Welcome to UMass Boston Multi-Factor Authentication

Please click the links in the table of contents:

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  3. Type your phone number
  4. Choose your phone type
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To begin the enrollment process, please enter your UMass Boston username and password on the login page for HR Direct or MFA Self-Service Portal, you will be redirected to the Duo prompt. Please follow the instructions on the screen or as given below:

1. **Welcome Screen**

Click **Start setup** to begin enrolling your device.
2. Choose Your Authentication Device Type

Select the type of device you'd like to enroll and click Continue. We recommend using a smartphone for the best experience, but you can also enroll a landline telephone, or iOS/Android tablets.
3. **Type Your Phone Number**

Select your country from the drop-down list and type your phone number. Use the number of your smartphone, landline, or cell phone that you'll have with you when you're logging in to a Duo-protected service. You can enter an extension if you chose "Landline" in the previous step.
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Then double-check that you entered it correctly, check the box, and click **Continue**. The number entered here is for demonstration purposes only, please enter your own phone number.
4. **Choose your phone type**

If you are using a phone that is not a smartphone, select ‘other’ and the setup will complete. If you have a smartphone, choose your device’s operating system and click **Continue**.
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5. Install Duo Mobile

Duo Mobile is an app that runs on your smartphone and helps you authenticate securely, quickly and easily. Without it you'll still be able to log in using a phone call or text message, but for the best experience we HIGHLY recommend that you use Duo Mobile app.

Follow the platform-specific instructions on the enrollment screen or see detailed instructions below:

To find the app:

  OR go to App Store on your iPhone, and search for “Duo Mobile”

  OR go to Google Play on your android phone, search for “Duo Mobile”

- **On your Windows phone:** Go to [https://www.microsoft.com/en-us/store/p/duo-mobile/9nblggh08m1g](https://www.microsoft.com/en-us/store/p/duo-mobile/9nblggh08m1g)
  OR go to Store on your Windows phone, and search for “Duo Mobile”

After finding the app:

- Tap Get, then, Install
- Review and accept terms and conditions (if asked)
6. **Activate Duo Mobile App**

Return to the enrollment window and click **I have Duo Mobile installed**
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To activate the Duo Mobile app on your smartphone, you can either 1) scan the barcode from within the Duo Mobile app or 2) have an activation link emailed to you instead.
Option 1: To activate using a barcode, please see instructions here:

| Open the Duo app, **Allow Push Notifications.** Select **Add Account (First Time Setup).** If adding another device, **tap the ‘+’ button** | Allow access to the camera (press **OK**). Proceed to scan the barcode on your desktop screen | Position the camera so that the barcode is in clear view; the device will scan automatically |
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The "Continue" button is clickable after you scan the barcode successfully.
Option 2: To activate using an email link sent to your device, please follow the following steps:

- Click on the “Or, have an activation link emailed to you instead”
- Enter an email address that you can access on the device where you have Duo App installed
- Click “Send email”
- On your device that has Duo Mobile, open the email titled “Duo Mobile Activation”
- On the same device, click on the link within the email
- Your device’s screen will be redirected and you will be asked to “Open this page in Duo Mobile”, click open
- Then return to the browser where you had entered your email address and click “Continue”

You have successfully activated your Duo Mobile app. Please continue with the next steps in the enrollment process.
7. Configure Device Options

Now your smartphone is successfully registered or enrolled for Multi-factor authentication. You would be shown a screen like below.

New devices are 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.
On the My Settings and Devices screen, you can:

- Click **Add another device** to start the enrollment process again and add a second phone or another authenticator.
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- Use **Device Options** to give your phone a more descriptive name or avail other options, make sure to save your changes.
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Congratulations! Your device is ready to approve Duo authentication requests.

Next Steps:
>> In MFA Self-Service Portal, you can click Logout to close the session
>> In HR Direct, you can proceed to authenticate using your second factor by clicking on Continue to Login