INTRODUCTION TO DUO

**Duo** provides two-factor authentication and secure sign-on tools for end users. WSU has chosen to utilize Duo for all CAS authenticated sites (myWSU, Banner, Self Service, among others) for additional security.

What is two-factor authentication?
Two-factor authentication enhances security by requiring the use of a secondary device at log in to verify your identity. This ensures that others cannot access your account by obtaining your password.
For WSU, two-factor authentication means a log in with WSUID and password in conjunction with another method a user chooses with Duo (cell, phone, land line, or app).

REQUESTING ACCESS

Prior to Duo deployment campus wide, you can be an early adopter by requesting advance access to Duo. Work with your department admin to request access; admins will need to provide an Excel file with a list of names, emails, and WSUIDs to Shadi Tafaroji via Dropbox. ITS (Information Technology Services) will then coordinate with departments for an enrollment date, and you will then receive an memo from Shadi Tafaroji with further information.

EMAIL

You will also receive an email from Duo once you are registered. This email will contain a one-time link for set up and a link to a guide with instructions.

After you receive this email, if you attempt to log in to myWSU or any other CAS authenticated site before completing the Duo enrollment process you will be taken to the same Duo sign up screen before being allowed to login.

DEVICE OPTIONS

Duo has options to set up the following devices:

- Duo App (for smartphones or tablets)
- Cell Phone (without using the Duo App)
- Landline

For best results, the Duo App is recommended.
Duo created a helpful enrollment guide that can be found on their site:
https://guide.duo.com/enrollment

This online guide may contain all the information you need. If not, see below for step by step instructions.

**SETUP USING DUO MOBILE APP**

**Important:** The Duo App is currently available for iOS (Apple) devices, Android devices, and Windows devices. If your phone uses a different operating system, see the section titled [Setup Using Landline or Cell Phone without App](#).

1. Select the link in the Duo Email or log in to myWSU to access the Duo Startup Screen.

![Duo Startup Screen](image)

2. Select **Start Setup**.

3. Select **Mobile Phone** and press **Continue**.
4. Enter your phone number and confirm your phone number with the checkbox. Press **Continue**.

5. Select your phone type from the list of options and press **Continue**.
6. You will be prompted to download the mobile app. Go to the App store on your mobile phone and download the Duo Mobile app.
   ✓ If needed, there will be instructions on the page for how to download the app from your phone’s app store.
   ✓ Keep the Duo startup screen open on your computer as you will be revisiting it shortly.

   a) Once the app is installed, follow the prompts to Add Account.

   b) Be sure that you allow camera access to the app, as a QR code will be generated for you to complete setup, requiring the use of the camera.
c) It is also recommended to allow notifications to the app on your phone to simplify the authentication process.

7. Once the app is downloaded on your phone, return to your computer. On the Duo startup screen select **I Have Duo Mobile Installed**.

8. A QR code will appear on your computer screen, along with prompts for capturing the QR code with your cell phone camera.

   ✓ Hold your phone up to the screen and capture this QR code with your phone's camera.
9. Select log on preferences in the dropdown for **When I Log In** and press **Continue to Login**.

10. Once you have completed the enrollment process, the options that appear are the options you will normally see when logging in. They include the following:

- **Send Me a Push**: Receive a notification to the mobile app for you to approve login
- **Call Me**: Receive a phone call on your phone to approve login
- **Enter a Passcode**: Enter a code that is texted to your phone
See below for more information on these options.
Push Notification

You may find that Push Notification is the fastest method to authenticate. **Send Me a Push** will prompt the phone app to notify you.

- When you visit the app, you will have the option to **Approve** or **Deny** the authentication.

Call Notification

**Call Me** will prompt Duo to call your cell phone. Answer the call and press any key to approve log in.

Passcode or Text Notification

Select **Enter a Passcode** and either enter the code visible in the app or press **Text me new codes** to have Duo text your cell phone a special code to log in.
SETUP USING TABLET APP

Tablet apps are available for iOS (iPad) or Android tablets.

1. On the setup screen, select Tablet

From here, follow the same instructions listed in the Setup Using Duo Mobile App section above.
SETUP USING LANDLINE OR CELL PHONE WITHOUT APP

For cell phones that cannot access the Duo app, or for landlines, select Landline.

1. Select the link in the Duo Email or log in to myWSU to access the Duo Startup Screen.
2. Select Start Setup.
3. Select Landline and press Continue.

✓ Note: if you have already selected Mobile Phone and later discover that your cell phone does not support the app, simply select Other on the cell phone Type selection screen. This will take you to the same place as the Landline option.
4. Enter your phone number and confirm your phone number with the checkbox. Press **Continue**.

5. Select log on preferences from the drop down and press **Finish Enrollment**.

6. Once you have completed the enrollment process, the options that appear are the options you will normally see when logging in. They include the following:

   a) **Call Me**: Receive a phone call on your phone to approve login
   b) **Enter a Bypass Code**: enter a code that is texted to your phone
Call Notification

Call Me will prompt Duo to call your phone. Answer the call and press any key to approve log in.

Text Notification

Select Enter a Bypass Code and press Text me new codes to have Duo text your cell phone a special code to log in.

ADD AN ADDITIONAL DEVICE

You must set up two devices with Duo. If you only set up one device, you risk being locked out of your account if you cannot access the original method.

To add an additional device after the first device is established:

1. In the Duo Log In Screen, select Add a New Device from the menu on the left.
2. Confirm your identity by choosing an authentication device. This can be the way you usually log into Duo (e.g. a push notification or phone call).

3. Follow the directions above to either:
   a. Set up the Duo Mobile App on an additional phone, or
   b. Set up a Landline.

Other Information

Security Key

If you are using Chrome, Security Key may be listed as an option for Duo. This feature is not currently enabled for WSU at this time, though it may be utilized in the future.

Settings and Options

Log in options may be set up during enrollment under the When I Log In dropdown menu.
These settings, including the ability to add or remove devices can be found on the left side of the Duo log in screen. Remember, you can always find the duo screen simply by logging in to myWSU.

Contact information

Password Assistance:
- Technology Help Desk: (316) 978-HELP or helpdesk@wichita.edu

Assistance:
- ITS Applications Training: (316) 978-5800 or training@wichita.edu

Complete Duo Guides:
- Complete guides for Duo can be found here: https://guide.duo.com/