Test your token by using it to generate a passcode and entering it into the test field.
10. Click Test Token.

11. Receive the following message: You have successfully enrolled your U-M Duo hardware token and it is ready to be used.